

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

Mid-Cycle Review Final Report

Provider LIFEWORCS INC

Provider Address 789 Clapboardtree Street, Westwood

Survey Team Cruz,Melanie; MacPhail,Lisa; Calderon,Cristina;

Date(s) of Review 23-JUN-25 to 27-JUN-25

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 9 Locations 9 Audits	Defer Licensure	9/15	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 81/87 (93.10%)	<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 #	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 mid-cycle	The Human Rights Committee did not meet the mandate for requisite membership. The agency must ensure that the committee membership includes all mandated roles.
#met /# rated at mid-cycle	0/1
Rating	NOT MET

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

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 mid-cycle	For nine of nine individuals, the emergency fact sheets were current and accurate.
#met /# rated at mid-cycle	9/9
Rating	MET

Indicator #	L12
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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 mid-cycle	At nine of nine locations, all elements of the fire protection systems were present and functioning properly.
#met /# rated at mid-cycle	9/9
Rating	MET

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 mid-cycle	At nine of nine locations, hot water temperatures tested within the required range.
#met /# rated at mid-cycle	9/9
Rating	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.

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Status at mid-cycle	The health care records for two of nine individuals were missing information including dates for immunizations and preventive screenings and certain diagnoses. The agency must ensure that health care records for all individuals are current and updated as required.
#met /# rated at mid-cycle	7/9
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 mid-cycle	For three of three individuals affected by environmental restrictions, there were written rationales for the restrictions which included plans to fade or eliminate the restrictions with mitigation plans for others affected by the restrictions. There was also evidence of appropriate notification to individuals and guardians and review by the Human Rights Committee.
#met /# rated at mid-cycle	3/3
Rating	MET

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 mid-cycle	For eight of eight individuals, medication treatment plans had been developed and included all required components.

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#met /# rated at mid-cycle	8/8
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 mid-cycle	For seven of eight individuals, the medication treatment plans were submitted to the ISP team for review.
#met /# rated at mid-cycle	7/8
Rating	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.
Status at mid-cycle	For one of three individuals, staff had not been trained on the proper implementation and mitigation practices of a restrictive intervention. The agency must ensure that all staff have been trained to safely and consistently implement restrictive interventions.
#met /# rated at mid-cycle	2/3
Rating	NOT MET

Indicator #	L84
Indicator	Health protect. Training

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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 mid-cycle	For two of eight individuals, staff had not been trained on the correct utilization, care, and cleaning of health-related devices. The agency must ensure that all staff who support individuals with health-related equipment are fully trained on the correct utilization of these devices.
#met /# rated at mid-cycle	6/8
Rating	NOT 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 mid-cycle	For five of five individuals, required assessments for ISPs were developed and submitted within the required timeframe.
#met /# rated at mid-cycle	5/5
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.
Status at mid-cycle	For five of six individuals, support strategies were developed and submitted within the required timeframe.

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#met /# rated at mid-cycle	5/6
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 mid-cycle	For eight of nine individuals, goals agreed upon in the ISP were properly and consistently implemented. Data collection was occurring in a clear, measurable, and ongoing manner.
#met /# rated at mid-cycle	8/9
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 mid-cycle	For four of nine locations, incidents were not submitted and/or finalized within the required timelines. The agency must ensure that incidents are submitted as mandated by regulations.
#met /# rated at mid-cycle	5/9
Rating	NOT MET

Indicator #	L99 (05/22)
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Indicator	Medical monitoring devices
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 mid-cycle	For one individual who utilizes medical monitoring devices, staff had not been trained on their proper utilization. The agency must ensure that staff are trained on all medical monitoring devices needed for health and safety.
#met /# rated at mid-cycle	0/1
Rating	NOT MET