

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** The Michael Lisnow Respite  
Center, Inc. \_\_\_\_\_

**Provider Address:** 112 Main Street , Hopkinton  
\_\_\_\_\_

**Name of Person** Sharon Lisnow  
**Completing Form:** \_\_\_\_\_

**Date(s) of Review:** 08-JUN-22 to 10-JUN-22  
\_\_\_\_\_

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	Defer Licensure	4/4
Employment and Day Supports		2/2

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

Indicator #	L8
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<b>Indicator</b>	Emergency Fact Sheets
<b>Area Need Improvement</b>	For two of three individuals, emergency fact sheets were missing relevant diagnoses. The agency needs to ensure that emergency fact sheets are updated and include the most current information.
<b>Process Utilized to correct and review indicator</b>	The designated staff will check the emergency fact sheets for accuracy prior to the ISP and will sign the form. At the ISP parents/guardians will also approve and sign the fact sheet.
<b>Status at follow-up</b>	Implemented May 1, 2022
<b>Rating</b>	Met

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water
<b>Area Need Improvement</b>	Hot water at the one site exceeded allowable limits. The agency needs to ensure that hot water is maintained to be in the range of 110-120 at its residential sites.
<b>Process Utilized to correct and review indicator</b>	The designated staff will continue to oversee the water temperatures monthly. We will set the temperatures, at both the Respite Center and our homes 3 degrees less than the regulations ask.
<b>Status at follow-up</b>	Complete May 1, 2022
<b>Rating</b>	Met

<b>Indicator #</b>	L44
<b>Indicator</b>	MAP registration

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**PROVIDER FOLLOW-UP REPORT**

<b>Area Need Improvement</b>	The MAP registration certificate was expired for about a year and was renewed just before the survey. The agency needs to ensure that it maintains a current MAP registration at all sites where it stores and administers medication.
<b>Process Utilized to correct and review indicator</b>	We have added the date for MAP registration renewal to our tracking for training. This system will allow us to get our renewal date through our existing system.
<b>Status at follow-up</b>	Implemented May 1, 2022
<b>Rating</b>	Met

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

<b>Indicator #</b>	L44
<b>Indicator</b>	MAP registration
<b>Area Need Improvement</b>	The MAP registration certificate was expired for about a year and was renewed just before the survey. The agency needs to ensure that it maintains a current MAP registration at all sites where it stores and administers medication.
<b>Process Utilized to correct and review indicator</b>	We have added the date for MAP registration renewal to our tracking for training. This system will allow us to get our renewal date through our existing system.
<b>Status at follow-up</b>	Implemented May 1, 2022
<b>Rating</b>	Met

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

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC
<b>Area Need Improvement</b>	The agency human rights committee did not meet its mandate for required member attendance during the review timeframe. The agency needs to maintain an effective human rights committee that meets all mandates including member attendance.
<b>Process Utilized to correct and review indicator</b>	The lawyer on our committee missed 50% of our meetings last year. She has been an active member of our committee for 15 years. This is the first time she has not met the attendance required. We are going to keep her on the committee and work to make sure the dates are good for her prior to scheduling the meeting. We are also going to look at including a paralegal to the committee.
<b>Status at follow-up</b>	The lawyer has attended all the meetings, to date, in 2022. The HRC Coordinator is also actively searching for a paralegal.
<b>Rating</b>	Met