

QUALITY ASSURANCE REPORT

DEVELOPMENTAL DISABILITIES
ADMINISTRATION

State of Washington

2013

Quality Assurance activities

- Monitor and manage an incident reporting system for serious and systemic issues.
- Refer serious issues to Adult Protective Services or Residential Care Services or Children's Protective Services.
- Respond to individual and family concerns by Case Resource Managers in a complaint system.
- Analyze and act upon individual and satisfaction surveys.
- Review mortality and incident reports.
- Conduct background checks for all providers.
- Provide residential training.

DDA's Mission

Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.

DDA's Vision

We envision:

Supporting individuals to live in, contribute to, and participate in their communities;

Continually improving supports to families of both children and adults;

Individualizing supports that will empower individuals with developmental disabilities to realize their greatest potential;

Building support plans based on the needs and the strengths of the individual and the family; and

Engaging individuals, families, local service providers, communities, governmental partners and other stakeholders to continually improve our system of supports.

DDA's Values

Respect gained through positive recognition of the importance of all individuals;

Person-Centered Planning to support each person to reach his or her full potential;

Partnerships between DDA and clients, families and providers in order to develop and sustain supports and services that are needed and desired;

Community Participation by empowering individuals with developmental disabilities to be part of the workforce contributing members of society; and

Innovation to create services and supports that meet the needs of those individuals DDA serves.

Quality Assurance Outcomes

- **Person-centered goals & community integration**
 - Each individual served with dignity and respect
- **Providers trained and informed**
 - State and provider staff respected and valued
- **Community participation**
 - Information sharing and involvement of self-advocates and parents
- **State-wide system**
 - Ongoing monitoring, evaluation and sharing of activities with community partners

[Learn more](#)

Quality Assurance Roles & Responsibilities

- **State**
 - System supervision, information dissemination, financial audits, health and safety monitoring, incident report collection and review
- **Regional**
 - Management of contracted providers, certification of providers, corrective action enforcement, incident management and reviews
- **Individual**
 - Advising the division/provider/region/county on system changes needed, choice of services, provider selection, reporting incidents of neglect, abuse or exploitation
- **County**
 - Managing contracted employment programs, managing contracted community access programs, county plans
- **Provider**
 - Fulfillment of contractual obligations, agency quality assurance plan, background checks, health and safety practices, incident reporting, health and safety practices, incident & mortality reviews of practice, staff training

[Learn more](#)

Laws, Rules, Policies and Practices

Washington State has implemented the following laws, rules, policies and practices to assure quality:

- Revised Code of Washington (RCWs)
- Washington Administrative Code (WACs)
- DSHS Administrative Policies
- DDA Administrative Policies
- Procedures, practices and publications

[Learn more](#)

Quality Assurance System

The quality of supports and services for individuals with developmental disabilities is monitored in many ways. Responsibility is shared among DDA, Residential Care Services Division, Adult Protective Services, Child Protective Services, service providers, Counties, the individual and the family.

1. Quality begins with the Case Resource Manager's work;
2. Quality is reinforced by Regional Quality Assurance staff; and
3. Quality management is designed and monitored by DDA Central Office staff

Quality Assurance System

Continued investment in a robust quality assurance system is necessary as we seek to deliver safe, high quality integrated services and supports.

- DDA understands individual's needs and values
- Case management achieves desired results in supporting clients
- All providers are certified, licensed or under contract
- Systemic Quality Assurance activities occur regularly
- Health and safety requirements are endorsed by regulatory agencies

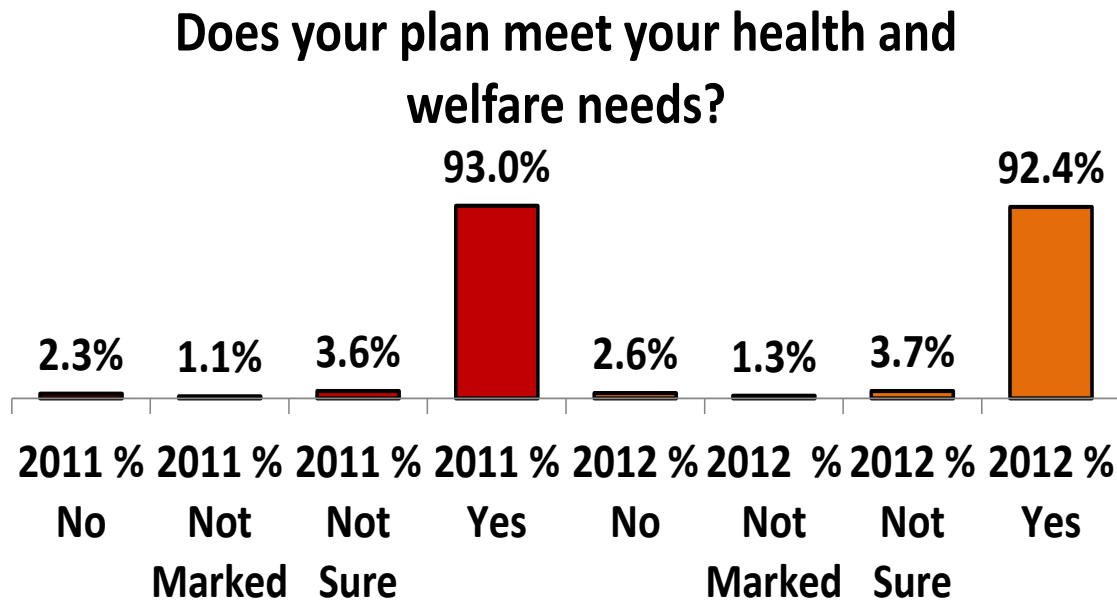
Investing in the future

To continually improve services DDA is:

- Developing expertise in the rapidly growing field of assistive technology;
- Partnering with national experts to develop a body of knowledge about the value of environmental modifications;
- Partnering with counties and vocational agencies to increase ability to successfully support individuals facing challenges to community inclusion and employment;
- Providing technical assistance and training for providers in areas where DDA's Quality Assurance process has identified risks

National Core Indicator

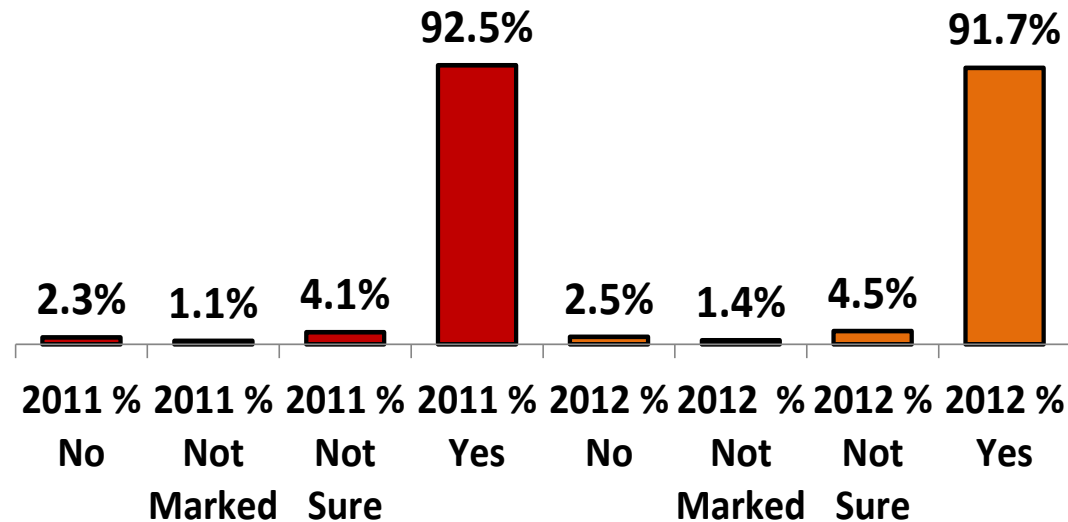
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(2011-2012)



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Were your personal goals discussed in developing your plan?



Quality Improvement System

Quality improvement and risk management systems are in place to assure the health and safety of individuals living in three types of service settings: Residential Habilitation Centers (RHC), State Operated Living Alternative (SOLA), Supported Living.

[Click here to view a detailed table of this system.](#)

Strategic plan

DDA's goal is to be the national leader in: Providing a safe, high-quality, array of home, community and facility-based residential services and employment supports.

[Learn more about our strategic plan](#)