

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

Provider: NFI, Massachusetts, Inc

Provider Address: 300 Rosewood Dr. Suite 101,
Danvers

Name of Person Donna Ray Watts
Completing Form:

Date(s) of Review: 25-SEP-23 to 26-SEP-23

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

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

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|---|--|
| Indicator # | L7 |
| Indicator | Fire Drills |
| Area Need Improvement | At the location surveyed, fire drills were not capturing the required information. The agency needs to ensure fire drills are conducted and documented as required. |
| Process Utilized to correct and review indicator | Agency adult division fire drill form was revised to include a designated area to document individual evacuation times and means/equipment used to evacuate for each drill as stated on the program safety plan. |
| Status at follow-up | Corrected |
| Rating | Met |

| | |
|---|--|
| Indicator # | L70 |
| Indicator | Charges for care calc. |
| Area Need Improvement | The res hab agreements utilized by the agency to inform the individuals/guardians of the charges for care do not include the charges for care calculation. The agency needs to ensure the charges for care are calculated and documented as required. |
| Process Utilized to correct and review indicator | NFI has revised the existing res hab agreement to include a more detailed account of charges for care to include exact monthly income numbers, numeric calculations showing exact amount of rent is due and spending money for individuals/guardians. This document will be reviewed and renewed annually with both individuals and guardians so they have a clear understanding of how their room and board charges are calculated. |
| Status at follow-up | Corrected |

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| Rating | Met |
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| Indicator # | L91 |
| Indicator | Incident management |
| Area Need Improvement | At the location reviewed an incident report had not been submitted within timelines. The agency needs to ensure incidents are reported and reviewed as mandated by regulation. |
| Process Utilized to correct and review indicator | Incident reporting guidelines was reviewed with all managers in our monthly division meeting on 8/16/23 and is a standing agenda item to be reviewed every month to insure timelines for submission are met. |
| Status at follow-up | Corrected |
| Rating | Met |

| | |
|---|---|
| Indicator # | L93 (05/22) |
| Indicator | Emergency back-up plans |
| Area Need Improvement | One of three back up plans reviewed did not contain the necessary information. The agency needs to ensure emergency back up plans are in place to assist individuals to plan for emergencies and/or disasters. |
| Process Utilized to correct and review indicator | One individual's emergency back-up plan was revised in HICSIS to include their pace maker power pack information and contact information for her cardiologist who can transmit data in case of an emergency evacuation. Staff were re-trained on emergency evacuation and revised program safety plan on Oct 13, 2023 |
| Status at follow-up | Complete |

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LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

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| Rating | Met |
| Indicator # | L94 (05/22) |
| Indicator | Assistive technology |
| Area Need Improvement | One individual reviewed has not been assessed for areas where she may benefit from the use of assistive technology to maximize independence. The agency needs to ensure individuals have assistive technology to maximize independence. |
| Process Utilized to correct and review indicator | A new in- depth AT assessment was completed for KC to look further into ways to maximize her independence. She loves musicals and especially country music. Rather than ask staff to help her with the television/remote she has chosen to have an accessible app installed on her iPad tablet so she can independently watch whatever she wants anywhere and more independently. |
| Status at follow-up | DDS has made a referral to Easter Seals |
| Rating | Met |

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LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

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

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|---|--|
| Indicator # | L48 |
| Indicator | HRC |
| Area Need Improvement | The Human Rights Committee did not have the attendance nor the appointed positions as required by their by-laws. The agency needs to ensure they have an effective Human Rights Committee. |
| Process Utilized to correct and review indicator | The NFI Human Rights Committee members are scheduled to meet on October 25, 2023 to appoint a Chairperson and new committee members as stated in the NFI Massachusetts Human Rights by-laws. |
| Status at follow-up | Complete |
| Rating | Met |

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LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

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

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|---|--|
| Indicator # | L74 |
| Indicator | Screen employees |
| Issue Identified | Due to the global pandemic medical providers were in a state of emergency affecting NFI's ability to track TB and new hire physicals for new hires and existing employees. |
| Actions Planned/Occurred | NFI's human resource department tracks TB vaccines and pre-hire physicals during agency orientation and annually when background are updated for employees. |
| Process Utilized to correct and review indicator | Process was reviewed by the NFI Director of Human Resources and new employee documents are collected during orientation and followed up on during annual back-ground checks. |
| Status at follow-up | Corrected |
| Rating | Met |