

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	<u>Open Sky Community Services</u>	Provider Address	<u>50 Douglas Rd , Whitinsville</u>
Survey Team	<u>Bullard, David; Cruz, Melanie; Hampton, Cheryl; Hutchison, Melanie; MacPhail, Lisa;</u>	Date(s) of Review	<u>12-FEB-24 to 15-FEB-24</u>

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 20 Locations 31 Audits	Defer Licensure	1/1	11/13	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<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

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

Indicator #	L38
Indicator	Physician's orders
Area Need Improvement	For four of thirteen individuals, physician's orders or treatment protocols were not implemented in line with DDS requirements and/or Physician recommendations. The agency must ensure that physician ordered medical treatment protocols are implemented as required.
Status at follow-up	For six of the seven individuals, physician's orders and treatment protocols were properly implemented in accordance with DDS requirements and Physician recommendations.
#met /# rated at followup	6/7
Rating	Met

Indicator #	L43
Indicator	Health Care Record
Area Need Improvement	For seven of twenty-three individuals, health care records were not current and accurate. The agency must ensure that all health care records are current and accurate.
Status at follow-up	For five of twenty-one individuals, health care records were not current and accurate. The agency must ensure on an ongoing basis that health care records reflect the most current and accurate information.
#met /# rated at followup	16/21
Rating	Not Met

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Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For four of fourteen individuals, the use of supports and health-related equipment was not supported in line with DDS standards. The agency must ensure that the use of supports, and health-related equipment is supported in line with DDS standards.
Status at follow-up	For nine of eleven individuals, the use of supports and health related equipment was supported in line with DDS Healthcare practitioners' recommendations and standards.
#met /# rated at followup	9/11
Rating	Met

Indicator #	L69
Indicator	Expenditure tracking
Area Need Improvement	Seven of eighteen individuals, individual expenditure and bank balances were not properly managed. The agency must ensure that individual expenditure and bank balances are properly managed.
Status at follow-up	For eleven of thirteen individuals with whom the agency had shared or delegated funds management responsibilities, expenditures and bank balances were properly managed by staff.
#met /# rated at followup	11/13
Rating	Met

Indicator #	L78
Indicator	Restrictive Int. Training
Area Need Improvement	At two of three sites, staff were not trained on the safe and consistent implementation of restrictive interventions. The agency must ensure that staff are trained on the safe and consistent implementation of all restrictive practices.
Status at follow-up	At three sites where restrictive interventions were in place, staff were trained to safely and consistently implement the interventions.
#met /# rated at followup	3/3
Rating	Met

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Indicator #	L79
Indicator	Restraint training
Area Need Improvement	At one of three sites, staff were not trained on the safe and proper administration of restraints. The agency must ensure that staff who work at sites where restraints may be necessary, are trained on safe and correct restraint administration practices and procedures.
Status at follow-up	At four sites where restraints occur, staff were trained on the safe and proper implementation of restraints.
#met /# rated at followup	4/4
Rating	Met

Indicator #	L84
Indicator	Health protect. Training
Area Need Improvement	For four of fourteen individuals, staff were not trained on the correct utilization of health-related protections and supports. The agency must ensure that staff who work with individuals who utilize health-related equipment and supports, are trained on the correct utilization of the devices.
Status at follow-up	At nine of eleven sites, staff were trained on the correct utilization of health-related equipment per regulations.
#met /# rated at followup	9/11
Rating	Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For nine of twenty-three individuals, goals agreed upon in the ISP were not properly and consistently implemented. The agency must ensure that individual's ISP goals for which it has responsibility are properly and consistently implemented.
Status at follow-up	For eight of twenty individuals, ISP goals and objectives were not properly and consistently implemented. The agency must ensure that goals and objectives set forth in the ISP for which the agency has responsibility are consistently and properly implemented.
#met /# rated at followup	12/20
Rating	Not Met

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Indicator #	L91
Indicator	Incident management
Area Need Improvement	At five of twenty sites, incidents were submitted and/or finalized beyond the required timelines. The agency must ensure that incidents are submitted and/or finalized within the mandated timelines.
Status at follow-up	At sixteen of eighteen sites, incidents were submitted and finalized in HCSIS within the required timelines.
#met /# rated at followup	16/18
Rating	Met

Indicator #	L99 (05/22)
Indicator	Medical monitoring devices
Area Need Improvement	For three of four individuals, medical monitoring devices needed for health and safety was either not authorized, agreed to, used, and data collected appropriately as required. The agency needs to ensure that medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately.
Status at follow-up	For five individuals, the use of medical monitoring devices was properly supported.
#met /# rated at followup	5/5
Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	The Human Rights Committee did not meet the mandate for requisite member meeting attendance. The agency must ensure that its Human Rights Committee operates with consistent attendance of members with mandated roles at its meetings.
Status at follow-up	The human rights committee met all mandates, including the membership and attendance requirements at its last meeting.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Four of thirteen restraints were submitted and/or finalized beyond the required timelines. The agency must ensure that restraint reports are submitted and finalized within five days of the restraint.
Status at follow-up	The one restraint that occurred during the review period was submitted and finalized within the required timelines.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	Five of twenty agency staff reviewed did not receive DDS mandated trainings. The agency must ensure through effective staff training tracking, that staff are trained on all DDS mandated topics.
Status at follow-up	All twenty staff sampled received training on all DDS mandated topics, and the agency demonstrated an effective system for tracking these trainings.
#met /# rated at followup	1/1
Rating	Met