

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

Provider: GAAMHA, INC _____

Provider Address: 208 Coleman St. , Gardner _____

Name of Person Holly Hardy
Completing Form: _____

Date(s) of Review: 06-NOV-24 to 30-DEC-24 _____

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

Summary of Ratings

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

Indicator #	L91
Indicator	Incident management
Area Need Improvement	There were three incident reports in CBDS services that were not created and/or finalized within the required timelines. The agency needs to ensure that incident reports are created in the HCSIS system and finalized within the required timelines.
Process Utilized to correct and review indicator	One person has been assigned for entering incident reports (Holly Hardy/Director of Quality Assurance), and one person (Nicole Vieira/Program Director) assigned as a backup. There was an incident with a new individual who began attending the Orange program on 10/1/24. We were unable to submit incident report via HCSIS as we could not find individual in HCSIS. The incident was reported to DDS/Nicole Morrison via email on 10/2/24 HCSIS help desk was contacted to resolve issue. There have been no further issues with incident reporting timelines.
Status at follow-up	There was an incident on 10/1/24 with a new individual who began attending the Orange program. GAAMHA was unable to submit an incident report via HCSIS as they could not find the individual in HCSIS. The incident was reported to DDS/Nicole Morrison via email on 10/2/24. (email provided for verification) HCSIS help desk was contacted to resolve issue. Review of the Aging Incident Summary report notes this incident has since been documented in HCSIS. Additionally, there were seven additional incidents reported by GAAMHA over the past sixty days and done so within the required timelines.
Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	For the majority of meetings, the agency's human rights committee lacked regular attendance of people in three roles requiring expertise. The agency needs to support its human rights committee members to meet attendance requirements, and to fulfill all its responsibilities for promoting and protecting the rights of individuals who receive services.
Process Utilized to correct and review indicator	GAAMHA's HRC is actively recruiting new members and has reached out to family members and guardians to serve as "advocates" on the committee. We are also searching for back up members requiring expertise in medical, clinical and legal fields. GAAMHA has expressed the importance of attendance to all members. We have not ruled out changing the quarterly meeting time to early evening to accommodate the availability of committee members.
Status at follow-up	There were two meetings held within the past sixty days. There was full representation in roles requiring expertise, as well as individuals fulfilling the role of self-advocate.
Rating	Met

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	One restraint report was not created and/or finalized within the required timeline. The agency must ensure that restraint reports are created and finalized in the HCSIS system within the required timelines.

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Process Utilized to correct and review indicator	Holly Hardy has been identified as the Human Rights Coordinator in HCSIS, giving her permissions to review and finalize restraints, and present to the Human Rights Committee as well for approval.
Status at follow-up	There have been no restraints within the sixty-day follow-up.
Rating	Not Met