

Arizona Department of Economic Security

Performance Audit—Division of Developmental Disabilities (DDD)

Department failed to appropriately classify and subsequently investigate and resolve some reported incidents involving DDD members and did not timely and consistently address some quality-of-care concern investigation violations it identified and those violations could put DDD members' health and safety at risk

Audit purpose

To determine whether the Department classified, investigated, and followed its processes for correcting quality-of-care concerns regarding DDD members, as required by its contract with the Arizona Health Care Cost Containment System (AHCCCS) during fiscal year 2024.¹

Key findings

- ▶ Department is contractually responsible for ensuring that quality-of-care concerns involving vendors providing services to DDD members are investigated and resolved.²
- ▶ Department did not investigate some DDD member quality-of-care concerns we reviewed that it should have because it erroneously considered DDD-vendor-reported information when determining if incidents should be investigated, including an allegation that group home staff had not administered prescribed antipsychotic and antidepressant medication to a DDD member.
- ▶ Department did not follow its procedures for ensuring that DDD vendors corrected or timely corrected violations it identified in 6 of 15 quality-of-care concern investigations we reviewed, and those violations could put DDD members' health and safety at risk.

Key recommendations to the Department

- ▶ Follow AHCCCS policy to ensure it appropriately investigates all quality-of-care concerns.
- ▶ Follow its procedures for ensuring that DDD vendors have corrected violations identified during quality-of-care concern investigations.

¹ The Arizona Auditor General conducted this performance audit of the Department pursuant to a November 21, 2022, resolution of the Joint Legislative Audit Committee. This audit was conducted as part of the sunset review process prescribed in Arizona Revised Statutes §41-2951 et seq.

² According to AHCCCS policy, any incident involving an aspect of care or treatment that could have caused or exacerbated a medical or psychiatric condition, such as a medication error, should be classified as a quality-of-care concern.