

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: COOPERATIVE FOR HUMAN
SERVICES

Provider Address: 24 Hartwell Avenue Building A, Floor
2, Lexington

Name of Person Gale Alles
Completing Form:

Date(s) of Review: 01-JAN-01 to 01-JAN-01

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	5/5

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

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For 4 of 15 individuals, Medication treatment plans were not developed or did not contain all the required components. Plans must contain the following components: A description of the behavioral symptoms being treated with the medication, treatment goals, criteria to reduce or eliminate the medication, historical or baseline data, and current data for identified behavioral symptoms so the efficacy of the medication can be evaluated.
Process Utilized to correct and review indicator	The BMMTP has been added to the Monthly Management Report that is reviewed by Senior Management every quarter to ensure compliance.
Status at follow-up	
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For 5 of 14 individuals, ISP assessments were submitted outside the required ISP timelines. The agency needs to ensure ISP assessments are submitted at least 15 days before the ISP meeting date.
Process Utilized to correct and review indicator	CHS has a designated Program Support Specialist who oversees and communicates upcoming ISP reminders. Due to our growth, we are expanding support in this area to ensure all components are completed in a timely manner.
Status at follow-up	

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Rating	Met
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Indicator #	L91
Indicator	Incident management
Area Need Improvement	At 11 of 18 locations, the agency did not meet the required timelines for reporting or reviewing incidents in HCSIS. The agency needs to ensure that reportable incidents are entered and finalized in HCSIS within the mandated timelines.
Process Utilized to correct and review indicator	All staff are trained on the CHS On-call System: What is Required to Report to the On-call and Incident Reporting. CHS will conduct remedial staff training to emphasize the initial submission timeline for incident reports. The company is in the process of streamlining and modifying its timeline requirements that all Incidents will be reported within 24 hours to management. Additional information from the initial reporting will be submitted to management within 72 hours regardless of whether or not an internal investigation is in progress. All Incident Reports will be entered and finalized by CHS management within the 5-day timeline or will request an extension through HCSIS.
Status at follow-up	
Rating	Met

Indicator #	L99 (05/22)
Indicator	Medical monitoring devices

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Area Need Improvement	For 1 of 2 individuals, staff were not sufficiently trained to monitor the medical monitoring device for proper operation. The agency needs to ensure that when medical monitoring devices are used, staff are trained to use, clean, and monitor the device for correct operation.
Process Utilized to correct and review indicator	CHS will conduct remedial manager training to emphasize the assurance of program and individual-specific training to occur with staff initially, annually, and anytime a review is determined to be needed in homes where there are medical monitoring devices. CHS will maintain a documentation log for each individual, by program, to ensure staff training on the equipment use, cleaning, repairs, etc. Additionally, as part of the Program Orientation, all new to the home will receive program and individual-specific training.
Status at follow-up	
Rating	Met

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

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	For 12 of 15 restraints, the agency did not meet the required timelines for reporting or reviewing restraint reports within HCSIS. The agency needs to ensure all restraint reports are created and submitted within three days of the incident and approved by the restraint manager within five days of the incident.
Process Utilized to correct and review indicator	CHS recently revised the process for restraint reporting. CHS will conduct remedial manager training to emphasize the initial submission timeline for restraint reports. The restraint manager will arrange for a designee and together they will ensure reports are approved within 5 days of submission. All staff are trained on the CHS On-call System: What is Required to Report to the On-call and Incident Reporting. The company is streamlining and modifying processes so that all Incidents will be reported within 24 hours to management. Additional information from the initial reporting will be submitted to management within 72 hours regardless of whether or not an internal investigation is in progress. All Incident Reports will be entered and finalized by CHS management within the 5-day timeline or will request an extension through HCSIS.
Status at follow-up	
Rating	Met