

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: MINUTE MAN ARC FOR HUMAN
SERVICES _____

Provider Address: 35 Forest Ridge Road , Concord

Name of Person Ryan Haskins
Completing Form: _____

Date(s) of Review: 15-NOV-23 to 17-NOV-23

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports		5/7

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

Indicator #	L35
Indicator	Preventive screenings

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Area Need Improvement	Two individuals had not received some of the recommended health screenings. The agency needs to ensure that its staff review recommendations outlined in the DDS Adult Screening Checklist with the individuals' healthcare providers to ensure that individuals are supported to receive these screenings.
Process Utilized to correct and review indicator	DDS Adult Screening Checklist reviewed with Case Managers and Managers, staff responsible for medical appointments, documentation, and follow-up.
Status at follow-up	14 out of 17 (82%)
Rating	Met

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For four of seven individuals prescribed behavior-modifying medications, medication treatment plans did not contain all the required components. Plans must describe the behavioral symptoms being treated with the medication, and ongoing data collection occurs on the identified behavioral symptoms. Plans must include treatment goals, baseline or historical data describing the occurrence of target behaviors before and after the administration of the medication, and a description of individualized clinical indications that might require suspension or termination of the drug therapy. Accurate data must be presented to the prescriber so the efficacy of the medication can be evaluated.
Process Utilized to correct and review indicator	Revision of med treatment plan and associated documents to ensure measurably defined targeted behaviors are included, as well as criteria to reduce or discontinue. New tracking calendar created to ensure data sharing is accomplished inside established timeframes. Revised med treatment plans are currently being reviewed/approved.

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Status at follow-up	4 out of 7 (57%)
Rating	Not Met

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For two individuals, training plans had not been developed despite agreement from the ISP that they would benefit from a training plan to assist them in becoming more independent in their finances. The agency needs to ensure that training plans are developed for individuals as required and address areas of need with strategies to develop and promote further independence.
Process Utilized to correct and review indicator	One individual identified as not requiring a financial training plan, which will be communicated and revised in ISP. Another individual is having a financial training plan created and approved.
Status at follow-up	11 out of 12 (92%)
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For two individuals, the required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
Process Utilized to correct and review indicator	Ensure better tracking of ISP timelines and document submission by creating a tracking tool linked to outlook reminders for managers.
Status at follow-up	9 out of 11 (82%)

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Rating	Met
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Indicator #	L91
Indicator	Incident management
Area Need Improvement	At three locations, incidents were not reported and reviewed (submitted and finalized) as mandated by DDS regulation. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.
Process Utilized to correct and review indicator	Increased oversight of internal incident reports, HCSIS category and timeline review with managers.
Status at follow-up	10 out of 14 (71%)
Rating	Not Met

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	For four of nine individuals, assistive technology assessments had either not been thoroughly completed and /or recommendations from the assessments were not implemented. The agency needs to ensure that all individuals are assessed to determine if assistive could be used to allow the individual more autonomy and independence and ensure that the individual is supported to obtain and use any identified assistive technology.
Process Utilized to correct and review indicator	Completing and implementing AT assessments and recommendations
Status at follow-up	26 out of 30 (87%)

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Rating	Met
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Indicator #	L99 (05/22)
Indicator	Medical monitoring devices
Area Need Improvement	For one individual using a medical monitoring device, the agency did not have instructions for cleaning and maintaining the device. The agency needs to ensure that when medical monitoring devices are used, there are guidelines for cleaning and maintenance along with a system to ensure cleaning and safety checks are being performed in accordance with the manufacturer's recommendations.
Process Utilized to correct and review indicator	Create device cleaning and maintenance guidance, training, and tracking.
Status at follow-up	1 out of 1 (100%)
Rating	Met