

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 Completing Form: Elizabeth Crotty

Date(s) of Review: 25-MAR-25 to 26-MAR-25

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	6/6

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

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At five locations the hot water temperature tested outside the required range. The agency needs to ensure that all water temperatures are maintained within the required range.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	NRS met as a management team to discuss the issue. NRS had previously strengthened the standard operating procedure for monitoring and managing the hot water in the homes. NRS also has a plumber on staff so that in the event any corrections are needed to address water that is too hot or too cold, those adjustments can be made in a timely manner. NRS has also installed anti-scald devices on all the showers as a protective measure.
Status at follow-up	Water temperatures checked at 9 sites only one site was not met-water temp was 122, Maintenance was called and came and was corrected
Rating	Met

Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	For six individuals there were restrictive practices in place that affected others in the home for whom the restrictions were not necessary. Plans did not include all required elements and reviews. The agency needs to ensure that restrictive plans include all the required elements such as identifying who the plan is in place for, a rationale, a plan and criteria for elimination or fading, inclusion in the ISP, and review by the Human Rights Committee. The agency must also ensure that for those individuals for whom the restriction is not in place, guardians/individuals are informed of the restriction and the mitigation plan.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	The forms in place include all the required elements, including fading criteria, less restrictive alternatives that have been tried and human rights review. Although the form is comprehensive, the writer in these cases failed to ensure that all areas were completed fully. Moving forward we will be asking the Residential Services Directors to ensure that all restrictive plans are reviewed in detail. NRS also has a plan that includes review of restrictive plans at each team meeting to ensure that they are still needed and are effective. The Agency also has a process where an ISP checklist is completed for each resident and part of that submission includes listing of all restrictive practices. This should ensure that all restrictive practices are included in the ISP. The ISP is also reviewed with the family/guardian who consents to the ISP
Status at follow-up	In compliance monitoring review was completed on 12 individuals - two individuals did not have who the restriction was for, nor was the restrictive practice included in the ISP, guardians were not notified of mitigation plan. All restrictive practice protocols are being reviewed for upcoming Human Rights and will include all the needed information. In the last two months 11 individuals have had restrictions removed.
Rating	Met

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For seven individuals, Medication Treatment Plans (MTPs) did not contain all the required components, including definitions of behaviors in observable terms. The agency needs to define target behaviors/symptoms in observable terms. When individuals are prescribed medication incidental to medical treatment, teaching plans must be in place to support the individual to learn coping strategies to reduce the need for the medication.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	NRS has an effective process for documenting the medication treatment plans. In these cases, NRS needs to ensure that all behavior modifying medications are being captured including pre-medications, episodic medication for things like sleep disturbances and medication augmentation/PRN medications. Senior Management is working with our nursing and psychology team to make sure that each medication is clearly identified, and that target behaviors/symptoms for what we are endeavoring to treat are well defined while we are always looking to identify strategies to increase coping skills that will potentially decrease or eliminate the need for the medication moving forward.
Status at follow-up	During the process 14 individuals medication treatment plans were reviewed Medication treatment plans and corresponding MRC reports contained the required information needed including definitions of behaviors in observable terms and teaching plans, Only one individual did not have the required information needed and is in process of getting corrected.
Rating	Met

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For seven individuals the money management plans did not clearly detail what supports the provider is delivering. The agency needs to ensure these plans detail all required elements including what type of support is being provided, skills and abilities, where money is stored and how individuals access their money. Teaching plans need to be in place to reduce the need for staff support.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	All submissions need to be reviewed, to make sure that the staff who are developing the plans are detailing the services that are provided, including identifying the skills and abilities of the individual, what support are provided to the individual to build upon these skill areas, where/how are the funds are managed and how do the individuals have access to their money. We also need to make sure that there are teaching plans in place that have the goal of reducing the need for staff support. The Residential Services Directors will be tasked with reviewing these plans for everyone in their assigned cluster to make sure they meet all the required components moving forward.
Status at follow-up	Reviewed 12 individuals' money management plans. Two plans did not have the required information on how staff are supporting the individual in accessing their money, but did include a teaching Plan. The other plans included the type of support the individual was receiving as well as teaching plans to reduce staff support.
Rating	Met

Indicator #	L78
Indicator	Restrictive Int. Training
Area Need Improvement	At three locations staff had not been implementing the restrictive interventions as written. The agency needs to ensure staff have been trained to safely and consistently implement restrictive interventions.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	The survey cited that in three locations staff had not implemented the restrictive interventions as written. This would indicate that there was indeed a plan in place. In addition, NRS requires that all staff are trained in all plans, including restrictive practices. The agency has also strengthened this area in that we require that all restrictive practices are reviewed regularly at the house team meeting to not only ensure consistency in implementation but also to make sure that the restrictive practice is still needed/necessary. All reviews will be recorded in the house team meeting minutes. Also, as an agency it is the goal of NRS to reduce the number of restrictive practices being implemented.
Status at follow-up	Review of 9 individuals, all staff trained in restrictive intervention. In addition, with ensuring restrictions being reviewed at team- 11 individuals have had some restrictions removed.
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At seven locations incident reports were either not submitted or finalized within the required timeframes. The agency needs to ensure that incident reports are submitted and finalized within the required timeframes.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	<p>NRS met as a management team to discuss the issue. Staff were not consistent in filing in timely manner the HCSIS reports. The agency had previously 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. 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 HCSIS 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>New procedures were implemented, and we have begun to see improvement. Running HCSIS report for January, February, and March 2025 There was a total of 14 individuals across the agency that were late in incident reporting for January. Both in February and March there were 10 incidents reported late. During site review 12 individuals were reviewed which only one incident was marked as being late. for reporting incidents on day of review. This demonstrates the required improvement. NRS is monitoring this closely and will continue to ensure that we work toward consistently meeting this standard.</p>
Rating	Met