



**PROVIDER REPORT
FOR**

**BEHAVIORAL HEALTH
NETWORK INC
417 Liberty Street
Springfield, MA 01104**

September 27, 2023

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	BEHAVIORAL HEALTH NETWORK INC
Review Dates	8/23/2023 - 8/29/2023
Service Enhancement Meeting Date	9/13/2023
Survey Team	Susan Dudley-Oxx Janina Millet (TL) Carole Black Danielle Chiaravallotti
Citizen Volunteers	

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	9 location(s) 10 audit (s)	Full Review	82/88 2 Year License 09/13/2023 - 09/13/2025		43 / 46 Certified 09/13/2023 - 09/13/2025
Residential Services	6 location(s) 6 audit (s)			Full Review	17 / 20
Placement Services	2 location(s) 2 audit (s)			Full Review	20 / 20
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Behavior Health Network, Inc. (BHN) is a large, nonprofit human services organization which has been providing an array of human services, including mental health supports and substance abuse recovery services, to individuals and families in Western Massachusetts since 1938. The agency supports individuals funded by the Department of Developmental Services (DDS) through its residential, placement and respite programs. These services were subject to this current licensing and certification review.

The scope of this survey was a full licensing review for 24-hour residential, placement services, and respite supports. Most tasks for this survey were conducted in-person while some were conducted using remote technology. Interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

Findings from the current licensing review demonstrated BHN has effective systems in place for environmental and personal safety, healthcare, and workforce competency. Review of sampled 24-hour residential locations found inspections of heating systems were current, fire-alarm and carbon monoxide systems were operational and located where required, and homes maintained clean and sanitary conditions for residents. In residences and placement homes, safeguards were in place to ensure timely and safe evacuation, required review of evacuation plans by area offices, and training of individuals in how to report complaints of mistreatment or abuse.

Overall findings also established that the agency had ensured individuals' health care needs were addressed, including those in residential homes receiving annual physical and dental examinations, attending specialist appointments, and receiving preventive health care screenings. Those supported in residential and placement services were provided with healthy food choices, had regular opportunities for physical activity and, when indicated, were supported with health care protocols that addressed the monitoring of significant medical conditions and emergency procedures to follow in related to those conditions. Review results also supported effective oversight of medication administration in group residences, including the need for competency training by nurses when procedures ancillary to medications were required.

This review also demonstrated that the agency has successfully recruited and trained a competent workforce, with sampled residential staff and home care providers having completed DDS-mandated trainings, all staff qualified for their roles, and licensed staff maintaining current licensure. In locations, staff had completed training in the signs and symptoms of illness, were aware of and trained in individuals' unique support needs, health care protocols, and trained in and aware of individuals' human rights of individuals human rights.

Positive findings for certification included individuals in residential services being supported to make knowledgeable decisions; to participate in daily household routines; and to utilize the same resources in their communities available to others.

In addition to the positive findings of this review, there were areas where Behavioral Health Network will need to focus its attention. The agency will need to ensure that when the ISP team agrees the person would benefit from a funds management training plan, that the plans it develops include learning strategies to enhance the individual's independence managing their own funds. The agency also will need to strengthen its implementation of individuals' funds management plans, including the need to document expenditures as they occur and to verify that reported balances are accurate. The agency also needs to ensure that health-related support devices or equipment have been authorized and that staff are trained in its care, use, and safety. Finally, the agency needs to strengthen its monitoring systems to assure that ISP assessments and support strategies are submitted to the service coordinator at least fifteen days prior to the ISP meeting and that incident and restraint reports are submitted and reviewed within required timelines.

For residential indicators subject to certification, the agency needs to ensure that individuals it supports have had the opportunity to explore, define and express their needs for intimacy and companionship and are supported by an educational curriculum the agency has selected for this purpose. Additionally, the agency needs to fully support individuals to try and select personal belongings they need or desire in stores of their choosing. Finally, the agency will need to ensure individuals are supported to be introduced to and acquainted with their neighbors through natural opportunities in the neighborhoods and communities in which they live.

As a result of the licensing and certification review, Behavioral Health Network, Inc. will receive a Two-Year License Residential Supports, with a service group score of 93%. This service group is Certified with an overall score of 93%. Follow-up will be conducted by BHN and reported to OQE within 60 days on those licensing indicators that received a rating of not met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	73/78	5/78	
Residential Services Respite Services Placement Services			
Critical Indicators	8/8	0/8	
Total	82/88	6/88	93%
2 Year License			
# indicators for 60 Day Follow-up		6	

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Three out of nine restraints did not meet required timelines for reporting. The agency will need ensure restraints are reported and reviewed with mandated timelines.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Two out of seven funds management plans did not include a training plan with learning strategies to further independence. The agency will need to ensure when the ISP team agrees the person would benefit from a funds management training plan, that the plan it develops includes learning strategies to enhance the individual's independence managing their own funds.

L69	Individual expenditures are documented and tracked.	For two out of eight individuals whose expenses were reviewed, expenditures either were not documented on the tracking sheet or balances were not accurately tracked. The agency needs to strengthen its implementation of individuals' plans as written, including the need to document expenditures when they occur and to validate reported balances as accurate.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two of eight individuals, required ISP assessments were not submitted to DDS within required timelines. The agency will need to ensure that ISP assessments are submitted to the service coordinator at least fifteen days prior to the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For two of eight individuals, the provider support strategies were not submitted to DDS within required timelines. The agency will need to ensure that provider support strategies are submitted to the service coordinator at least fifteen days prior to the ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	For six out of nine locations, incident reports were not submitted or reviewed within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	37/40	3/40	
Placement Services	20/20	0/20	
Residential Services	17/20	3/20	
Total	43/46	3/46	93%
Certified			

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Four individuals reviewed had not been assessed or their support needs reviewed in the areas of intimacy and companionship. The agency will need to ensure that all individuals' interests





		and support needs have been reviewed and educational needs are supported by the agency's preferred curriculum.
C18	Staff (Home Providers) assist individual to purchase personal belongings.	Two out of six individuals were not fully assisted to purchase personal belongings they desired at stores of their own choosing. The agency will need to support individuals to purchase personal belongings of their choice at retailers they prefer.
C48	Individuals are a part of the neighborhood.	Two of six individuals had not been supported to become acquainted with their neighbors through routine opportunities to develop connections with them. The agency will need to ensure individuals are given routine opportunities to be introduced to and become acquainted with their neighbors.

MASTER SCORE SHEET LICENSURE


Organizational: BEHAVIORAL HEALTH NETWORK INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	9/9	Met
L3	Immediate Action	7/7	Met
L4	Action taken	8/8	Met
L48	HRC	2/2	Met
L65	Restraint report submit	6/9	Not Met(66.67 %)
L66	HRC restraint review	4/4	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6		2/2	2/2			10/10	Met
L5	Safety Plan	L	6/6		2/2	1/1			9/9	Met
 L6	Evacuation	L	6/6		2/2	1/1			9/9	Met
L7	Fire Drills	L	6/6						6/6	Met
L8	Emergency Fact Sheets	I	6/6		2/2	2/2			10/10	Met
L9 (07/21)	Safe use of equipment	I	6/6			1/1			7/7	Met
L10	Reduce risk interventions	I	2/2			1/1			3/3	Met
 L11	Required inspections	L	6/6		1/2	1/1			8/9	Met (88.89 %)
 L12	Smoke detectors	L	6/6		2/2	1/1			9/9	Met
 L13	Clean location	L	6/6		2/2	1/1			9/9	Met
L14	Site in good repair	L	6/6		2/2	1/1			9/9	Met
L15	Hot water	L	6/6		2/2	1/1			9/9	Met
L16	Accessibility	L	6/6		2/2	1/1			9/9	Met
L17	Egress at grade	L	6/6		2/2	1/1			9/9	Met
L18	Above grade egress	L			1/1	1/1			2/2	Met
L19	Bedroom location	L	6/6		1/1	1/1			8/8	Met
L20	Exit doors	L	6/6			1/1			7/7	Met
L21	Safe electrical equipment	L	6/6		2/2	1/1			9/9	Met
L22	Well-maintained appliances	L	6/6		2/2	1/1			9/9	Met
L23	Egress door locks	L	1/1			1/1			2/2	Met
L24	Locked door access	L	6/6		2/2	1/1			9/9	Met
L25	Dangerous substances	L	6/6			1/1			7/7	Met
L26	Walkway safety	L	6/6		2/2	1/1			9/9	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met

L28	Flammables	L	6/6			1/1			7/7	Met
L29	Rubbish/combustibles	L	6/6		2/2	1/1			9/9	Met
L30	Protective railings	L	5/6		2/2	1/1			8/9	Met (88.89 %)
L31	Communication method	I	6/6		2/2	2/2			10/10	Met
L32	Verbal & written	I	6/6		2/2	2/2			10/10	Met
L33	Physical exam	I	6/6		1/2				7/8	Met (87.50 %)
L34	Dental exam	I	6/6		2/2				8/8	Met
L35	Preventive screenings	I	6/6		2/2				8/8	Met
L36	Recommended tests	I	6/6		2/2				8/8	Met
L37	Prompt treatment	I	6/6		2/2	2/2			10/10	Met
Ⓟ L38	Physician's orders	I	5/5		1/1	1/1			7/7	Met
L39	Dietary requirements	I	5/5		0/1	1/1			6/7	Met (85.71 %)
L40	Nutritional food	L	6/6			1/1			7/7	Met
L41	Healthy diet	L	6/6		2/2	1/1			9/9	Met
L42	Physical activity	L	6/6		2/2				8/8	Met
L43	Health Care Record	I	6/6		2/2				8/8	Met
L44	MAP registration	L	6/6			1/1			7/7	Met
L45	Medication storage	L	6/6			1/1			7/7	Met
Ⓟ L46	Med. Administration	I	6/6		1/2	2/2			9/10	Met (90.0 %)
L47	Self medication	I	2/2		2/2				4/4	Met
L49	Informed of human rights	I	6/6		2/2	2/2			10/10	Met
L50 (07/21)	Respectful Comm.	I	6/6		2/2	2/2			10/10	Met
L51	Possessions	I	6/6		1/2	2/2			9/10	Met (90.0 %)
L52	Phone calls	I	6/6		2/2	2/2			10/10	Met
L53	Visitation	I	6/6		2/2	2/2			10/10	Met

L54 (07/21)	Privacy	I	6/6		2/2	2/2			10/10	Met
L56	Restrictive practices	I	5/5			1/1			6/6	Met
L57	Written behavior plans	I	3/3		1/1	1/1			5/5	Met
L60	Data maintenance	I	3/3		1/1	1/1			5/5	Met
L61	Health protection in ISP	I	3/4						3/4	Met
L63	Med. treatment plan form	I	6/6		2/2				8/8	Met
L64	Med. treatment plan rev.	I	6/6		2/2				8/8	Met
L67	Money mgmt. plan	I	4/6		1/1				5/7	Not Met (71.43 %)
L68	Funds expenditure	I	6/6		1/1	1/1			8/8	Met
L69	Expenditure tracking	I	5/6		1/1	0/1			6/8	Not Met (75.00 %)
L70	Charges for care calc.	I	6/6		2/2	1/1			9/9	Met
L71	Charges for care appeal	I	6/6		2/2	1/1			9/9	Met
L77	Unique needs training	I	6/6		2/2	2/2			10/10	Met
L78	Restrictive Int. Training	L	5/5		1/1	1/1			7/7	Met
L79	Restraint training	L	2/2						2/2	Met
L80	Symptoms of illness	L	6/6		2/2	1/1			9/9	Met
L81	Medical emergency	L	6/6		2/2	1/1			9/9	Met
 L82	Medication admin.	L	6/6			1/1			7/7	Met
L84	Health protect. Training	I	3/4						3/4	Met
L85	Supervision	L	5/6		2/2	1/1			8/9	Met (88.89 %)
L86	Required assessments	I	6/6		0/2				6/8	Not Met (75.00 %)
L87	Support strategies	I	6/6		0/2				6/8	Not Met

										(75.00 %)
L88	Strategies implemented	I	6/6		2/2				8/8	Met
L90	Personal space/ bedroom privacy	I	6/6		2/2				8/8	Met
L91	Incident management	L	2/6		1/2	0/1			3/9	Not Met (33.33 %)
L93 (05/22)	Emergency back-up plans	I	6/6		2/2	2/2			10/10	Met
L94 (05/22)	Assistive technology	I	6/6		2/2	2/2			10/10	Met
L96 (05/22)	Staff training in devices and applications	I	4/4		2/2	2/2			8/8	Met
L99 (05/22)	Medical monitoring devices	I	2/2						2/2	Met
#Std. Met/# 78 Indicator									73/78	
Total Score									82/88	
									93.18%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
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C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	2/6	Not Met (33.33 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	5/6	Met (83.33 %)
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met
C18	Purchase personal belongings	4/6	Not Met (66.67 %)
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	4/6	Not Met (66.67 %)
C49	Physical setting is consistent	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met

C15	Personalize living space	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met