

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

Provider: FRIENDSHIP HOME INC

Provider Address: 458 Main St. , Norwell

Name of Person Amelia Silvia
Completing Form:

Date(s) of Review: 04-MAY-22 to 10-MAY-22

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

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

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| Indicator # | L8 |
| Indicator | Emergency Fact Sheets |

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| Area Need Improvement | The Emergency Fact Sheets reviewed for two individuals did not contain all required components. The agency needs to ensure that Emergency Fact Sheets contain all required components. |
| Process Utilized to correct and review indicator | Following the details provided in the "Issues" section within the provider report, the Emergency Fact Sheets for each individual identified in the survey were updated to include the missing required components. The CBDS Case Managers and Respite Operations Manager will continue to review all Emergency Fact Sheets for program members to ensure everyone's meets the L8 indicator guidelines and contain all necessary information. |
| Status at follow-up | The required components that were missing from the two Emergency Fact Sheets have been added. The Program Director and Respite Operations Manager continue a review and update process for all other Emergency Fact Sheets |
| Rating | Met |

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|---|---|
| Indicator # | L80 |
| Indicator | Symptoms of illness |
| Area Need Improvement | The curriculum for signs and symptoms of illness did not contain all the components included in Just Not Right and the Health Observation Guidelines. The agency needs to ensure that the curriculum utilized for signs and symptoms of illness includes all required components. |
| Process Utilized to correct and review indicator | The specific documents, Just Not Right and Health Observation Guidelines, were uploaded to our training library and a quiz developed to test on the content. The training has been assigned to staff to complete and review as a group at staff meetings. Going forward, this training will be a part of the orientation for new hires. |

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| Status at follow-up | All current Respite staff have completed the proper training using the curriculum Just Not Right and Health Observation Guidelines. New hires going forward will be assigned this training content and the quiz developed to receive Signs & Symptoms of Illness training certification. |
| Rating | Met |

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

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| Indicator # | L8 |
| Indicator | Emergency Fact Sheets |
| Area Need Improvement | Eleven out of fourteen individuals' Emergency Fact Sheets did not include all required components. The agency needs to ensure that Emergency Fact Sheets include all required components. |
| Process Utilized to correct and review indicator | <p>Following the "Issues" section within the provider report, the missing components for each individual Emergency Fact Sheet identified in the survey were updated to include the missing required information. The Director of Programs & Quality did a focused audit of the identified Emergency Fact Sheets.</p> <p>The CBDS Case Managers and Respite Operations Manager will continue to review all Emergency Fact Sheets for program members to ensure everyone's meets the L8 indicator guidelines and contain all necessary information.</p> <p>Annual file audits will be conducted by program Directors and team members for additional assurance that Emergency Fact Sheets contain all required components. The Director of Programs & Quality will receive submission of the file audit results to confirm completion.</p> |

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| Status at follow-up | The required components that were missing from the eleven Emergency Fact Sheets have been added. The program teams continue a review and update process for all other Emergency Fact Sheets. |
| Rating | Met |

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| Indicator # | L29 |
| Indicator | Rubbish/combustibles |
| Area Need Improvement | Paper products were stored against the heating system. The agency needs to ensure that items stored near heating equipment is minimally three feet from all heating equipment. |
| Process Utilized to correct and review indicator | Paper products and storage units located near the heating system have been moved to a new location in the utility room. A sign has been placed to remind anyone of a three foot distance for storage near the heating system / equipment for the future. |
| Status at follow-up | Status at follow-up No item is stored within three feet of the heating system inside the utility closet. |
| Rating | Met |

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|------------------------------|---|
| Indicator # | L55 |
| Indicator | Informed consent |
| Area Need Improvement | Four of the individuals' photo consents were missing required components. The agency needs to ensure that photo consents include all required components. |

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| Process Utilized to correct and review indicator | <p>The Permission for Release of Photographs / Video Images - 115cmr 5.04(2) form was edited by highlighting sections to better indicate the required information being requested so that the forms are completed and accurately reviewed going forward.</p> <p>The four individual's within the survey that did not have proper photo consents have been provided a new form to obtain all required components for consent. The Director of Programs & Quality viewed and confirmed receipt of the updated Permission for Release of Photographs / Video Images forms from the guardians with all required components.</p> <p>Case Managers are requesting updated releases as they prepare annual ISP forms with participants and their guardians. The most recent version of the Permission for Release of Photographs / Video Images form, highlighting required components, is also readily available as needed for the Communications Department prior to any use of images / video recordings of individuals.</p> |
| Status at follow-up | <p>The Director of Programs & Quality viewed and confirmed receipt of the updated Permission for Release of Photographs / Video Images forms from the guardians with all required components.</p> |
| Rating | <p>Met</p> |

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| Indicator # | <p>L61</p> |
| Indicator | <p>Health protection in ISP</p> |
| Area Need Improvement | <p>For one individual, the use of health related supports and protective equipment has not been authorized by a qualified health professional. The agency needs to ensure that all health related supports and protective equipment are authorized by a qualified health professional.</p> |

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| Process Utilized to correct and review indicator | The individual's Case Manager sent an updated Supports and Protective Device protocol to their qualified health professional after receiving consent from the guardian. The protocol was returned signed by the qualified professional and has been reviewed with program staff. |
| Status at follow-up | The use of health related supports and protective equipment for the individual has been authorized by a qualified health professional following review and signature of their Supports and Protective Device protocol. |
| Rating | Met |

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|---|--|
| Indicator # | L80 |
| Indicator | Symptoms of illness |
| Area Need Improvement | The curriculum for signs and symptoms of illness did not contain all the components included in Just Not Right and the Health Observation Guidelines. The agency needs to ensure that the curriculum utilized for signs and symptoms of illness includes all required components. |
| Process Utilized to correct and review indicator | The specific documents, Just Not Right and Health Observation Guidelines, were uploaded to our training library and a quiz developed to test on the content. The training has been assigned to staff to complete and review as a group at staff meetings. Going forward, this training will be a part of the orientation for new hires |
| Status at follow-up | All staff within the Employment and Day Supports program have completed the proper training using the curriculum Just Not Right and Health Observation Guidelines. New hires going forward will be assigned this training content and the quiz developed to receive Signs & Symptoms of Illness training certification. |
| Rating | Met |

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