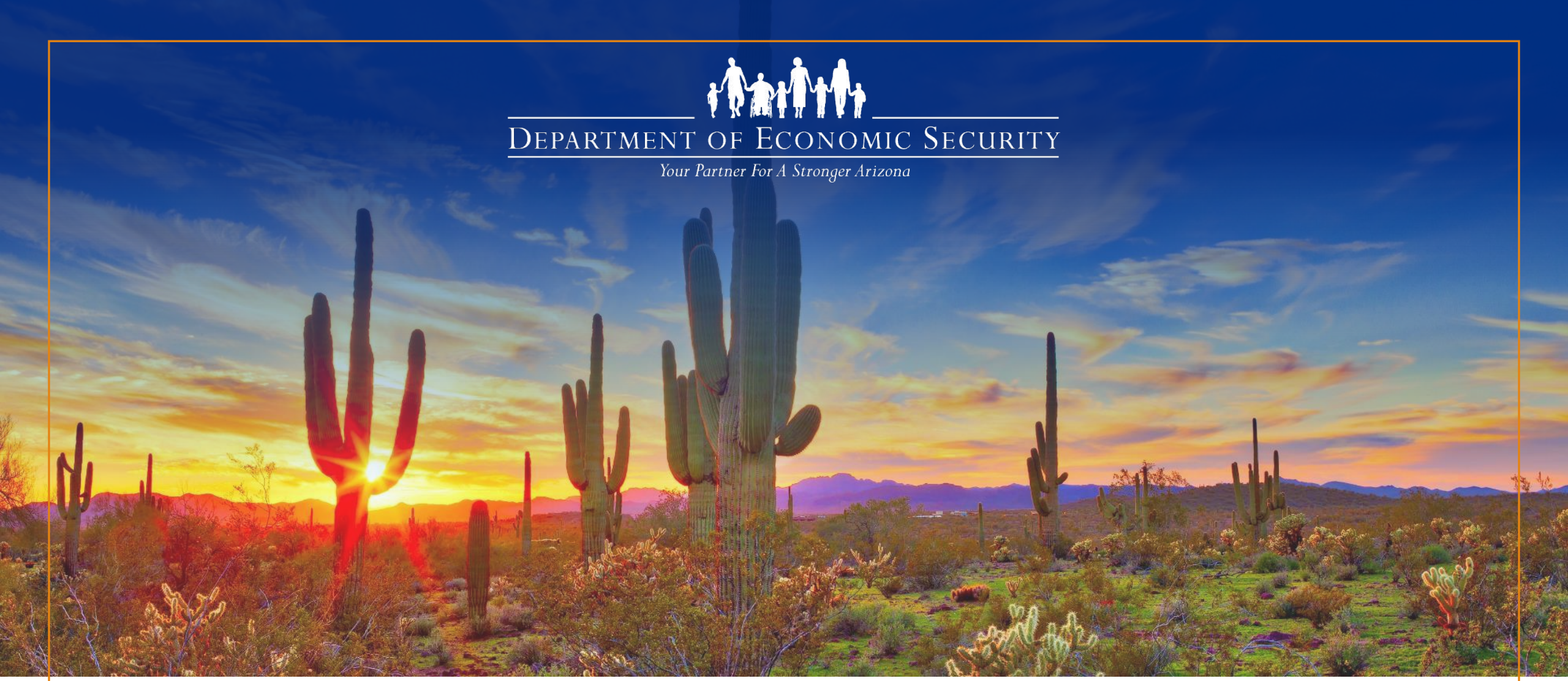
DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Adult Protective Services



Arizona APS Quality Assurance

Good enough isn't good enough for Arizona

What's measured improves!

Peter Drucker

Presenters

Joei O'Grady

Joei O'Grady, CPM, is the Program Administrator for the Policy, Quality Assurance and the Central Intake Unit for Adult Protective Services in Arizona.

Joei has been working with various vulnerable populations for the past 17 years, including children, adults diagnosed as severely mentally ill (SMI) and vulnerable adults.

Joei graduated from Arizona State University (ASU) with a degree in Psychology and later obtained a Certified Public Manager certification from ASU. She enjoys hiking and walking her dog, Willow in her spare time.

Kim Lanker

Kim Lanker, CPM, is the Senior Quality Assurance Manager for Adult Protective Services (APS). The Quality Assurance unit in Adult Protective Services strives to continuously improve practice and outcomes for Arizona's vulnerable adult population. Kim has been working with vulnerable adults, children and the mentally ill population for over 25 years. She graduated from Arizona State University and completed a program to become a Certified Public Manager.

Kim has been a trainer and presenter for both Adult Protective Services and the Department of Child Safety, presenting at the World Elder Abuse Awareness Day (WEAAD) 2019 and 2020 and the Child Abuse Prevention Conference.

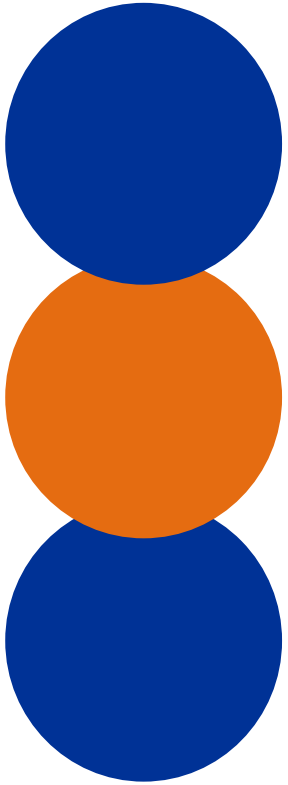
Housekeeping

Chat

Mute

Questions

Agenda



- Quality Assurance (QA) Team
- QA Monthly Reviews
- Consistent Decision Making
- In-Depth Case Reviews
- Steering Committee
- Continuous Quality Improvement Mailbox

Quality Assurance Team

- Program Administrator
- Quality Assurance Manager
- One Quality Assurance Lead
- Four Quality Assurance Specialists

Quality Assurance

Central Intake Unit (CIU)

Monthly

CDM

Investigations

In-Depth

QA Monthly Reviews

Arizona APS Quality Assurance (QA) Team

Investigations

QA team conducts review of closed cases following the completion of the field investigation.

Central Intake Unit

Performs a review which includes weekly reviews of Information & Referrals (I&Rs) and reports that have been recently processed by the Central Intake Unit (CIU).

QA Monthly Reviews

Safety and Risk assessment &

CIU Intake Tools

QA Review Tools

Standard work

QA Monthly Reviews

Monthly Totals

Approximately
400 reviews per month
4,218 questions

Central Intake Unit

Central Intake Unit (CIU)

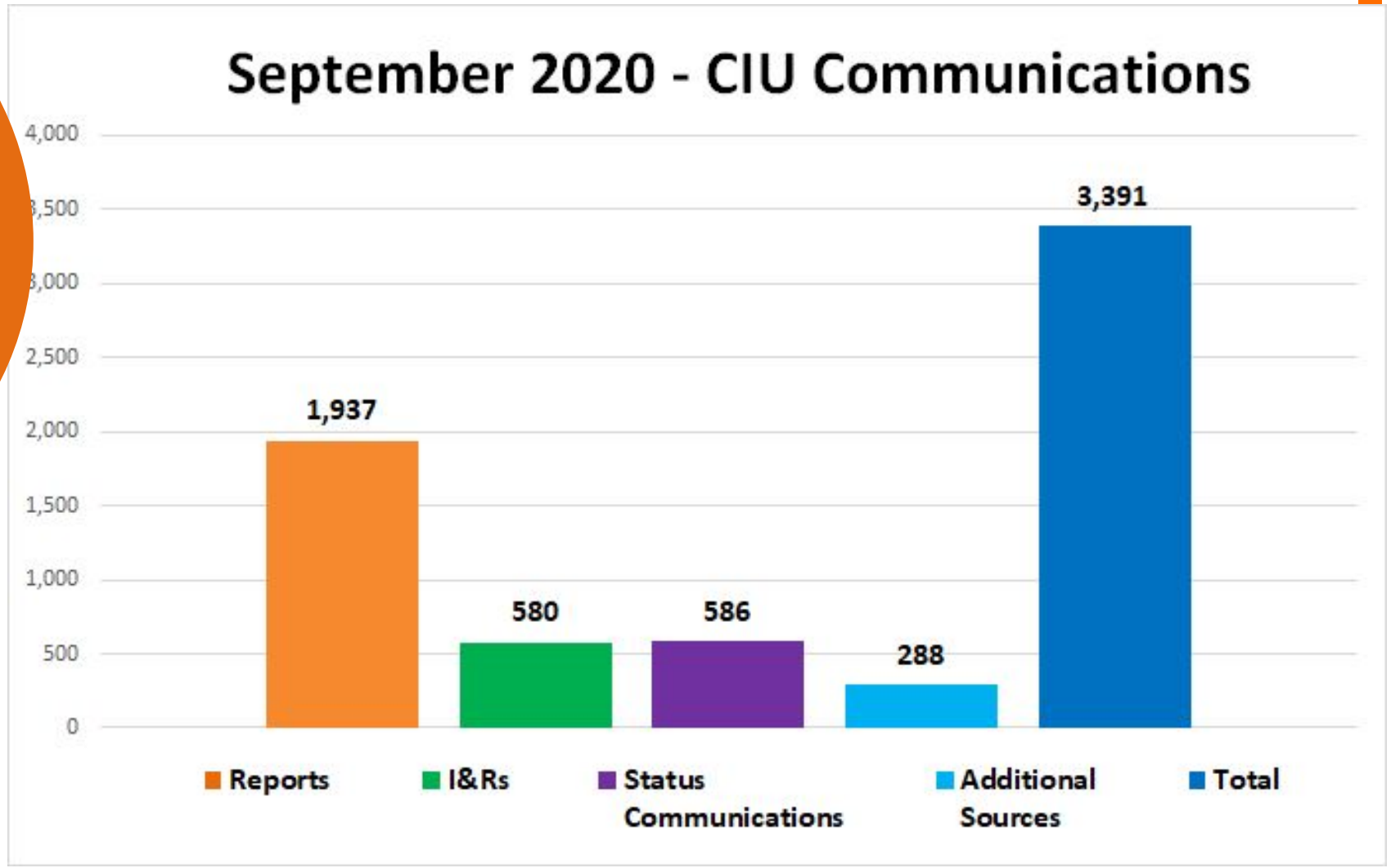
I&R's (Information and Referral) - Does not meet statutory requirement to become a report. (resources, cross report, documentation)

New Report - Meets statutory requirements. Report is sent to the field for investigation.

CSR
Customer Service Representatives

Central Intake Unit

Central Intake Unit (CIU)



CIU Monthly Reviews

Central Intake Unit (CIU)

Reports & I&R's from previous week

Number of Reviews
I&R's (Information and Referral): Six-Eight (6-8)
New reports: 3

CIU Monthly Reviews

Questions

Reports
8 questions
63 sub-questions

Information & Referrals - I&R
7 questions
66 sub-questions

QA Tools

CIU Monthly Reviews

Questions

I&Rs previous week

Decision Making

1. Did the CSR accurately determine there are indicators of vulnerability in the AZAPSS Vulnerability Screen?
2. Did the CSR accurately determine the allegations of maltreatment meet the criteria of abuse, neglect (including self-neglect), or exploitation in the AZAPSS Maltreatment Screen?
3. Did the CSR accurately complete this communication as an I&R?

CIU Monthly Reviews

Questions

I&R's previous week

Quality

1. Did the CSR accurately document the following reporting source information in the AZAPSS I&R screen?
2. Did the CSR accurately document the following client information in the AZAPSS I&R screen?
3. Did the CSR accurately determine an emergency existed?
4. Did the CSR accurately determine the need and cross-report to other entities whose involvement is needed?
5. Did the CSR accurately determine an emergency existed?

CIU Monthly Reviews

Questions

Reports

Decision Making

1. Did the CSR accurately determine there are indicators of vulnerability in the AZAPSS Vulnerability Screen?
2. Did the CSR accurately determine the allegations of maltreatment meet the criteria of abuse, neglect (including self-neglect), or exploitation in the AZAPSS Maltreatment Screen?
3. Did the CSR accurately complete this communication as a report?
4. Did the CSR assign the correct priority rating?

CIU Monthly Reviews

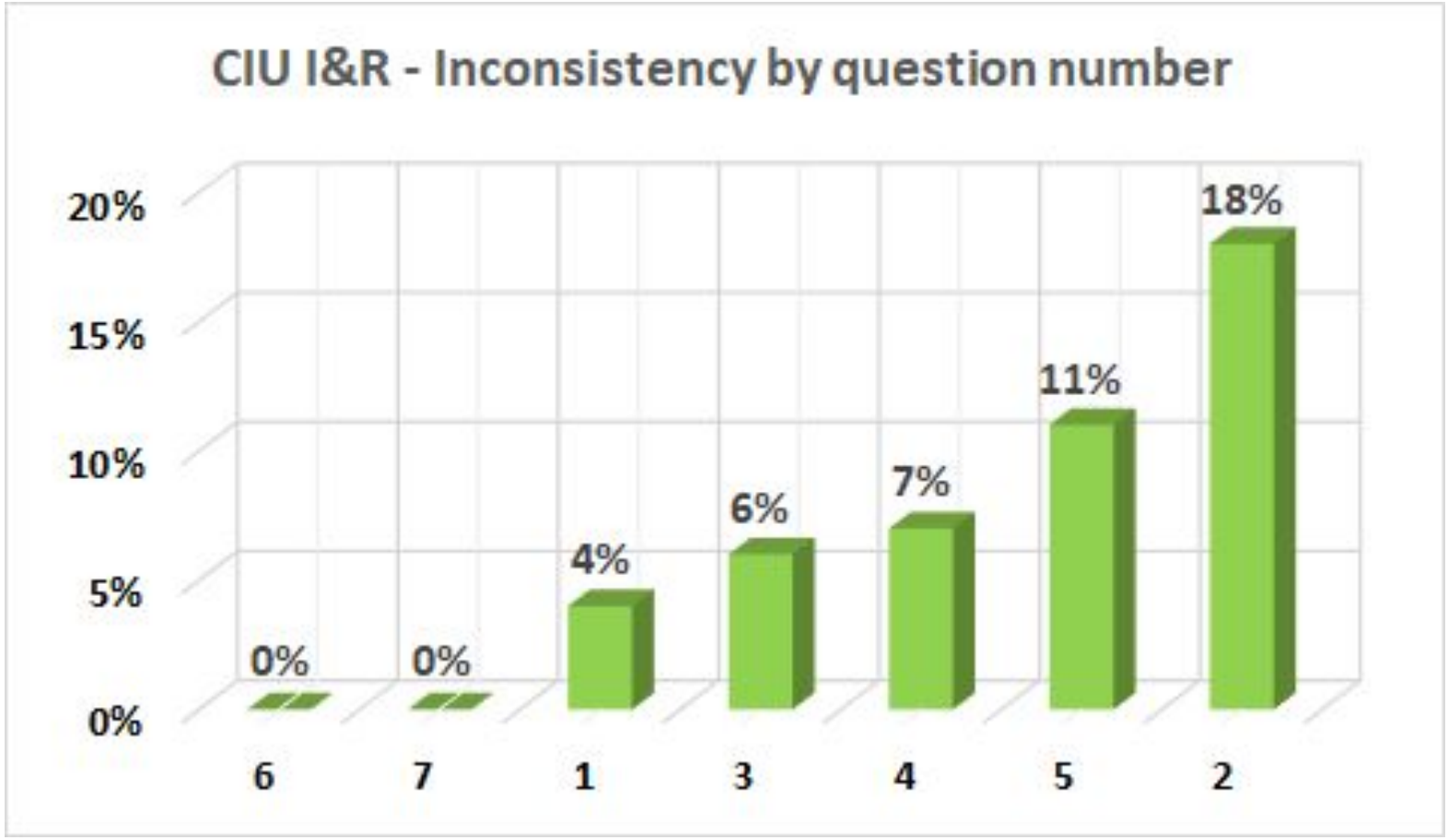
Questions

Reports

Quality

1. Did the CSR accurately document the following reporting source information in the AZAPSS case person screen?
2. Did the CSR accurately document the following client information in the AZAPSS case person screen?
3. Did the CSR accurately document the alleged perpetrator information in the AZAPSS case person screen?
4. Did the CSR accurately determine an emergency existed?

Reviews- Monthly



Sample data

Investigation Monthly Reviews

Investigations

The case review helps to determine if the field investigator ensured all actions needed to accurately assess and then mitigate threats to client safety and risks have been addressed prior to case closure. The reviews are used as feedback for investigation leadership to coach and improve consistent decision making within their teams.

Investigation Monthly Reviews

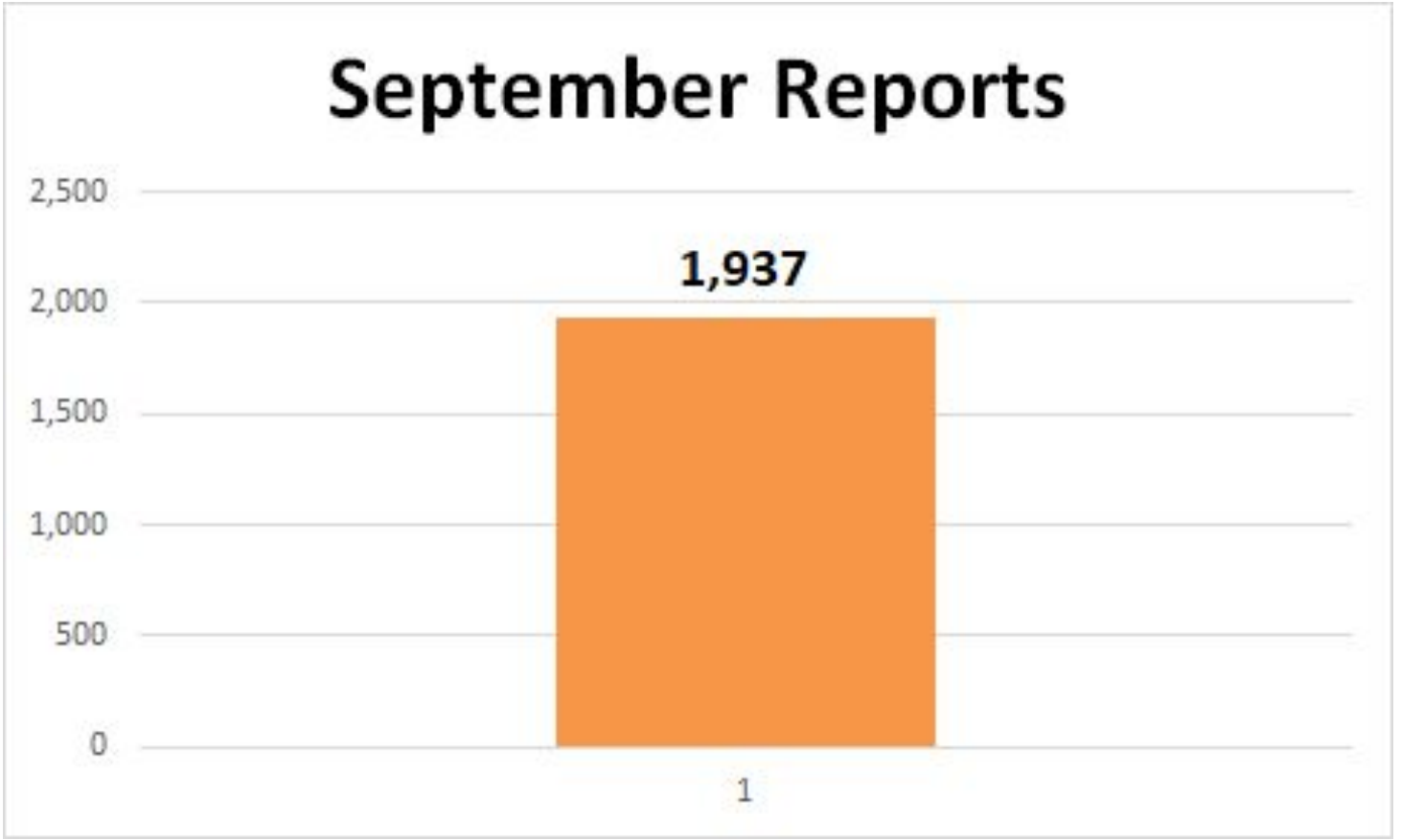
Investigations

Criteria for selecting cases to review:

- Closed Cases from previous month
- Client contact was achieved
- Only one investigator assigned (new added section for multiple investigators)
- Two (2) closed cases every month for each investigator.

Investigation Monthly Reviews

Investigations



131 Investigators @ reviewing two (2) cases each = **262**

Reviews for September (14% of cases reviewed-QA)

Reviews - Questions

Investigation QA Reviews

14 - questions
70- sub-questions

7 questions - Decision making for safety and risk

7 questions - Quality of information entered into report record.

QA Tools

Investigation Monthly Reviews

Questions

Reports

Decision Making

1. Did the HSS accurately determine all client vulnerabilities present at the time of the initial visit that affect the client's ability to protect self from abuse, neglect, or exploitation based on all known information?
2. Did the HSS accurately determine safety threats to the client's health or physical safety suggesting that injury or death could occur within the short term?
3. Did the HSS accurately determine if a Safety Evaluation Plan was needed?
4. Did the HSS accurately determine the safety decision?
5. Did the HSS accurately determine the client's historical information?
6. Did the HSS accurately determine the client's current investigation information?
7. Did the HSS accurately determine the client characteristics?

Investigation Monthly Reviews

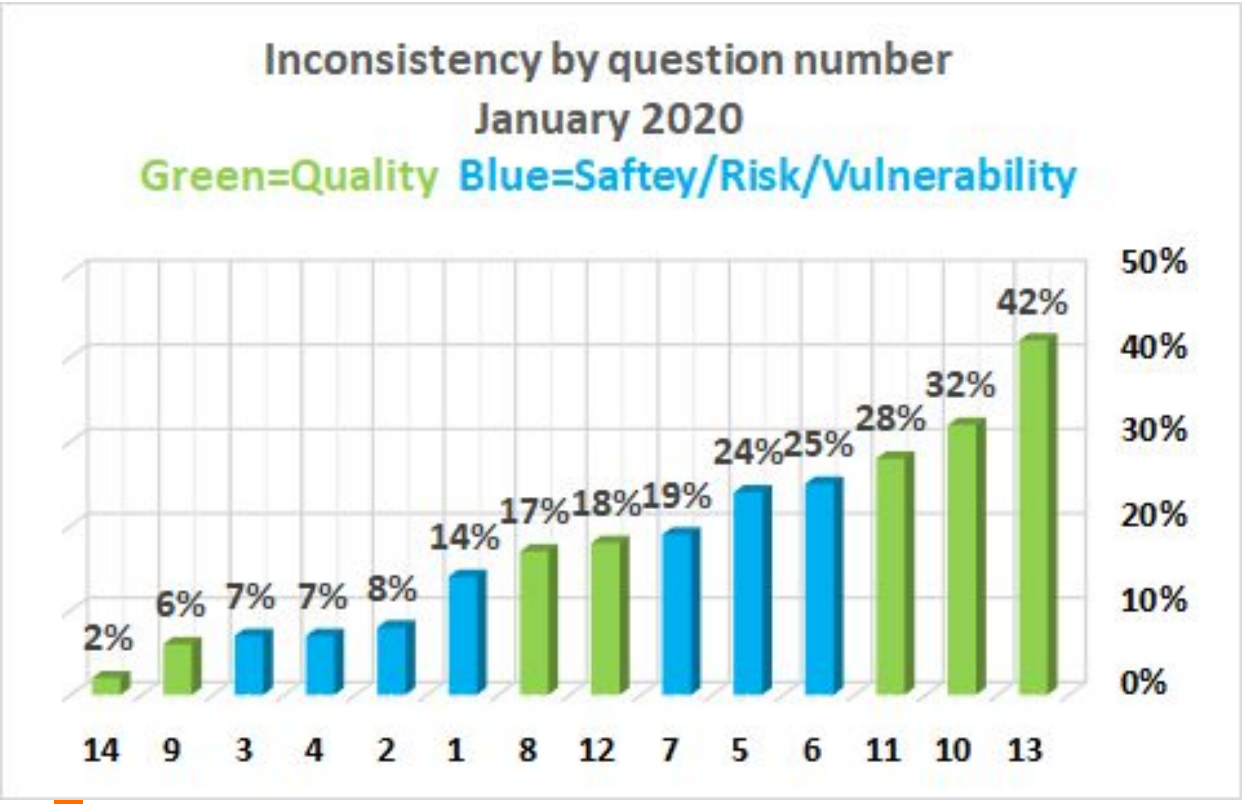
Questions

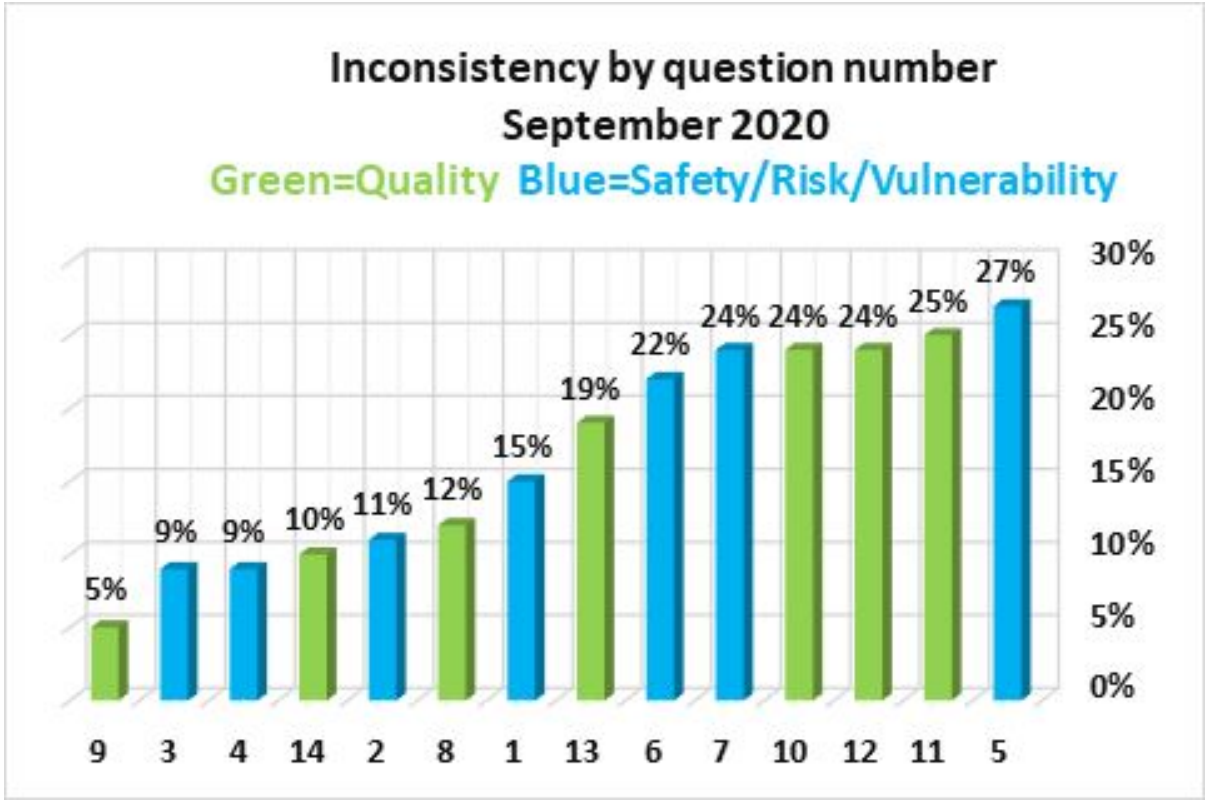
Reports

Quality

1. In the Safety Assessment, did the HSS accurately select ALL present vulnerabilities?
2. In the Safety Assessment, did the HSS accurately select ALL present safety threats?
3. Did the HSS document the effort to involve the client, client's guardian/conservator, or the client representative's in the case planning process to attempt to remedy the presenting problems?
4. Did the HSS document all investigative tasks/services that were provided to attempt to remedy the presenting problems in the Services Screen and Progress Notes?
5. Was the Person Emergency Evac Screen completed accurately?
6. Was the Client Disabilities Screen completed accurately?
7. In the closure summary, did the HSS accurately select the correct findings type?

Reviews- Monthly





Sample data

QA Monthly Report

Process

Metrics

Graphs

Reviews- Results

Results

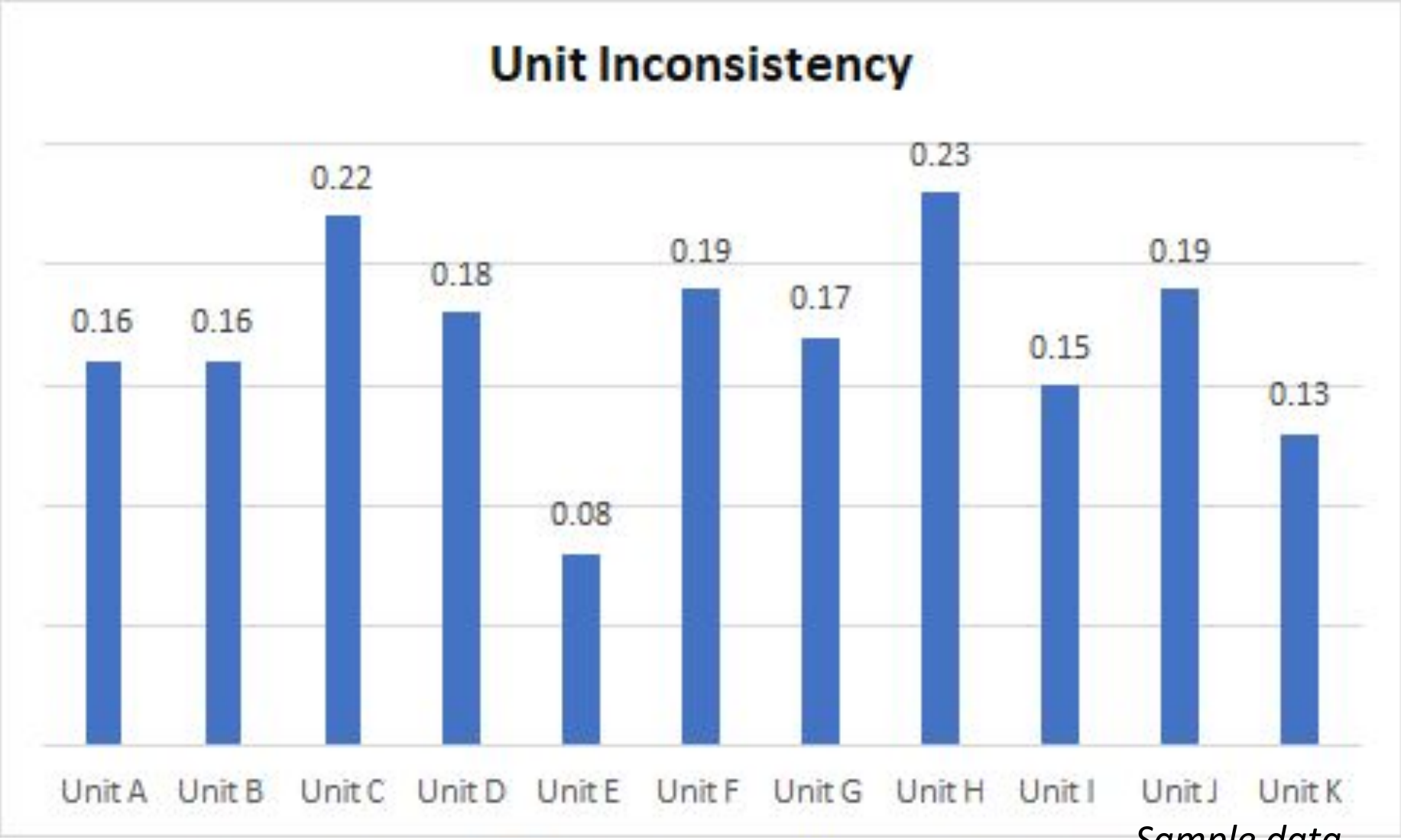
- Trends in questions
- Review and enhance policy
- Support and guidance for staff
- Enhance training for staff

Bi-Yearly - Consistent Decision Making

Bi-Yearly - Consistent Decision Making

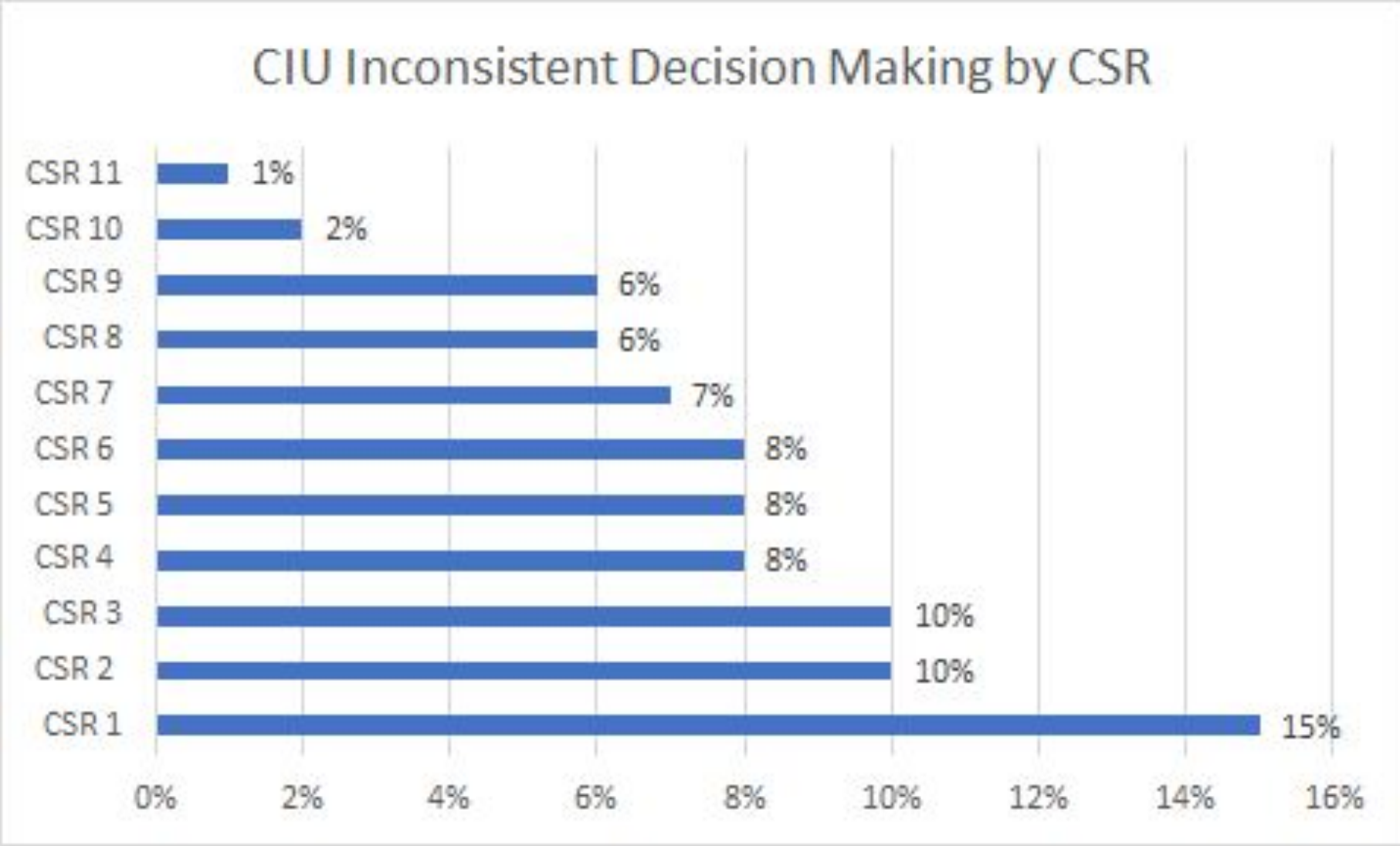
Sample data

Bi-Yearly - Consistent Decision Making



Sample data

Bi-Yearly - Consistent Decision Making



Sample data

In-Depth Case Reviews

Conducted three times per year on cases closed within 60 days and then a subsequent case received on the same client with the same allegation within 30 days of the case being closed.

Reviews - improvements

Investigations

Central Intake Unit

Continuous Improvement Inbox

Inbox

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Questions?

DEPARTMENT OF ECONOMIC SECURITY

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Thank you!

KLanker@azdes.gov or JOgrady@azdes.gov