

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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POLICY MEMO

To: State Quality Improvement Specialists and State Qualified Providers

Re: Quality Assurance Observation Sheets

From: Jeff Sturm, Program Director

There has been some confusion within the State regarding the reporting timelines and the format required for responding to the Quality Assurance Observation sheets (QAOS). For exemplary practices no response to the Developmental Disabilities Program is required. For deficiencies, providers **must** respond within 10 calendar days from the date of receipt. If this is not done within the time frame the Provider of services may not be able to assure the health and safety of individuals in Developmental Disabilities Services therefore warranting additional restrictions by the Developmental Disabilities Program, the State Medicaid monitoring agency.

When responding, the provider agency must address the issues on the Original Quality Assurance Observation Sheet, which will be sent electronically to the agency personnel designated to receive the Quality Assurance Observation Sheets.

The agency in a few sentences must explain the cause of the deficiency and the actions taken to prevent a recurrence of the problem. If supplemental material or documents are requested they can be sent as electronic attachments if available. If not available, document that the requested materials will be sent hard copy to the Developmental Disabilities Program on the Quality Assurance Observation Sheet.

State staff should fill out the Quality Assurance Observation Sheet precisely and succinctly, paying specific attention to detail so that provider agencies know exactly what the deficiency is in order to prepare a precise response to the quality assurance issue that must be addressed.

Your cooperation in responding to the Quality Assurance Observation Sheet within the required timelines is a vital health and safety component within the State Quality Assurance process for both State and Waiver funded recipients of Developmental Disabilities Services. Without your timely response issues could go unaddressed which may affect the health and safety of those individuals we must protect.

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