

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: Choice Community Supports Inc

Provider Address: 409 Pond St, Unit 12 , Braintree

Name of Person Monika Halama
Completing Form: _____

Date(s) of Review: 14-NOV-23 to 15-NOV-23

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports		3/3

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	Three individuals' Emergency Fact Sheets did not include significant medical diagnoses. The agency needs to ensure that all required information including diagnoses are included in individuals' Emergency Fact Sheet.
Process Utilized to correct and review indicator	Choice has updated their Emergency Fact Sheet form and it now includes significant medical diagnosis, as written in the Health Care Record.
Status at follow-up	All individuals' Emergency Fact Sheets have been updated to include significant medical diagnosis, mirroring their Health Care Records diagnosis, and replaced the previous EFS in individuals' binders.
Rating	Met

Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For one of three individuals, a health-related device/supportive equipment (wheelchair) was not included in the outlined plan. The agency needs to ensure that all supportive and protective devices are included in outlined plans for all individuals.
Process Utilized to correct and review indicator	Agency has made a note to update the plan with all health-related device/supportive equipment during the next ISP meeting.
Status at follow-up	A new Supportive and Protective Devices Authorization form has been created for the individual's wheelchair. The form has been reviewed and signed by the HRC and by the individual's guardian, and will be added to the plan during the upcoming ISP meeting.

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Rating	Met
---------------	-----

Indicator #	L71
Indicator	Charges for care appeal
Area Need Improvement	One of three individuals and their guardians was not notified of their rights to appeal the charges for care. The agency needs to ensure that individuals and their guardians are notified of their rights to appeal charges for care.
Process Utilized to correct and review indicator	Agency's Charges For Care form has been updated with a phone number to appeal charges with and with an additional page with Request for Charges For Care Review Form, so individuals and/or guardians have an easy access to the agency if they chose to appeal the charges.
Status at follow-up	All individuals and guardians have received the updated form with current CFC in September 2023.
Rating	Met