

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	<u>LIFEWORKS INC</u>	Provider Address	<u>789 Clapboardtree Street , Westwood</u>
Survey Team	<u>Bullard, David; Cruz, Melanie; Hampton, Cheryl; Hutchison, Melanie;</u>	Date(s) of Review	<u>22-OCT-24 to 24-OCT-24</u>

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 7 Locations 12 Audits	Defer Licensure	1/1	11/15	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<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

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	The emergency fact sheets for two of nine individuals were missing information including current diagnoses. The agency must ensure that individuals' emergency fact sheets are current and accurate.
Status at follow-up	For all seven individuals, the emergency fact sheets contained all required information.
#met /# rated at followup	7/7
Rating	Met

Indicator #	L12
Indicator	Smoke detectors
Area Need Improvement	At two of nine locations, elements of the fire detection system were either not in place or not functional. The agency must ensure that all elements of the fire protection system are in place and functional.
Status at follow-up	At all seven locations, smoke and carbon monoxide detectors were located where required and were operational when tested.
#met /# rated at followup	7/7
Rating	Met

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Indicator #	L15
Indicator	Hot water
Area Need Improvement	At three out of nine locations, hot water temperature measured higher than the required range or was lacking pressure. The agency must ensure that hot water temperature tests between 110- and 120-degrees Fahrenheit, and that there is sufficient water pressure.
Status at follow-up	At two of seven locations, the hot water temperature tested outside of the required parameters. The agency corrected the hot water temperature at both locations. The agency needs to ensure that water temperature at all locations remains within the required parameters.
#met /# rated at followup	5/7
Rating	Not Met

Indicator #	L43
Indicator	Health Care Record
Area Need Improvement	The health care records for four of nine individuals were missing significant information including dates for medical procedures/appointments. The agency must ensure that individuals' health care records are current and updated as required.
Status at follow-up	For two of seven individuals, the health care records were not updated to include current diagnosis, current vaccinations, current preventative medical appointments/procedures, and/or current medication. The agency needs to ensure that health care records are maintained to be current with all required information, and updated as significant medical developments warrant.
#met /# rated at followup	5/7
Rating	Not Met

Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	For environmental restriction on rights intended for two individuals, there was no plan to fade or eliminate the restrictions. The agency must ensure that environmental restrictions on rights include plans to fade or eliminate the practices as agreed upon by all required groups.
Status at follow-up	For one individual, an environmental restriction in place was outlined in a restrictive practice plan that included all required components.
#met /# rated at followup	1/1

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Rating	Met
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Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For five of eight individuals with medication treatment plans, the plans were not developed to include all the required components. The agency must ensure that all medication treatment plans are developed with all required components addressed; to include a definition of target behaviors, and individualized clinical criteria to initiate a discussion with the prescriber about adjusting or discontinuing the medications.
Status at follow-up	For six individuals, the medication treatment plans included all required components, and data was being collected as required.
#met /# rated at followup	6/6
Rating	Met

Indicator #	L64
Indicator	Med. treatment plan rev.
Area Need Improvement	For three of eight individuals with medication treatment plans, the plans were not submitted to the ISP team for review. The agency must ensure that all medication treatment plans are submitted to the ISP team for review.
Status at follow-up	For four of six individuals, the medication treatment plans were not shared with the ISP team. The agency must ensure that medication treatment plans are submitted to the ISP team.
#met /# rated at followup	2/6
Rating	Not Met

Indicator #	L78
Indicator	Restrictive Int. Training
Area Need Improvement	For one of two individuals who have restrictive interventions, it was unverifiable whether staff were trained on the interventions. The agency must ensure that staff are trained to safely and consistently implement restrictive interventions.

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Status at follow-up	At two locations where environment restrictions were in use, staff was trained to safely and consistently implement the restrictive practices.
#met /# rated at followup	2/2
Rating	Met

Indicator #	L84
Indicator	Health protect. Training
Area Need Improvement	For three of seven individuals who utilize health-related protections, staff were not trained on the correct utilization of the devices. The agency must ensure that all staff who support individuals with the utilization of health-related equipment are fully trained on the correct utilization of these devices.
Status at follow-up	For four individuals, staff were trained on the correct use of health-related supports and protective equipment.
#met /# rated at followup	4/4
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	Required assessments were not developed and submitted within the required timeframe for three of nine individuals' ISPs. The agency must ensure that required assessments for individuals' ISPs are developed and submitted within the required timeframe.
Status at follow-up	For four individuals, required ISP assessments for the ISP were submitted within the required timeframe in HCSIS.
#met /# rated at followup	4/4
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	Support strategies were not developed and submitted within the required timeframe for three of nine individuals' ISPs. The agency must ensure that support strategies for individuals' ISPs are developed and submitted within the required timeframe.

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Status at follow-up	For six individuals, support strategies for the ISP were submitted within required timeframe in HCSIS.
#met /# rated at followup	6/6
Rating	Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	Goals identified in the ISP for two of nine individuals were not properly implemented and reported. The agency must ensure that goals identified in individuals' ISP for which the provider has designated responsibility are fully implemented.
Status at follow-up	For two individuals receiving placement supports, objectives identified in the ISP for which the agency had responsibility were properly implemented.
#met /# rated at followup	2/2
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At five of nine locations, incidents were not submitted and/or finalized within the required timelines in HCSIS. The agency must ensure that incident reports are submitted and finalized within the timelines required by regulation in HCSIS.
Status at follow-up	At six of seven locations, incident reports were submitted within required timelines in HCSIS. The agency must, however, ensure that incident reports are submitted within required timelines in HCSIS at all locations.
#met /# rated at followup	6/7
Rating	Met

Indicator #	L99 (05/22)
Indicator	Medical monitoring devices

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Area Need Improvement	For one individual who utilizes medical monitoring devices, staff were not fully trained to support the use of the devices, and/or support of the use was ineffective. The agency must ensure that staff are trained on all medical monitoring devices needed for health and safety, and the support is effective.
Status at follow-up	For one individual, medical monitoring device/s needed for health and safety was authorized and agreed to; used appropriately; and data was collected consistently on the use.
#met /# rated at followup	1/1
Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	Meeting minutes did not reflect the review of two required areas on an annual basis: human rights and DPPC training materials, and the agency's policies and procedures by the agency's Human Rights Committee. The agency must ensure that its human rights committee meets all mandates including the review of areas under its purview.
Status at follow-up	The Lifeworks Human Rights Committee did not review human rights and DPPC training materials and agency policies which may impact human rights. The agency must train members of the Human Rights Committee on all their mandated responsibilities, and on human rights and mandated reported at its next meeting.
#met /# rated at followup	0/1
Rating	Not Met