

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

Mid-Cycle Review Final Report

Provider GANDARA MENTAL HEALTH

Provider Address 933 East Columbus Ave, Springfield

Survey Team Adorno,Elsa; Himes,Marisa;

Date(s) of Review 05-AUG-24 to 08-AUG-24

Mid-Cycle Scope and results :					
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated at Mid-Cycle	Sanction status prior to Mid-Cycle	Combined Results post-Mid-Cycle;	Sanction status post Mid-Cycle
Residential and Individual Home Supports 5 Locations 7 Audits	Defer Licensure	11/12	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 83/84 (98.81%)	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Organizational Areas Needing Improvement on Standards not met:

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Nineteen restraint reports had not been created and approved within required timelines. The agency needs to ensure that reports of physical restraint are reported to DDS within 3 days and reviewed and finalized within 5 days of the event.
Status at mid-cycle	Fifteen restraints reports were reviewed. The agency had ensured that physical restraints were reported to DDS within three days and reviewed and finalized within the five days of the event.
#met /# rated at mid-cycle	15/15
Rating	MET

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Residential and Individual Home Supports Areas Needing Improvement on Standards not met:

Indicator #	L12
Indicator	Smoke detectors
Area Need Improvement	At one residential location, a bed shaker used as adaptive equipment for safe evacuation of one individual was not operable when tested, and at one placement location, a carbon monoxide detector was not placed as required outside the person's bedroom. The agency needs to ensure that all fire safety related equipment, including CO monitors and bed shakers, are fully operational.
Status at mid-cycle	Smoke detectors and Carbon Monoxide detectors were present in the proper locations and were operational. Essential elements such as bed shaker and strobe lights required for evacuation were also operational.
#met /# rated at mid-cycle	5/5
Rating	MET

Indicator #	L35
Indicator	Preventive screenings
Area Need Improvement	For three individuals, preventive healthcare screenings and immunizations recommended for adults had not been reviewed with the primary care physician (PCP) and the HCP's rationale, if any, for deferring this care had not been documented. The agency needs to ensure that preventative healthcare screenings and immunizations corresponding to individuals' age and gender are addressed with their primary care physicians.
Status at mid-cycle	Screenings and immunizations had occurred for the individuals in the sample. The DDS Adult Screening Recommendations Checklist was also being used and reviewed by the agency nurse.
#met /# rated at mid-cycle	7/7

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Rating	MET
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Indicator #	L43
Indicator	Health Care Record
Area Need Improvement	For two individuals, the health care record had not been updated when significant medical information changed, such as a new diagnosis or immunization. The agency needs to ensure that Health Care Records are updated within 30 days when a person has been hospitalized or has received a vaccination or new diagnosis.
Status at mid-cycle	For two individuals, the health care record had not been updated when significant medical information changed, such as a new diagnosis or immunization. The agency needs to ensure that Health Care Records are updated within 30 days when a person has been hospitalized or has received a vaccination or new diagnosis.
#met /# rated at mid-cycle	5/7
Rating	NOT MET

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	The finds management plans for nine individuals lack training components to promote independence. The agency needs to ensure that when the ISP team recommends funds management training to an individual that it develops a training plan with teaching strategies and learning objectives that will promote greater independence in funds management.
Status at mid-cycle	The agency had created funds management training plans for each person. Plans included all required components.
#met /# rated at mid-cycle	6/6

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Rating	MET
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Indicator #	L69
Indicator	Expenditure tracking
Area Need Improvement	Financial transactions records for three individuals who required spending support did not include tracking of funds withdrawn from the individual's residence account or confirm return of unspent funds in accordance with agency policy. For a fourth person, transactions made by a debit card controlled by a care provider were not tracked and bank statements for this account were not part of the agency's oversight system. The agency needs to ensure that staff-assisted transactions are documented in accordance with agency policy. This includes oversight of personal back accounts that are controlled by placement service care providers.
Status at mid-cycle	Financial Transaction Record information reviewed reflected that funds were tracked with receipts, and documented accurately.
#met /# rated at mid-cycle	6/6
Rating	MET

Indicator #	L70
Indicator	Charges for care calc.

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Area Need Improvement	Two individuals had incurred charges for care debt due to lapse in payments by the agency in its capacity as representative payee. The agency did not inform individuals of the amount of the debt or plan for repayment. In its capacity as representative payee, the agency needs to ensure that individuals are informed of any debt that is accumulated from non-payment of charges for care. The notice must include the amount owed and the plan for repayment. If the plan for repayment targets any portion of individuals' monthly spending money, the individual must receive regular statements that show debt payments and balance owed.
Status at mid-cycle	Each individual's Charges for Care letter reviewed, reflected that charges have been calculated as required by regulation.
#met /# rated at mid-cycle	7/7
Rating	MET

Indicator #	L84
Indicator	Health protect. Training
Area Need Improvement	One individual used a hearing aid, and staff at the location had not been trained in the use and care of the device. The agency needs to ensure staff are trained in the application and maintenance of each health-related supportive device used by individuals.
Status at mid-cycle	For two individuals who utilized supportive/protective health related devices, follow up review determined that staff/care provider had been trained in the use and care of the device(s).
#met /# rated at mid-cycle	2/2
Rating	MET

Indicator #	L85
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Indicator	Supervision
Area Need Improvement	Oversight and supervision for two placement service locations was found ineffective in assuring that outcomes related to home and personal safety, healthcare, and financial security were fully addressed. The agency needs to strengthen its oversight and supervision of the services and supports it provides to placement services. This must include attention to the presence of safety plans, operation of carbon monoxide detectors, effective oversight of preventative health screenings and immunizations for individuals, strengthened supervision of funds management services and supports, and timely notification to DDS of reportable incidents.
Status at mid-cycle	Oversight and supervision for residential and placement service locations were found to be effectively in place, assuring that outcomes for personal safety, healthcare, and financial security were fully addressed.
#met /# rated at mid-cycle	5/5
Rating	MET

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For one individual supported in a group residence and two people supported in placement services, ISP assessments were submitted late. The agency needs to ensure that ISP assessments are submitted to DDS at least 15 days prior to the person's ISP.
Status at mid-cycle	The agency had ensured that ISP assessments were submitted to DDS at least 15 days prior to the ISP.
#met /# rated at mid-cycle	6/6
Rating	MET

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Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For three individuals, provider support strategies were submitted late. The agency needs to ensure that provider support strategies are submitted to DDS at least 15 days prior to the person's ISP.
Status at mid-cycle	The agency ensured that provider support strategies were submitted to DDS at least 15 days prior to the ISP.
#met /# rated at mid-cycle	6/6
Rating	MET

Indicator #	L91
Indicator	Incident management
Area Need Improvement	For three locations, incident reports were not generated when required or submitted to DDS within required timelines. The agency needs to ensure that incidents that meet the criteria for reportable events are submitted to DDS within required timelines.
Status at mid-cycle	For the locations in the sample incidents reports were generated when required and submitted to DDS within the required timelines.
#met /# rated at mid-cycle	5/5
Rating	MET