

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

Provider: DDS NORTHEAST STATE OP

Provider Address: 450 Maple St., Box A , Hathorne

Name of Person Elizabeth Crotty
Completing Form: _____

Date(s) of Review: 07-DEC-22 to 13-DEC-22

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

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	For six individuals, their Emergency Fact Sheets were missing required information or updated information. The agency needs to ensure every person's Emergency Fact Sheet contains all required components and that the information is up to date and accurate.

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Process Utilized to correct and review indicator	NRS met as a management team to discuss the issue. The RSI and RNII meet monthly to review each person. Emergency fact sheets are reviewed at these meetings to ensure updated and with accurate information.
Status at follow-up	In compliance
Rating	Met

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At four locations, the hot water temperatures at one or more sources registered outside the required parameters. The agency needs to ensure all sources of hot water are delivered at a minimum temperature of 110 degrees Fahrenheit and a maximum of 120 degrees F.
Process Utilized to correct and review indicator	NRS met as a management team to discuss the issue. NRS has strengthened the Standard operating procedure for monitoring and managing the hot water in the homes. House Staff are expected to test the temperature three times a week and needs to cover each shift one time a week for a total of 3, or any time the water appears too hot to the touch.. During the water temperature check, staff should test the water at each site where the residents have access to water and record each. Residential Services Directors will test water temperatures once a month in each home.
Status at follow-up	In compliance
Rating	Met

Indicator #	L67
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Indicator	Money mgmt. plan
Area Need Improvement	For seven individuals, the agency's funds management plans were missing required components and/or did not contain an accompanying training plan. For every individual for whom the agency has shared or delegated money management responsibilities, there needs to be a written funds management plan accompanied by a training plan. The management plan needs to include all sources of income, identification of the institutions holding the funds, representative payee designation, budgeted monthly expenses, if applicable the dollar amount the individual can hold or manage independently, and how the individual accesses their money.
Process Utilized to correct and review indicator	NRS met as a management team to discuss this issue. It was determined that the agency has a money management plan but was not consistent in the delivery. The Standard operating procedure for Individual Money management consent was strengthened and reviewed with all house managers. Money Management plans will be reviewed by RSD's when reviewing the ISP checklist
Status at follow-up	In compliance
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At nine locations, not every incident report was filed and/or reviewed within the regulatory timelines. The agency needs to ensure all incident reports are submitted within 1 to 3 business days of the incident based on classification, and finalized within 7 business days of the incident.

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Process Utilized to correct and review indicator	<p>NRS met as a management team to discuss the issue. It was determined that the reason for not finalizing most of the incidents was for hospitalizations where extensions should have been requested. In addition, staff were not consistent in filing in timely manner the HCSIS reports. The agency strengthened its Standard Operating Procedure for Processing HCSIS incident reports.</p> <p>All site/house level staff have been informed that the cluster RSD must be notified by voice mail when they are filing an incident report</p> <p>All site house level staff are aware that the incident form must be completed and submitted via HCSIS the day the incident occurs</p> <p>The RSD is responsible for checking HCSIS and ensuring that all incidents are finalized within the required time frame</p> <p>NRS management is utilizing HCSS reports to monitor compliance and ensure that all future incident reports will be processed within the required time frames.</p>
Status at follow-up	<p>Although new procedures were implemented and we have begun to see improvement, there has not been enough time since the changes have been made to submit data that will demonstrate he required improvement. NRS is monitoring this closely and will continue to ensure that we work toward consistently meeting this standard. it is too soon to gather the information need to see if currently meeting</p>
Rating	<p>Not Met</p>