

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: Becket Family of Services dba
LifeConnections

Provider Address: 107 Scott Drive , Leominster

Name of Person Magela Correa
Completing Form:

Date(s) of Review: 12-DEC-23 to 13-DEC-23

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	1/4

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Summary of Ratings

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

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For two individuals, ISP assessments were not submitted to DDS within required timelines. The agency needs to ensure that ISP assessments are submitted to DDS at least 15 days prior to the ISP.
Process Utilized to correct and review indicator	Members of the LifeConnections Compliance department met with OQE on 11/7/23 to review HCSIS reports which will assist with monitoring timely submission of ISP assessments. The LifeConnections Compliance department will reimplement a monthly audit system that reports the percentages of ISP assessments submitted within the state timelines for each location. This report will be distributed on the 15th of every month, and will be received by the Executive Director, State Director, Regional Directors, as well as the site Managers. LifeConnections will continue to audit the ISP assessment timelines and report the data monthly. Any locations that are not meeting the timeline requirements LifeConnections will provide additional training and supervision in this area.
Status at follow-up	During the period of review (11/1/23-12/8/23) there have been a total of five ISP's of which 4 have met the ISP assessment timeline. This is an 80% success rate. LifeConnections will continue to work to improve these percentages through the process listed above.
Rating	Met

Indicator #	L87
Indicator	Support strategies

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Area Need Improvement	For two individuals, provider support strategies were not submitted to DDS within required timelines. The agency needs to ensure that provider support strategies are submitted to DDS at least 15 days prior to the ISP.
Process Utilized to correct and review indicator	Members of the LifeConnections Compliance department met with OQE on 11/7/23 to review HCSIS reports which will assist with monitoring timely submission of provider support strategies. The LifeConnections Compliance department will reimplement a monthly audit system that reports the percentages of incident reports submitted within the state timelines for each location. This report will be distributed by the 15th of every month, and will be received by the Executive Director, State Director, Regional Directors, as well as the site Managers. This system will be fully implemented by December 15th. LifeConnections will continue to audit the incident report timelines and if any locations are not meeting the requirements LifeConnections will provide additional training and supervision in this area.
Status at follow-up	During the period of review (11/1/23-12/8/23) there have been a total of five ISP's of which have totaled 11 completed Support Strategies, of which 6 were submitted within the timelines. This is a 55% success rate. LifeConnections will continue to work to improve these percentages through the process listed above.
Rating	Not Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At four locations, reportable incidents were not submitted within required timelines. The agency needs to ensure that incident reports are submitted to DDS and finalized within required timelines.
Process Utilized to correct and review indicator	Members of the LifeConnections Compliance department met with OQE on 11/7/23 to review HCSIS reports which will assist with

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	monitoring timely submission of incident reports. The LifeConnections Compliance department will reimplement a monthly audit system that reports the percentages of ISP Support Strategies submitted within the state timelines for each location. This report will be distributed on the 15th of every month, and will be received by the Executive Director, State Director, Regional Directors, as well as the site Managers. LifeConnections will continue to audit the provider support strategy timelines and report the data monthly. Any locations that are not meeting the timeline requirements LifeConnections will provide additional training and supervision in this area.
Status at follow-up	During the period of review (11/1/23-12/8/23) there were incident reports submitted at 8 locations. Incident reports were submitted in HCSIS within DDS timelines at 3 locations. This is a 38% success rate. LifeConnections has not yet reached the goal percentage but will continue to work to improve on this goal, through data reporting, training, and supervision LifeConnections will continue to work to improve these percentages through the process listed above.
Rating	Not Met

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

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Seventy-four out of one hundred and fifty-six physical restraint reports were not submitted to DDS within required timelines. The agency needs to ensure that all reports of physical restraint are submitted within three days of occurrence and reviewed by the restraint manager within five days of occurrence of the restraint.
Process Utilized to correct and review indicator	Members of the LifeConnections Compliance department met with OQE on 11/7/23 to review HCSIS reports which will assist with monitoring timely submission of restraint reports. The

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	LifeConnections Compliance department will reimplement a monthly audit system that reports the percentages of restraint reports submitted within the state timelines for each location. This report will be distributed on the 15th of every month, and will be received by the Executive Director, State Director, Regional Directors, as well as the site Managers. This system will be fully implemented by December 15th. LifeConnections will continue to audit the restraint timelines and if any locations are not meeting the requirements LifeConnections will provide additional training and supervision in this area.
Status at follow-up	During the period of review (11/1/23-12/8/23) there have been 25 restraints, of which 19 were submitted within the timelines. This is a 76% success rate. LifeConnections will continue to work to improve these percentages through the process listed above.
Rating	Not Met