



*Our mission is to reunite people  
living with physical disabilities  
with the community.*

**POLICY:**                    **RECORDING AND ADDRESSING CONCERNS OF RRDS, SC,  
AND DOH WMS**

**EFFECTIVE:**                **August 2011**

**PURPOSE:**                The purpose of this policy is to direct all waiver staff to effectively record communication and concerns raised by Participants, family members or advocates and concerns addressed by the RRDS, QMS, SC and DOH Waiver Management involving the Nursing Home Transition and Diversion Waivers.

For issues relating to Participants that require the involvement of the Service Coordinator, the service coordinator will record the contact using the clinical documentation software. All concerns and requests routed to the service coordinator will be monitored, and actions and outcomes will be recorded

**PROCESS:**                For all matters pertaining to the RRDS, QMS, DOH, and WMS issues and concerns should be logged in the virtual RRDC Correspondence Log. Copies are to be printed on at the beginning of each month, and centrally stored in the RRDC Correspondence Log. This log, to be stored in the office of the Supervisor of Service Coordination, will be available for review. Service Coordination is charged with printing and maintaining this log, to be reviewed on a quarterly basis.

All outstanding issues relating to DOH, RRDS, QMS, SC, and/or WMS will be reviewed during the appropriate Performance Improvement Meeting, which are held quarterly throughout the year.