

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

Provider: COASTAL CONNECTIONS, Inc _____

Provider Address: 35 Water Street , Amesbury _____

Name of Person Sheila Skane
Completing Form: _____

Date(s) of Review: 19-SEP-23 to 21-SEP-23 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	3/3

Summary of Ratings

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	In five instances, emergency fact sheets did not contain all required components. The agency needs to ensure emergency fact sheets contain required information.

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Process Utilized to correct and review indicator	Coastal Connections, Inc. has, since the survey, hired an administrative assistant who will take on the duty of ensuring the full and accurate completion of the emergency fact sheet for each individual served. When an individual is accepted, the emergency fact sheet is completed using the information from their referral packet in conjunction with information from the nursing department. This includes updated medications, diagnoses, identifying marks, distinguishing items, and places the individual would tend to frequent if lost. The emergency fact sheets are updated as new information is obtained.
Status at follow-up	All emergency fact sheets were updated.
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	In three instances, ISP assessments were not submitted to the Area Office at least 15 days prior to the ISP meetings. The agency needs to ensure that ISP assessments are submitted within the required timeframes.
Process Utilized to correct and review indicator	Coastal Connections has, since the survey, assigned a person to check the HCSIS system daily to avoid missed deadlines.
Status at follow-up	The designated staff person, Teresa Cramphorn, has, since the survey, begun to check the HCSIS system daily, and she updates the organization's shared calendar to ensure deadlines are no longer missed.
Rating	Met

Indicator #	L91
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Indicator	Incident management
Area Need Improvement	One incident report was not finalized within seven days of the incident occurring. The agency needs to ensure that incident reports are finalized with the required timeframes.
Process Utilized to correct and review indicator	Coastal Connections has, since the survey, assigned a person to check the HCSIS system daily to avoid missed deadlines.
Status at follow-up	The designated staff person, Teresa Cramphorn, has, since the survey, begun to check the HCSIS system daily, and she updates the organization's shared calendar to ensure deadlines are no longer missed.
Rating	Met