

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	ARC OF GREATER PLYMOUTH (THE)	Provider Address	52 Armstrong Drive , Plymouth
Survey Team	Boyd, Michelle; Marchese, Michael; Napolitan, Tina;	Date(s) of Review	27-FEB-24 to 04-MAR-24

Follow-up Scope and results :

Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 7 Locations 10 Audits	2 Year License	1/1	14/15	<input checked="" type="checkbox"/> Eligible for new business (Two Year License) <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)
Employment and Day Supports 2 Locations 11 Audits	Defer Licensure		5/8	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L70
Indicator	Charges for care calc.
Area Need Improvement	in two homes, letters for charges of care for two in six individuals were not present at home, agency need to ensure that individuals and guardians are informed of how charges of care were calculated.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	Required assessments for 5 individuals were submitted late for ISP, agency need to ensure that required assessments are submitted within timelines.
Status at follow-up	One individual was reviewed for the submission of required ISP assessments. The agency met the required timelines.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	Support strategies for 4 individuals were submitted late for ISP, agency need to ensure that support strategies for goals and objectives are submitted within timelines.
Status at follow-up	Support strategy timelines were reviewed for one individual and were met.
#met /# rated at followup	1/1
Rating	Met

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Indicator #	L90
Indicator	Personal space/ bedroom privacy
Area Need Improvement	In one home, bedrooms for three individuals did not have locks, agency need to ensure that there are locks on bedrooms that do not lead to egress to provide individuals with privacy in their own space.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L91
Indicator	Incident management
Area Need Improvement	Two incident reports were not reviewed on time, agency need to ensure that incident reports are reviewed as mandated by regulation.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	For six of seven individuals the Emergency Fact Sheet (EFS), did not include all required components such as medications, diagnoses and relevant capabilities/limitations. The agency needs to strengthen their system to ensure the EFSs is fully complete.
Status at follow-up	Emergency fact sheets were present, current and up to date for eleven individuals reviewed.
#met /# rated at followup	11/11
Rating	Met

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Indicator #	L38
Indicator	Physician's orders
Area Need Improvement	Two of five individuals reviewed did not have health management protocols in place for significant medical conditions. The agency needs to ensure that those with significant medical conditions that may require staff interventions have protocols in place, that they are implemented as outlined, and staff are trained in these plans.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For three of four individuals, the guardian had not consented to the money management plan as required. The agency needs to ensure that money management plans are consented/signed by the guardians.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For four individuals the ISP assessments were not submitted within the required timeframe. The agency needs to ensure all ISP assessments are submitted within required timelines.
Status at follow-up	One individual was reviewed for the submission of requires ISP assessments. The agency met the required timelines.
#met /# rated at followup	1/1
Rating	Met

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Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For four individuals the ISP support strategies were not submitted within the required timeframe. The agency needs to ensure all ISP support strategies are submitted within required timelines.
Status at follow-up	One individual was reviewed for the submission of required ISP support strategies. The agency met the required timelines.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	ISP support strategies were not being implemented and tracked for five of seven individuals. The agency needs to ensure Services and support strategies identified and agreed upon in the ISP are being implemented.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L91
Indicator	Incident management
Area Need Improvement	Two significant incidents were not reported. All incidents need to be reported in HCSIS within required timelines.
Status at follow-up	The agency met the required timelines for the submission of incident reports.
#met /# rated at followup	1/1
Rating	Met

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Administrative Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L48
Indicator	HRC
Area Need Improvement	One voting with specialized skills did not attend 4 of 8 meetings, and one member has a financial conflict, agency need to ensure that voting members attends meetings as required, and that members do not have a financial conflict.
Status at follow-up	The agency had one HRC meeting since the full survey. This meeting lacked a representative with medical expertise. The agency needs to ensure that all areas of expertise is represented.
#met /# rated at followup	0/1
Rating	Not Met

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	The agency needs to ensure restraint reports are submitted within required timelines. Seven of nine were submitted and/or finalized late.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L66
Indicator	HRC restraint review
Area Need Improvement	The agency needs to ensure all restraints are reviewed by the Human Rights Committee. Two of nine were not reviewed by the Human Rights Committee (HRC) within 120 days of occurring.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated