



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

May 05, 2020

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	BEHAVIORAL HEALTH NETWORK INC
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Review Dates	3/31/2021 - 4/6/2021
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Service Enhancement Meeting Date	4/20/2021
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Survey Team	Andrea Comeau Elsa Adorno Carole Black Melanie McNamara (TL) Hesham Almahbashi
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Citizen Volunteers	
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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	8 location(s) 10 audit (s)	Full Review	79/82 2 Year License 04/20/2021 - 04/20/2023		47 / 50 Certified 04/20/2021 - 04/20/2023
Residential Services	5 location(s) 5 audit (s)			Full Review	20 / 22
Placement Services	2 location(s) 3 audit (s)			Full Review	21 / 22
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 1 audit (s)	Full Review	41/42 2 Year License 04/20/2021 - 04/20/2023		20 / 20 Certified 04/20/2021 - 04/20/2023
Community Based Day Services	1 location(s) 1 audit (s)			Full Review	14 / 14
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Behavioral Health Network, Inc. (BHN) is a large nonprofit human service organization that has been providing an array of services to individuals and families in Western Massachusetts for over 80 years. These services include day and residential supports to individuals with DD/ID. Services that were subject to the current Department of Developmental Services (DDS) licensing and certification review included 24-hour residential, placement services, respite services, and community-based day supports.

In the course of the review, the survey team completed audits of five individuals at 24-hour homes, three audits at placement service locations, two audits at site-based respite, and one audit for community-based day supports. This review was conducted remotely. Interviews with key administrative and supervisory staff, individuals and their care providers, occurred through MS Teams, along with observations, virtual tours of homes and review of relevant documentation.

BHN demonstrated the presence of effective oversight systems. The agency's residential services utilized several internal processes to ensure timely and effective health care supports as well as maintain a competent workforce. Oversight of healthcare was directed by agency management and nursing through review of weekly reports on the status of medical appointments and treatment recommendations made by physicians and specialists. Medication administration oversight occurred regularly by site managers and supervisors, and additional reviews were conducted by the agency's Medication Administration Program (MAP) nurse. Case managers conducted monthly home visits to placement service locations, where review of individuals' health care appointments and outcomes of treatment recommendations made by physicians and specialists occurred.

Overall, it was found that BHN was responsive to the ongoing healthcare needs of individuals as well as promoted healthy living. Survey results showed that individuals received timely physical and dental examinations, appointments with specialists, preventive health screenings and follow-up appointments as needed. There was a high level of compliance with medication administration requirements. In addition, the agency consistently implemented health-related protocols for significant health conditions such as dysphagia or seizure disorders. Education to staff was provided on sound nutrition in menu planning, and it was found that, overall, individuals were making healthy food choices and engaging in some form of physical exercise. In several instances, healthy lifestyle changes led to weight loss and healthy weight maintenance. Findings also demonstrated that staff were trained and knowledgeable in DDS mandated topics as well as the unique needs of individuals such as health-related supports and protective equipment.

An organizational strength, for both residential and day supports, was BHN's commitment to promoting human rights, respect and dignity, with emphasis on training and consistent human right committee oversight. There were two fully constituted human rights committees that met beyond the requisite quarterly meetings, even during the COVID-19 state of emergency. The committees conducted required reviews such as restrictive interventions and pertinent agency policies and made site visits to programs, including on-site visits. During audits, surveyors observed consistently respectful interactions between staff and individuals. Positive practices were noted in staff's approach to respecting privacy, fully including people in conversations. Additionally, all staff and individuals had received human rights and DPPC training, which included training in designated human right of the month topics.

In the areas subject to certification, the agency demonstrated its capacity for effective planning, data management and analysis. To that end, BHN engaged in organizational processes that effectively identified and advanced specific service improvement goals. The agency also engaged in data analysis to evaluate progress toward organizational goals and to identify areas for service improvement. Data collected from HCSIS reporting systems was additionally analyzed for patterns and trends. Emerging patterns were reported to management, so that timely action could be taken

when needed.

Survey findings showed that individuals receiving residential services experienced positive outcomes in certification domains related to choice, control and personal relationships. Individuals were supported to maintain relationships with family and friends through regular communication and in-person visits as official guidance allowed. Individuals were further supported to develop new community-related connections by finding new ways of becoming involved, mostly virtually due to Covid-19 statewide guidance and shutdowns. For the agency's placement services, monthly visits by case managers involved monitoring individuals' community involvement goals and preferences. Additionally, individual control was observed across service models where people decided when and what they wanted to eat, whether they wanted to participate in meal preparation or other household activities.

In areas subject to certification for day services, positive findings were noted for individual choice and control and job exploration. Day supports were individualized and represented the person's specific interests identified through the agency's assessment process. Survey findings showed that the individual reviewed was fully engaged during the pandemic. When employment had terminated, the agency created options for the individual to continue to work and receive earnings, which was of utmost importance to the individual.

In addition to the positive findings highlighted above, there were some licensing areas that would benefit from further attention on the part of BHN. Strengthened oversight is necessary for timely submission of incident reporting, maintenance and repair of railings, walkways and evacuation pathways at residential locations, and review of household expenses that are the responsibility of the Provider to fulfill.

Among the areas subject to certification across the residential service group, more focused efforts are needed in supporting individuals to explore, define and express their needs for intimacy and companionship. Additionally, individuals need to be supported to become a part of their respective neighborhoods.

As a result of the current licensing and certification review, Behavioral Health Network will receive a Two-Year License for Residential Supports, with a service group score of 96%. This service group is Certified with an overall score of 94%. Follow-up will be conducted by the agency and reported to OQE within 60 days on all licensing indicators that received a rating of Not Met.

Behavioral Health Network will receive a Two-Year License for Employment and Day Supports, with a service group score of 98%. This service group is Certified with an overall score of 100%. Follow-up will be conducted by the agency and reported to OQE within 60 days on all licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met		Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8		Organizational	8/8	0/8	
Residential and Individual Home Supports	71/74	3/74		Employment and Day Supports	33/34	1/34	
Residential Services Placement Services Respite Services				Community Based Day Services			
Critical Indicators	8/8	0/8		Critical Indicators	5/5	0/5	
Total	79/82	3/82	96%	Total	41/42	1/42	98%
2 Year License				2 Year License			
# indicators for 60 Day Follow-up		3		# indicators for 60 Day Follow- up		1	

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

Indicator #	Indicator	Area Needing Improvement
L26	Walkways, driveways and ramps are in good repair and kept clear in all seasons.	At two locations, railings and walkways were in need of repair and / or removal of obstructions. The agency needs to ensure that all railings and walkways are maintained in good repair and free from obstructions.
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	For three individuals, expenditures that should have been covered by the agency were being paid by the individuals. The agency needs to ensure that expenditures that should be assumed by the provider are not charged to the individuals.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reports for two locations were not submitted or reviewed within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reports were not submitted or reviewed within the required timelines for the CBDS location. 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	41/44	3/44	
Placement Services	21/22	1/22	
Residential Services	20/22	2/22	
TOTAL	47/50	3/50	94%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	14/14	0/14	
Community Based Day Services	14/14	0/14	
TOTAL	20/20	0/20	100%
Certified			

Placement 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.	Two individuals were not fully supported in the area of human sexuality and intimate relationships. The agency needs to proactively assess and provide necessary education and training to individuals in placement service locations.

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 were not fully supported in the area of human sexuality and intimate relationships. The agency needs to proactively assess and provide necessary education and training to individuals.
C48	Individuals are a part of the neighborhood.	Three out of five individuals were not provided regular opportunities to interact with neighbors. The agency needs to support individuals to develop connections with neighbors.

MASTER SCORE SHEET LICENSURE

Organizational: BEHAVIORAL HEALTH NETWORK INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	10/10	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	2/2	Met
L74	Screen employees	6/6	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	20/20	Met
L83	HR training	19/20	Met(95.00 %)

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	5/5		3/3	2/2			10/10	Met
L3	Immediate Action	L				1/1			1/1	Met
L5	Safety Plan	L	5/5		2/2	1/1			8/8	Met
Ⓡ L6	Evacuation	L	5/5		2/2	1/1			8/8	Met
L7	Fire Drills	L	5/5						5/5	Met
L8	Emergency Fact Sheets	I	5/5		3/3	2/2			10/10	Met
L9	Safe use of equipment	L	5/5			1/1			6/6	Met
Ⓡ L11	Required inspections	L	5/5		2/2	1/1			8/8	Met
Ⓡ L12	Smoke detectors	L	5/5		2/2	1/1			8/8	Met
Ⓡ L13	Clean location	L	5/5		2/2	1/1			8/8	Met
L14	Site in good repair	L	5/5		2/2	1/1			8/8	Met
L15	Hot water	L	5/5		2/2	1/1			8/8	Met
L16	Accessibility	L	4/5		2/2	1/1			7/8	Met (87.50 %)
L17	Egress at grade	L	5/5		2/2	1/1			8/8	Met
L18	Above grade egress	L			1/1				1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L19	Bedroom location	L	5/5			1/1			6/6	Met
L20	Exit doors	L	5/5			1/1			6/6	Met
L21	Safe electrical equipment	L	5/5		2/2	1/1			8/8	Met
L22	Well- maintai ned appliances	L	5/5		2/2	1/1			8/8	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	5/5			1/1			6/6	Met
L25	Danger ous substances	L	5/5			1/1			6/6	Met
L26	Walkway safety	L	3/5		2/2	1/1			6/8	Not Met (75.00 %)
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L28	Flammables	L	5/5			1/1			6/6	Met
L29	Rubbish /combustibles	L	5/5		2/2	1/1			8/8	Met
L30	Protective railings	L	4/4		1/1				5/5	Met
L31	Communication method	I	5/5		3/3	2/2			10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	5/5		3/3	2/2			10/10	Met
L33	Physical exam	I	5/5		3/3				8/8	Met
L34	Dental exam	I	5/5		3/3				8/8	Met
L35	Preventive screenings	I	5/5		3/3				8/8	Met
L36	Recommended tests	I	5/5		3/3				8/8	Met
L37	Prompt treatment	I	5/5		3/3	2/2			10/10	Met
℞ L38	Physician's orders	I	5/5		1/1				6/6	Met
L39	Dietary requirements	I	5/5			1/1			6/6	Met
L40	Nutritional food	L	5/5			1/1			6/6	Met
L41	Healthy diet	L	5/5		2/2	1/1			8/8	Met
L42	Physical activity	L	4/5		2/2				6/7	Met (85.71 %)
L43	Health Care Record	I	5/5		3/3				8/8	Met
L44	MAP registration	L	5/5			1/1			6/6	Met
L45	Medication storage	L	5/5			1/1			6/6	Met
℞ L46	Med. Administration	I	5/5		3/3	2/2			10/10	Met
L47	Self medication	I			2/2				2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	5/5		3/3	2/2			10/10	Met
L50	Respectful Comm.	L	5/5		2/2	1/1			8/8	Met
L51	Possessions	I	5/5		3/3	2/2			10/10	Met
L52	Phone calls	I	5/5		3/3	2/2			10/10	Met
L53	Visitation	I	5/5		3/3	2/2			10/10	Met
L54	Privacy	L	5/5		2/2	1/1			8/8	Met
L56	Restrictive practices	I	2/2						2/2	Met
L57	Written behavior plans	I	3/3		1/1				4/4	Met
L60	Data maintenance	I	3/3		1/1	1/1			5/5	Met
L61	Health protection in ISP	I	4/4		1/1				5/5	Met
L63	Med. treatment plan form	I	4/5		1/1				5/6	Met (83.33 %)
L64	Med. treatment plan rev.	I	5/5		1/1				6/6	Met
L67	Money mgmt. plan	I	5/5		1/1				6/6	Met
L68	Funds expenditure	I	4/5		0/2				4/7	Not Met (57.14 %)
L69	Expenditure tracking	I	5/5						5/5	Met

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L70	Charges for care calc.	I	4/4		3/3	2/2			9/9	Met
L71	Charges for care appeal	I	4/4		3/3	2/2			9/9	Met
L77	Unique needs training	I	5/5		3/3	2/2			10/10	Met
L78	Restricti ve Int. Training	L	2/2						2/2	Met
L79	Restrain t training	L				1/1			1/1	Met
L80	Sympto ms of illness	L	5/5		2/2	1/1			8/8	Met
L81	Medical emerg ency	L	5/5		2/2	1/1			8/8	Met
L82	Medicati on admin.	L	5/5			1/1			6/6	Met
L84	Health protect. Training	I	4/4		1/1				5/5	Met
L85	Supervi sion	L	5/5		2/2	1/1			8/8	Met
L86	Require d assess ments	I	5/5		3/3				8/8	Met
L87	Support strategi es	I	5/5		3/3				8/8	Met
L88	Strategi es implem ented	I	4/5		3/3				7/8	Met (87.50 %)
L90	Persona l space/ bedroo m privacy	I	4/5		3/3				7/8	Met (87.50 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	4/5		1/2	1/1			6/8	Not Met (75.00 %)
#Std. Met/# 74 Indicator									71/74	
Total Score									79/82	
									96.34%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I			1/1	1/1	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I			1/1	1/1	Met
L9	Safe use of equipment	L			1/1	1/1	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L31	Communication method	I			1/1	1/1	Met
L32	Verbal & written	I			1/1	1/1	Met
L37	Prompt treatment	I			1/1	1/1	Met
L49	Informed of human rights	I			1/1	1/1	Met
L50	Respectful Comm.	L			1/1	1/1	Met
L51	Possessions	I			1/1	1/1	Met
L52	Phone calls	I			1/1	1/1	Met
L54	Privacy	L			1/1	1/1	Met
L77	Unique needs training	I			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			1/1	1/1	Met
L87	Support strategies	I			1/1	1/1	Met
L88	Strategies implemented	I			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L			0/1	0/1	Not Met (0 %)
#Std. Met/# 34 Indicator						33/34	
Total Score						41/42	
						97.62%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C13	Skills to maximize independence	1/1	Met
C37	Interpersonal skills for work	1/1	Met
C40	Community involvement interest	1/1	Met
C41	Activities participation	1/1	Met
C42	Connection to others	1/1	Met
C43	Maintain & enhance relationship	1/1	Met
C44	Job exploration	1/1	Met
C45	Revisit decisions	1/1	Met
C46	Use of generic resources	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C54	Assistive technology	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	1/3	Not Met (33.33 %)
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C20	Emergency back-up plans	2/2	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met
C54	Assistive technology	3/3	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/5	Met (80.0 %)
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	1/5	Not Met (20.0 %)
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	4/5	Met (80.0 %)
C16	Explore interests	5/5	Met
C17	Community activities	5/5	Met
C18	Purchase personal belongings	5/5	Met
C19	Knowledgeable decisions	5/5	Met
C20	Emergency back-up plans	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C48	Neighborhood connections	3/5	Not Met (60.0 %)
C49	Physical setting is consistent	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	5/5	Met
C53	Food/ dining choices	5/5	Met
C54	Assistive technology	4/5	Met (80.0 %)