

Provider Certification Review Residential Habilitation Services 1.1.14

Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.1	1	5	QA	Do the staff and the organization promote an environment that respects the person and treats them in a dignified manner?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training.
CQ.2	1	3	QA	Is the person's right to privacy acknowledged and practiced?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and privacy. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training.
CQ.3	1	3	QA	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights and choice. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Internal Resolution and DSP training.
CQ.25	1	3	QA	Is the person and/or their representative able to communicate and/or demonstrate their rights as a consumer of waiver services?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Internal Resolution, DSP training and Waiver Service Rules.
CQ.A	1	0		Does the person exhibit behaviors/symptoms that would benefit from the implementation of a BSP?	
CQ.A.1	1	3	QA	If needed, has a BSP been developed or is one currently under construction?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP development. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.

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CQ.A.2	1	5	QA	If there is a BSP, does it meet the requirements set forth in DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP development. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.A.3	1	5	QA	If there is a BSP, is it monitored for progress or need for revision?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP monitoring. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B	1	0		Does the BSP contain restrictive components?	
CQ.B.1	1	3	QA	If there is a BSP, is there evidence the BSP has been reviewed and approved by the agency HRC?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B.2	1	3	QA	If there is a BSP, is there written evidence the BSP being implemented has been approved by the person and/or their guardian?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.

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CQ.B.3	1	3	QA	If there is a BSP, is there written evidence the BSP being implemented has been approved by the person's interdisciplinary team?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B.4	1	3	QA	Did the provider complete all action steps to ensure approval by the DDS RCRC?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.C	1	0		Was an emergency use of a restricted control used with the person in the past year?	
CQ.C.1	1	5	QA	If there was an emergency use of a restrictive control, was it reported per current DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the emergency use of restrictive controls. This includes, but may not be limited to the following DDS policies and procedures: Human Rights, Restrictive Control Review Committee, IMEU, and Behavior Support.
CQ.C.2	1	5	QA	If there was an emergency use of a restrictive control, was the incident reviewed by the person's team in accordance with current DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the emergency use of restrictive controls. This includes, but may not be limited to the following DDS policies and procedures: Human Rights, Restrictive Control Review Committee, IMEU, and Behavior Support.

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CQ.C.3	1	5	QA	If the emergency restrictive control used was mechanical restraint, was it authorized in writing by a licensed care practitioner, who specified the duration of its use, the circumstances under which the restraint is authorized and the frequency for staff monitoring of the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the emergency use of restrictive controls. This includes, but may not be limited to the following DDS policies and procedures: Human Rights, Restrictive Control Review Committee, IMEU, and Behavior Support.
RH.B	1	0		Does the person have individualized 24 hour 1:1 supervision for medical support?	
RH.B.1	1	3	QA	If the person has Individualized 24 hour 1:1 support for medical supports, is there a medical treatment plan signed by the physician?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to individuals receiving 24 hour support for medical needs. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules and the Health and Wellness Standards.
CQ.4	2		QI	Does the person currently feel safe and protected while receiving services from this provider?	The intent of this QI indicator is to measure if the provider has initiated and practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards in relation to what makes a person feel safe.
CQ.5.1 2	2	3	QA	Does the person know what to do and where to go in the event of an emergency and is it consistent with the written individualized emergency plan and in accordance with current DDS standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to individuals being safe during times of emergencies. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules and the Fire and Natural disaster Policy and Procedures.

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CQ.26	2	5	QA	Is there written evidence that each direct support staff that works with the person has received person specific training on all current documents, information and required supports relevant to the service being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to staff training. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards and the DSP Training Policy and Procedures.
CQ.27	2	5	QA	Are the Direct Support staff and their supervisors able to demonstrate competency in person specific training through conversation and actions?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to staff competency. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards, BSP policy and Procedures, Fire and Natural Disaster Policy and procedure, IMEU Policy and Procedures, and the DSP Training Policy and Procedures.
CQ.D	2	0		Does the person have an identified need to use adaptive equipment or durable medical supplies?	
CQ.D.1	2	5	QA	Is the adaptive equipment or durable medical supplies in good repair?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards and Utilization of Local Dollars for Adaptive Equipment Policy and procedure.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.D.2	2	5	QA	Do staff know how to support the person in using the adaptive equipment or durable medical supplies?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards, Fire and Natural Disaster Policy and procedure, Utilization of Local Dollars for Adaptive Equipment Policy and procedure, and the DSP Training Policy and Procedures.
CQ.D.3	2	5	QA	Does the person use the adaptive equipment or durable medical supplies to meet the prescribed need?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards, Fire and Natural Disaster Policy and procedure, Utilization of Local Dollars for Adaptive Equipment Policy and procedure, and the DSP Training Policy and Procedures.
CQ.E	2	0		Has the person been the subject of an allegation of abuse, neglect, exploitation, or the recipient of a serious injury, within the past year with this provider?	
CQ.E.1	2	5	QA	If the person been the subject of an allegation of abuse, neglect, exploitation, or the recipient of a serious injury, within the past year with this provider were steps taken to protect the person while the investigation was taking place?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the subject of an allegation of abuse, neglect, exploitation, of the recipient of a serious injury. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.

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CQ.E.2	2	5	QA	If the investigation of the SRI was substantiated, were remedies put in place to avoid reoccurrence?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the subject of an allegation of abuse, neglect, exploitation, of the recipient of a serious injury. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.
1. RH	2	5	QA	Is there a current record of expenditures of funds for the person that meets current DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people's finances. This includes, but may not be limited to the following DDS policies and procedures: ISP Policy and Procedure, Personal Funds Policy and Procedures, and IMEU Policy and procedures.
2. RH	2	3	QA	Is there evidence that staff review the person's financial affairs with them in accordance with DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people's finances. This includes, but may not be limited to the following DDS policies and procedures: ISP Policy and Procedure, Personal Funds Policy and Procedures, and IMEU Policy and procedures.
CQ.K	3	0		Is the person currently receiving Residential Habilitation, Supported Living or Host Home services? If yes, answer CQ.K.1 and CQ.K.2	
CQ.K.1	3	3	QA	If the person has health concerns, does the HCMP address those concerns?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.

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CQ.K.2	3	3	QA	Is a current health passport that meets the requirements of the Health & Wellness Standards in the person's file?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.3	3	3	QA	Is the HCMP available and does it meet current DDS standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the development of a HCMP. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.4	3	5	QA	Are protocols listed on the HCMP being implemented by all staff?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of a HCMP. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.5	3	3	QA	Are protocols listed on the HCMP being monitored by nursing staff and adjustments/changes being made based on findings?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the monitoring and updating of a HCMP. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.7	3	3	QA	If the person takes medication that has side effects which could potentially affect their active participation in services, are staff aware of the side effects?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, DSP Training Policy.

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CQ.8	3	5	QA	If the person has health concerns that may impact the service, are staff aware of those concerns and able to explain the process for reporting?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, DSP Training Policy and the IMEU Policy and Procedure.
CQ.9	3	5	QA	If the person has restricted mobility needs through the use of a wheelchair or other medical equipment, is there a clear and consistent plan for its use regarding positioning, and physical transfers, when equipment should be worn, etc.?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health that have limited mobility. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.11	3	5	QA	Are the staff that work with the person able to identify typical behaviors or habits of the person in order to detect any changes that need to be reported to the primary care giver?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to changes in peoples health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.F	3	0		Is the person prescribed psychotropic medications?	
CQ.F.1	3	3	QA	Is there an easy to understand information sheet for all psychotropic medications available to all staff that describes the potential side effects and potential adverse drug interactions that may occur from use of the medication?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the use of psychotropic medications. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
RH.F.2	3	1	QA	Has the person and their guardian (if applicable) been provided the information regarding the benefits of the prescribed psychotropic medication and the possible side effects in order to make an informed decision about the use of the medication and is there documented evidence of consent?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the use of psychotropic medications. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, Human Rights Policy and procedure, Restrictive Control Review Procedures, BSP Policy and Procedures.
RH.F.4	3	3	QA	Is the person monitored by a psychiatrist per DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the use of psychotropic medications. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, Human Rights Policy and procedure, Restrictive Control Review Procedures, BSP Policy and Procedures.
RH.F.5	3	3	QA	Is the person monitored per DDS policy for side effects of the psychotropic medication?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the use of psychotropic medications. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and Human Rights Policy and procedure.
CQ.G	3	0		Does the person have special dietary needs?	
CQ.G.1	3	3	QA	If the person has special dietary needs, are staff able to articulate them?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.

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CQ.G.2	3	3	QA	Is all documentation related to the diet consistent and presents a clear understanding of the person's dietary needs?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
RH.G.3	3	1	QA	Is the modified diet prescribed in the ISP?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the Residential Habilitation Waiver rule.
RH.G.4	3	3	QA	Is the modified diet reviewed at least quarterly by the dietician?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the Residential Habilitation Waiver rule.
CQ.J	3	0		Does the person take medications during the time services are being provided by this provider?	

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CQ.J.1	3	3	QA	if the person self-administers medication, is there evidence that an assessment has been completed?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.7	3	1	QA	If the person self-administers medication, is a basic record kept to document when medication is taken?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the self-administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.2	3	5	QA	Are the medications safely administered to or by the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.3	3	5	QA	If medication is administered to the person, is it done by a person trained in medication administration?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.4	3	3	QA	Does the MAR and supporting documents include all items currently required by the DDs Health and Wellness Standards for all regularly prescribed medications and PRN medications?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the documentation associated with medication administration. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.

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RH.J.5	3	3	QA	Is there evidence that medication orders are reviewed at least annually by an MD?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the documentation associated with medication administration. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
RH.J.6	3	3	QA	Is there evidence that a registered nurse reviews the MAR and physician orders on a monthly basis?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the monitoring associated with medication administration. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
3. RH	3	3	QA	Does the person have completed health and wellness forms that assess needs and identify medical evaluations needed and completed within the required timeframes as specified by current DDS standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the management of health care needs. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, the Waiver Service rules.
CQ.L	3	0		Has the person experienced a decline in health during the past year that impacted the services being received?	
CQ.L.1	3	3	QA	If the person is experiencing a decline in health, were initial changes in the person recognized and reported to the appropriate staff?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the identification and management of new health care needs. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, the Waiver Service rules.

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CQ.L.2	3	3	QA	If the person is experiencing a decline in health, were all recommended follow up appointments or tests completed, or if not, is there written justification if they were not completed?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the identification, diagnosis, and management of new health care needs. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, the Waiver Service rules.
CQ.L.3	3	3	QA	If the person is experiencing a decline in health, and a change in the program or was warranted, did the interdisciplinary team meet to discuss supports needed for the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the management of new health care needs as it relates to support needs for the person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, the Waiver Service rules.
CQ.L.4	3	3	QA	If the person is experiencing a decline in health, has a comprehensive plan of care been written that includes the persons' current status, any actions to be taken or not taken, rationale for these actions, an explanation of risks and benefits, and any issues that may constitute a change in the direction of care?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the management of new health care needs as it relates to support needs for the person. This includes a plan to outline the course of treatment or justification for not providing treatment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, the Waiver Service rules.

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CQ.L.5	3	5	QA	If the person is experiencing a decline in health and there is a comprehensive care plan, are staff knowledgeable about the plan?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the management of new health care needs as it relates to staff knowledge of the support needs for the person. This includes the plan which outlines the course of treatment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, the DSP training policy and procedures, and the Waiver Service rules.
CQ.L.6	3	1	QA	If the person is experiencing a decline in health, has any type of end of life planning occurred?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to end of life planning. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, and the Waiver Service rules.
CQ.M	3	0		Is the person currently being treated for seizures?	
CQ.M.1	3	3	QA	If the person is currently being treated for seizures, is a written seizure record maintained that meets the requirements outlined in the DDS Health and Wellness Standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the tracking of seizures. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, DSP Training Policy and Procedure, and the Waiver Service rules.

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CQ.13	4	3	QA	Does the provider create an environment in which self-advocacy and choice is encouraged, supported and taught?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the Waiver Service rules, Human Rights Definitions and the Internal Problem Resolution Policy and Procedure.
CQ.14	4	3	QA	Do the goals/objectives the person is working on match their priorities regarding their hopes, dreams and values?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.15	4	1	QA	Is there evidence that the staff assigned to the person is acceptable to the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the Waiver general Provisions rule, and the Waiver Service rules.
5. RH	4	1	QA	Are staff able to identify the interests and preferences of the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the DSP Training Policy and procedures.

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6. RH	4	3	QA	Does the provider ensure that the supports being provided are individualized and tailored to meet the person's interests and desired outcomes?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the DSP Training Policy and procedures.
10. RH	5	1	QA	Does the person have transportation services available to gain access to waiver services and other community services and activities?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.
20. RH	5	3	QA	Are community integration goals that meet the needs and desire of the person clearly defined?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.
7. RH	5	3	QA	Are staff aware of how often the person would like to engage in community integration activities?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.
8. RH	5	1	QA	Are opportunities offered that promote and encourage integration that are meaningful to the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
9. RH	5		QI	Does the provider create an environment that supports the person to enhance their social network by participation in groups, clubs, organizations, etc.?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.
12. RH	6		QI	Are staff aware of the person's desire and requirements for friendships?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.
13. RH	6		QI	Is the provider aware of what types of activities would offer an opportunity for the person to meet others with similar interests and are those activities made available to the person?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.
15. RH	6		QI	Does the person have opportunities to interact with others outside of their service delivery system?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.
CQ.16	7	5	QA	Is the person engaged in productive, outcome oriented activities?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.17	7	3	QA	Did the service provider participate as a member of the interdisciplinary team at the annual ISP meeting?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the creation and implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the BSP Policy and procedures, and the Waiver Service rules.
CQ.18	7	3	QA	Is a copy of the current ISP and Plan of care maintained by the service provider?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the creation and implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Services rules.
CQ.19	7	5	QA	Are services being provided in accordance with the waiver prior authorization agreement and in accordance with the ISP?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.30	7	5	QA	Is progress being documented on the goals/objectives that are outlined in the ISP, as well as any goals/objectives being implemented by the provider?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.20	7	3	QA	Were quarterly reports written and distributed per DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation and monitoring of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.21	7	5	QA	Did the quarterly report contain the required information as identified in current guidelines?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation and monitoring of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.22	7	5	QA	Are staff able to describe the purpose and implementation strategies of each objective?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
CQ.23	7	3	QA	Is the implementation and/or interpretation of objectives and programs consistent between all staff involved?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
CQ.28	7	3	QA	Are the tools and supplies needed to implement the plan available and in working condition?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
CQ.H	7	0		Were there any changes in the circumstances (eligibility, changes in health, ability to make informed decisions, whether goals are consistent with desires, preferences, support community integration), with the person in the past year?	

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.H.1	7	5	QA	If there was a significant event in the person's life, was the interdisciplinary team responsive to the changing needs of the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the IMEU Policy and procedures, and the Waiver Service rules.
CQ.H.2	7	3	QA	If there was a significant event in the person's life, did the provider take action to promote the review and revision of the ISP as appropriate?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the IMEU Policy and procedures, and the Waiver Service rules.
16. RH	7	3	QA	Are progress notes written in accordance with DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
17. RH	7	5	QA	Did the provider develop a plan with measureable outcomes that identifies the skills the person needs to gain in order to reside safely in the community?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
18. RH	7	3	QA	Does the provider coordinate the delivery of professional services for the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination and implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
19. RH	7	3	QA	Is the staff ratio specified in the ISP and POC being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the Service Authorization. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
21. RH	7	3	QA	Is there a written schedule and evidence of it being followed that outlines when the person will be engaged in activities?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the Service Authorization. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Services rule.
S.1	8			The person is satisfied with their staff.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.2	8			The person is satisfied with the provider.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.3	8			The person is satisfied with how the provider responds to inquiries, needs, wants and concerns.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.4	8			The person feels respected and valued by the provider staff.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.5	8			The person is satisfied with the progress they are making and the support they are given to achieve their life dreams.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.6	8			The person is satisfied with their community presence.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
S.7	8			The person is satisfied with how changes to service delivery are handled by the provider.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.8	8			The person is satisfied with the amount of support they receive to develop and maintain relationships.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.9	8			The person is satisfied with the amount of support they receive to advocate for their rights.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.10	8			The person is satisfied with the amount of knowledge staff have about them.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.