

## Quality Assurance (QA) Written Competency

- TRUE FALSE 1. Active client tracking and confirmation of the client's transfer between providers is required.
- TRUE FALSE 2. Clients receiving ATR Ohana funded services have a poor follow through record in all areas of service.
- TRUE FALSE 3. ATR Ohana service providers are required to document information in client files similar to the level of documentation required for clinical mental health or substance abuse treatment records.
- TRUE FALSE 4. ATR Ohana client satisfaction is frequently, randomly and routinely polled by ADAD staff to confirm that the content and level of services being delivered by ATR Ohana providers is perceived to be effective and meaningful to ATR Ohana clients.
- TRUE FALSE 5. An audit/sight visit to your agency can be done during regular business hours at any point throughout the duration of ATR Ohana.
- TRUE FALSE 6. All agency staff will need to be available during the time of a site audit.
- TRUE FALSE 7. Any current or past client files for ATR Ohana clients are subject to audit at any point during the ATR Ohana grant period.
8. Clients referred to your agency through ATR Ohana should be contacted by your Agency's staff within:
- a. 24 hours (1 business day).
  - b. no longer than 72 hours (3 consecutive calendar days).
  - c. 3 business days.
  - d. 5 business days.
  - e. Both a and b.
9. At a minimum, how many times will a service provider be audited in a calendar year?
- a. Once per month.
  - b. Once per quarter (every 3 months).
  - c. At least once.
  - d. Your agency may never be audited if you only make claims for payment that are very limited.
10. A desk audit will be performed on your agency?
- a. Frequently and randomly throughout the duration of the MOU.
  - b. Only for agencies who accumulate a large amount of billing in a short amount of time.
  - c. Only after the service provider has completed the first year of the MOU.
  - d. Desk audit is not an acceptable quality assurance measure for ATR Ohana.

11. ALL client files should be:
  - a. Locked in a secure file cabinet.
  - b. Clearly labeled so they may be located promptly.
  - c. Have documentation properly secured with staples or other type of file binder mechanism.
  - d. All of the above.
  
12. During the post audit meeting, the QA monitor will **NOT** do the following:
  - a. Require your agency to identify and execute a corrective action plan if serious concerns are identified.
  - b. Verbally discuss the strengths and concerns noted during the audit process.
  - c. Expect that all agency staff, even for non-ATR Ohana services, be present.
  - d. Request changes to your policies and procedures, as needed, to ensure QA concerns are addressed, prior to approval for your agency to renew its MOU with ADAD for the following year of ATR Ohana.
  
13. When are agencies notified of the specific client files to be reviewed during a QA audit?
  - a. When the QA monitor arrives at your agency for the audit.
  - b. Ahead of time, when your agency audit letter is mailed to you.
  - c. 100% of client files will be audited at every single audit.
  - d. 24 hours before the visit.
  
14. A summary of findings of your audit will be mailed to your agency when:
  - a. There are specific problems identified through the QA audit.
  - b. No written summary will be issued. Only verbal reports will be given to the agency.
  - c. Only if there are negative findings.
  - d. Complete review of all documentation related to the client files being audited and in the WITS record for those clients has concluded.
  
15. A corrective action plan will need to be developed by your agency:
  - a. No written corrective action plan will be required, since ADAD does not contract for ATR Ohana services.
  - b. By the designated time deadline specified by the QA monitor.
  - c. For all areas deemed non-compliant with ATR Ohana MOU, Exhibit, and procedural expectations.
  - d. Both b and c.
  
16. At the agency's corrective action plan meeting:
  - a. All relevant agency personnel should attend.
  - b. Areas of concern will be reviewed and discussed.
  - c. Due dates will be assigned to ALL corrective action measures.
  - d. All of above
  - e. Only B and C