

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

Mid-Cycle Review Final Report

Provider BAY COVE HUMAN SERVICES

Provider Address 66 Canal St, Boston

Survey Team MacPhail,Lisa;

Date(s) of Review 13-MAY-25 to 15-MAY-25

Mid-Cycle Scope and results :					
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated at Mid-Cycle	Sanction status prior to Mid-Cycle	Combined Results post-Mid-Cycle;	Sanction status post Mid-Cycle
Employment and Day Supports 2 Locations 16 Audits	Defer Licensure	6/8	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 61/63 (96.83%)	<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

Organizational Areas Needing Improvement on Standards not met:

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Five of six restraint reports were submitted and/or finalized outside the required timelines. The agency must submit and finalize restraint reports within the required timelines.
Status at mid-cycle	Three of the three restraint reports were submitted and finalized beyond the required timelines. The agency must ensure that all restraints are submitted and finalized within the required timeframe.
#met /# rated at mid-cycle	0/3
Rating	NOT MET

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	Eight of twenty staff were not trained on, or current for DDS mandated trainings. The agency must use an effective training tracking system to ensure that staff are trained on DDS mandated trainings and other site relevant training topics.
Status at mid-cycle	Three of twenty staff were found to have expired CPR and First Aid certifications. The agency must ensure that all DDS mandated certifications and trainings are current.
#met /# rated at mid-cycle	17/20
Rating	MET

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Employment and Day Supports Areas Needing Improvement on Standards not met:

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At the day services site, hot water temperature measured higher than required. The agency must ensure that hot water temperature is maintained at the required temperature.
Status at mid-cycle	At the day services site, hot water measured within the required temperature range.
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L17
Indicator	Egress at grade
Area Need Improvement	The CBDS programming spaces were located on floors that were not at grade level and had no accessible egresses. ALL CBDS programming must be at grade level or floors with accessible egresses that allows all individuals to be served regardless of mobility needs. (The agency is in the process of addressing this through a DDS process).
Status at mid-cycle	The agency has applied for and been granted an exception by DDS for its CBDS programming space on the upper floors of this location. (See Attached)
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L18
Indicator	Above grade egress
Area Need Improvement	The programming space utilized for CBDS services on the second and third floors as well as the basement did not have accessible means of egress to

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	grade. Space used for day service programming must be at grade or have accessible means of egress to grade. (The agency is in the process of addressing this through a DDS process).
Status at mid-cycle	The agency has applied for and been granted an exception by DDS for its CBDS programming space on the upper floors of this location. (See Attached)
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L38
Indicator	Physician's orders
Area Need Improvement	For one of three individuals, a medical treatment protocol was not developed for a significant medical condition that requires one. The agency must ensure that all for all individuals with significant medical conditions that requires one, medical protocols are developed, and staff are fully trained on them.
Status at mid-cycle	For five of five individuals with significant medical conditions, medical treatment protocols were properly developed, and staff were fully trained on the implementation of these protocols.
#met /# rated at mid-cycle	5/5
Rating	MET

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For all six individuals with medication treatment plans, the plans either did not accurately reflect the medication administered at the day program, or data was not consistently collected. The agency must ensure that all medication treatment plans accurately reflect the medication/s being administered and have consistent data collection relative to the symptoms being treated.

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Status at mid-cycle	For four of four people with medication treatment plans, the required elements of the plans for medications administered at day services accurately reflected and in place. The agency continues to review and refine data collection systems for behavior modifying medications administered at the program. Additionally, the agency continues to train staff in the proper methodology of consistent data collection, particularly when individuals change groups or new staff are hired.
#met /# rated at mid-cycle	4/4
Rating	MET

Indicator #	L91
Indicator	Incident management
Area Need Improvement	Incident reports at one day site was submitted and/or finalized outside the required timelines. The agency must submit and finalize incident reports within the required timelines.
Status at mid-cycle	One incident was submitted beyond the required timeline. The agency must ensure that all incidents are submitted and finalized within the required timelines.
#met /# rated at mid-cycle	0/1
Rating	NOT MET