

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.		