

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

Provider: Melmark New England _____

Provider Address: 461 River Rd. , Andover _____

Name of Person Completing Form: Kimberly Duhanyan _____

Date(s) of Review: 12-NOV-25 to 14-NOV-25 _____

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

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

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At one out of two locations, incident reports were not submitted and/or finalized within the required regulatory timeframes. The agency must ensure that all incidents are submitted and finalized according to regulatory timelines.
Process Utilized to correct and review indicator	<p>During management level changes over this period, submission and finalization of incident reports had been not met due to the workforce crisis and shortages at the supervisory line.</p> <p>Incident report timelines in regards to both submission and finalization were re-trained to all supervisors and program managers. Additional check system put in place for checking HCSIS to ensure all sign offs are completed by Senior Director and Adult Services Director.</p> <p>Compliance with HCSIS due dates was obtained from HCSIS to test the process.</p>
Status at follow-up	Above 80% submission by deadlines determines a met rating.
Rating	Met

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

Indicator #	L8
Indicator	Emergency Fact Sheets

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Area Need Improvement	Three of seven emergency fact sheets were missing required information such as medical diagnoses and complete lists of prescribed medications. The agency needs to ensure that all emergency fact sheets contain all of the required information.
Process Utilized to correct and review indicator	<p>In transferring over to a revised template created this year following the updated DDS guidance on factsheet completion, certain components of the factsheet had not been accurately or thoroughly updated.</p> <p>Emergency fact sheet completion was retrained to all supervisors, including identifying all components as outlined in the ISP (historical seizure profile not currently active, etc...). Audit completed on all emergency fact sheets across both settings by site specific supervisors.</p> <p>An audit of factsheets across settings by management was obtained to test the process.</p>
Status at follow-up	Above 90% accuracy for all fact sheets determines a met rating.
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For two out of seven individuals, ISP assessments were not submitted at least 15 days prior to the ISP meeting. The agency must ensure that all required assessments are completed and submitted within the mandated timelines.

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Process Utilized to correct and review indicator	<p>During management level changes over this period, submission and finalization of ISP documents had been not met due to the workforce crisis and shortages at the supervisory line. At times across the year, ISP documents were completed but waiting on supervisory personnel to review, finalize and submit.</p> <p>ISP protocols reviewed and re-trained to all supervisors across both the adult day program and residential sites. Due dates for ISP related tasks for all supervisory level review were updated to allow supervisors additional time to review, provide edits and those edits subsequently made before submission.</p> <p>Compliance with HCSIS due dates was obtained from HCSIS to test the process.</p>
Status at follow-up	Above 80% submission by deadlines determines a met rating.
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For two out of seven individuals, ISP support strategies were not submitted at least 15 days prior to the ISP. The agency must ensure that all required goals and objectives are submitted within required timelines.

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Process Utilized to correct and review indicator	<p>During management level changes over this period, submission and finalization of ISP documents had been not met due to the workforce crisis and shortages at the supervisory line. At times across the year, ISP documents were completed but waiting on supervisory personnel to review, finalize and submit.</p> <p>ISP protocols reviewed and re-trained to all supervisors across both the adult day program and residential sites. Due dates for ISP related tasks for all supervisory level review were updated to allow supervisors additional time to review, provide edits and those edits subsequently made before submission.</p> <p>Compliance with HCSIS due dates was obtained from HCSIS to test the process.</p>
Status at follow-up	Above 80% submission by deadlines determines a met rating
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At one location, one incident report was not submitted and/or finalized within the required regulatory timeframes. The agency must ensure that all incidents are submitted and finalized according to regulatory timelines.

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Process Utilized to correct and review indicator	<p>During management level changes over this period, submission and finalization of incident reports had been not met due to the workforce crisis and shortages at the supervisory line. Incident report timelines in regards to both submission and finalization were re-trained to all supervisors and program managers. Reasons for incident upload, including incidents occurring with guardians, were re-trained at all supervisory levels.</p> <p>Compliance with HCSIS due dates was obtained from HCSIS to test the process.</p>
Status at follow-up	Above 80% submission by deadlines determines a met rating.
Rating	Met

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

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Twelve of the 52 restraint reports from the past 12 months were not submitted or reviewed within the required timelines. The agency must ensure that all restraint reports are submitted and reviewed in accordance with mandated requirements.
Process Utilized to correct and review indicator	<p>During management level changes over this period, submission and finalization of incident reports had been not met due to the workforce crisis and shortages at the supervisory line.</p> <p>Restraint report timelines in regards to both submission and finalization were re-trained to all supervisors and program managers. Additional systems put in place for checking HCSIS to ensure all restraint manager and human rights sign offs are completed by Senior Director and Adult Services Director.</p> <p>Compliance with HCSIS due dates was obtained from HCSIS to test the process.</p>
Status at follow-up	Above 80% submission by deadlines determines a met rating.
Rating	Met