

## Quality Assurance

| Rule Requirement                                                                                                   | Does agency have a Quality Assurance Program? | Comments                                                                                    |
|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------------------------------------------------|
|                                                                                                                    | Y-N-N/A                                       |                                                                                             |
| 16.04.17.405 AGENCY QUALITY ASSURANCE PROGRAM. Each agency must develop and implement a quality assurance program. |                                               | Review Agency Quality Assurance Program and what the QA verifies in the Participant Records |
| 16.04.17.405.01 What the Quality Assurance Program Verifies.                                                       | N/A                                           | Review Agency Quality Assurance Program and what the QA verifies in the Participant Records |

### 405.02 Quality Assurance Program Components

| Rule Requirement                                                                                                                                                                                                    | Does agency have a Quality Assurance Program? | Comments |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------|
|                                                                                                                                                                                                                     | Y-N-N/A                                       |          |
| 16.04.17.405.02 Quality Assurance Program Components. Each agency's written quality assurance program must include:                                                                                                 |                                               |          |
| 16.04.17.405.02.a Goals and procedures to be implemented to achieve the purpose of the quality assurance program;                                                                                                   |                                               |          |
| 16.04.17.405.02.b Person, discipline, or department responsible for each goal;                                                                                                                                      |                                               |          |
| 16.04.17.405.02.c A system to ensure the correction of problems identified within a specified period of time;                                                                                                       |                                               |          |
| 16.04.17.405.02.d A method for assessing participant satisfaction at least annually including minimum criteria for participant response and alternate methods to gather information if minimum criteria is not met; |                                               |          |
| 16.04.17.405.02.e An annual review of agency's policy and procedure manual signed and dated by the administrator that specifies content of revisions made; and                                                      |                                               |          |
| 16.04.17.405.02.f An annual review of participant and employee records for complete and current content to meet rules.                                                                                              |                                               |          |