

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

Provider: LIVING INDEPENDENTLY
 FOREVER _____

Provider Address: 550 Lincoln Rd Ext , Hyannis _____

Name of Person Cheryl Evans _____
Completing Form: _____

Date(s) of Review: 15-JAN-20 to 16-JAN-20 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	2/5

Summary of Ratings

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

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	Six out of eight individuals were not informed of how to file a grievance. The agency needs to ensure that individuals are informed and trained regarding the agency's grievance procedure, or to whom they should talk to if they have a problem.

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Process Utilized to correct and review indicator	LIFE has created a Consumer Grievance Policy which was shared with the QE team, sent to all staff, and emailed it to all guardians/families. Staff has reviewed the new Consumer Grievance Policy with all individuals supported by LIFE, documented by a signed receipt that they have read it. One individual has already filed a grievance, illustrating that this approach is working.
Status at follow-up	Completed.
Rating	Met
Indicator #	L54
Indicator	Privacy
Area Need Improvement	One community based day support location did not have space that would afford individuals the opportunity to privately discuss personal matters. The agency needs to ensure that individuals are afforded the opportunity to discuss personal matters privately.
Process Utilized to correct and review indicator	LIFE has identified a section of the CBDS site for office only space. It includes a door that closes the space off from the CBDS section of the site, thereby providing privacy. When a consumer indicates the need to discuss a private matter, any other staff in the office area will be asked to vacate the office space to give the individual privacy to discuss the matter with their staff.
Status at follow-up	Completed.
Rating	Met
Indicator #	L63
Indicator	Med. treatment plan form

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Area Need Improvement	A Medication Treatment Plan for one individual did not contain all required components, including a lack of measurable target behaviors, baseline data prior to intervention, and clinical criteria/indications for reevaluation of the medication treatment. The agency needs to ensure that Medication Treatment Plans include all required components.
Process Utilized to correct and review indicator	All Medication Treatment Plans have been reviewed and edited to address the fact that some did not contain all required components, including a lack of measurable target behaviors, baseline data prior to intervention, and clinical criteria/indications for reevaluation of the medication treatment. Directors are ensuring that staff is familiar with the revised Medication Treatment Plans, sharing the revised plans with the ISP team, and ensuring that will relevant data is documented and reported in iCentrix.
Status at follow-up	Medication Treatment Plans (MTP) have been edited according to input, have been communicated to ISP teams, and the MTPs are now being reviewed with staff. This transition is still underway.
Rating	Not Met
Indicator #	L86
Indicator	Required assessments
Area Need Improvement	Assessments were not submitted within required time frames for three individuals. The agency needs to ensure that assessments are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.

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Process Utilized to correct and review indicator	We are addressing this issue in a variety of ways; by adding a link to HCSIS from our Sharepoint home page; implementing use of iCentrix which features an ISP deadline on every consumer's home page that connects with HCSIS; and reporting on "HCSIS Lates" at monthly Management Meetings. The Director of Community Supports has assigned a staff to track all HCSIS deadlines in order to remind staff of upcoming deadlines. LIFE is also tying L86 and L87 to each Director's annual bonus.
Status at follow-up	Links on Sharepoint and iCentrix, and the monthly "HCSIS Lates" reports are all in place. Staff reminders and the tying the "time-line" goal to staff bonuses are underway. However, we did have late HCSIS filings in December.
Rating	Not Met
Indicator #	L87
Indicator	Support strategies
Area Need Improvement	Support strategies were not submitted within required time frames for four individuals. The agency needs to ensure that support strategies are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.
Process Utilized to correct and review indicator	We are addressing this issue in a variety of ways; by adding a link to HCSIS from our Sharepoint home page; implementing use of iCentrix which features an ISP deadline on every consumer's home page that connects with HCSIS; and reporting on "HCSIS Lates" at monthly Management Meetings. The Director of Community Supports has assigned a staff to track all HCSIS deadlines in order to remind staff of upcoming deadlines. LIFE is also tying L86 and L87 to each Director's annual bonus.
Status at follow-up	Links on Sharepoint and iCentrix, and the monthly "HCSIS Lates" reports are all in place. Staff reminders and the tying the "time-line" goal to staff bonuses are underway. However, we did have late HCSIS filings in December.

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Rating	Not Met
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