

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
Mid-Cycle Review Final Report

Provider Victory Human Services Provider Address P.O.BOX 240934, Dorchester
 Survey Team Boghoian,Mark; Hampton,Cheryl; Browning,Chloe; Date(s) of Review 19-NOV-24 to 22-NOV-24

Mid-Cycle Scope and results :					
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated at Mid-Cycle	Sanction status prior to Mid-Cycle	Combined Results post-Mid-Cycle;	Sanction status post Mid-Cycle
Residential and Individual Home Supports 8 Locations 12 Audits	Defer Licensure	13/21	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 71/79 (89.87%)	<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

Organizational Areas Needing Improvement on Standards not met:

Indicator #	L48
Indicator	HRC
Area Need Improvement	The agency's Human Rights Committee (HRC) did not meet regulatory mandates including for membership and meeting attendance. The agency needs to ensure that its human rights committee meets all regulatory mandates.
Status at mid-cycle	The agency's Human Rights Committee (HRC) did not meet regulatory requirements for meeting attendance by required members, and did not review established agency policies at least annually. The agency needs to ensure the Human Rights Committee meets all regulatory requirements, including membership composition, membership attendance and at least annual review of human rights policies.
#met /# rated at mid-cycle	0/1
Rating	NOT MET

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	The agency did not have an effective staff training tracking system; all six staff that were sampled were missing training on DDS mandated topics. The agency needs to ensure that staff receive training and are current on all DDS mandated training topics.

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Status at mid-cycle	The agency hired an IT Developer to solicit expertise in developing a system to track required trainings of staff. The agency had developed an effective system to monitor this issue and ensure that trainings are renewed in a timely manner. Six out of six employees reviewed had completed all required trainings.
#met /# rated at mid-cycle	6/6
Rating	MET

Indicator #	L83
Indicator	HR training
Area Need Improvement	All six Victory staff that were sampled were not trained on abuse and neglect reporting, a component of human rights. The agency needs to ensure that staff are trained on all DDS mandated trainings, including abuse and neglect reporting.
Status at mid-cycle	The agency had developed an effective database to track the training of human rights, including abuse and neglect reporting. Six out of six employees reviewed had completed all required training.
#met /# rated at mid-cycle	6/6
Rating	MET

Residential and Individual Home Supports Areas Needing Improvement on Standards not met:

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At four of the seven locations, hot water temperature tested outside allowable limits. The agency needs to ensure that water temperature is maintained within acceptable limit at all sites.

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Status at mid-cycle	For three of seven locations, hot water tested outside of allowable limits. The agency needs to ensure that water temperature is maintained within required ranges at all locations.
#met /# rated at mid-cycle	4/7
Rating	NOT MET

Indicator #	L21
Indicator	Safe electrical equipment
Area Need Improvement	At two of eight locations, electrical equipment was not maintained as required. The agency needs to ensure that electrical equipment is safely maintained at all sites.
Status at mid-cycle	For six of seven locations, electrical equipment was safely maintained. The agency needs to ensure that electrical equipment is safely maintained at all sites.
#met /# rated at mid-cycle	6/7
Rating	MET

Indicator #	L28
Indicator	Flammables
Area Need Improvement	At one of three locations, flammable materials were not appropriately stored. The agency needs to ensure that flammable materials are stored appropriately.
Status at mid-cycle	For four of four locations, flammables were stored appropriately if present.
#met /# rated at mid-cycle	4/4
Rating	MET

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Indicator #	L30
Indicator	Protective railings
Area Need Improvement	At two of eight locations, parts of the home's structure that are crucial to safe navigation were not in good repair. The agency needs to ensure that all parts of the home are maintained to be in good repair.
Status at mid-cycle	At five of six locations, the exterior components of homes were safe and in good repair. The agency needs to ensure that the exterior of every home, including every porch, and/or balcony are safe and in good repair.
#met /# rated at mid-cycle	5/6
Rating	MET

Indicator #	L35
Indicator	Preventive screenings
Area Need Improvement	For four of eleven individuals, preventive screenings for medical conditions were not supported. The agency needs to ensure that routine and preventive screenings are made, and appointments are kept.
Status at mid-cycle	For three of eleven individuals, preventative screenings for medical conditions were not obtained. The agency needs to ensure that preventative screening appointments are scheduled and completed.
#met /# rated at mid-cycle	8/11
Rating	NOT MET

Indicator #	L36
Indicator	Recommended tests

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Area Need Improvement	For three of the nine individuals, recommended test and appointments with specialist had not occurred. The agency needs to ensure that recommended test with specialty referrals and follow up appointments are made and kept.
Status at mid-cycle	For ten of eleven individuals, recommended test and appointments with specialists occurred. The agency needs to ensure that all individuals are supported to schedule and keep all recommended rests and appointments with specialists.
#met /# rated at mid-cycle	10/11
Rating	MET

Indicator #	L43
Indicator	Health Care Record
Area Need Improvement	Six of eleven individual's health care records were not updated and accurate. The agency needs to ensure that health care records are maintained and updated as required.
Status at mid-cycle	For five of eleven individuals, the Health Care Records were either missing relevant information or had incorrect information listed. The agency needs to ensure that Health Care Records are maintained with current and accurate information, and are updated as required.
#met /# rated at mid-cycle	6/11
Rating	NOT MET

Indicator #	L45
Indicator	Medication storage

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Area Need Improvement	At one of two locations, medication was not stored appropriately. The agency needs to ensure that medication is stored in a locked container or area where nothing but medication is stored.
Status at mid-cycle	For two of two locations, medications were stored appropriately.
#met /# rated at mid-cycle	2/2
Rating	MET

Indicator #	L46
Indicator	Med. Administration
Area Need Improvement	For two of nine individuals, medication was not administered in accordance with medication administration policy (MAP). The agency needs to ensure that all prescription medications are administered according to MAP.
Status at mid-cycle	For eight of eight individuals, medication was administered as prescribed and in accordance with medication administration policy (MAP) where applicable.
#met /# rated at mid-cycle	8/8
Rating	MET

Indicator #	L50 (07/21)
Indicator	Respectful Comm.
Area Need Improvement	For three of eleven individuals, written and/or oral communication with and about individuals was not respectful. The agency needs to ensure that written and oral communication with and about individuals is respectful.
Status at mid-cycle	For eleven of eleven individuals written and oral communication was respectful.
#met /# rated at mid-cycle	11/11

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Rating	MET
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Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For two individuals, supports health-related equipment outline was not in place for some equipment being used. The agency needs to ensure that a supports and health-related outline with all components included is maintained for all equipment being used by individuals.
Status at mid-cycle	For two of three individuals who utilized health related supports, documentation was either missing entirely, or incomplete in relation to outlining the specified use and instructions for cleaning and maintenance of the device. The agency needs to ensure that documentation for each health-related support is inclusive of all required components, including the annual authorization from a licensed medical professional outlining the purpose for using the equipment, the criteria for use, and the frequency of safety checks, cleaning and maintenance of each device.
#met /# rated at mid-cycle	1/3
Rating	NOT MET

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For all six individuals, medication treatment plans were either inaccurate or were missing required components. The agency needs to ensure that medication treatment plan when needed are developed to contain all required components including data that is tracked and shared with prescribing physicians.

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Status at mid-cycle	For six of eight individuals, Medication Treatment Plans (MTP's) did not contain all required components. For one individual, an MTP had not been developed for two prescribed medications. Where MTPs were in place for other individuals, data collection did not always align with target behaviors defined within the plan, data was not being shared with prescribing physicians, and plans did not include measurable criteria for change or adjustment of medications. The agency needs to ensure that MTPs contain all required components, and that data collected relating to target behaviors is routinely shared with prescribing physicians.
#met /# rated at mid-cycle	2/8
Rating	NOT MET

Indicator #	L69
Indicator	Expenditure tracking
Area Need Improvement	For all seven individuals with whom the agency has shared or delegated funds management responsibilities, individual expenditure was not being tracked appropriately. The agency needs to ensure that expenditure is appropriately tracked for all individuals with whom the agency has shared or delegated money management responsibilities.
Status at mid-cycle	For eight of eight individuals, where the agency maintained shared or delegated funds management responsibility, individual funds were properly documented and tracked.
#met /# rated at mid-cycle	8/8
Rating	MET

Indicator #	L84
Indicator	Health protect. Training

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Area Need Improvement	For two individuals, staff were not trained on the correct utilization of the health-related protections that were in use. The agency needs to ensure that staff are trained on the utilization of health-related protections per regulation.
Status at mid-cycle	For one of three individuals, written information was absent regarding his device and evidence of staff training in the use, maintenance and cleaning was lacking. The agency needs to ensure that health related supports documentation is present from which staff can be trained.
#met /# rated at mid-cycle	2/3
Rating	NOT MET

Indicator #	L85
Indicator	Supervision
Area Need Improvement	At three of eight locations, ongoing supervision, oversight and staff development was inevident. The agency needs to ensure that it consistently provides ongoing supervision, oversight and staff development in all its programs.
Status at mid-cycle	For seven of eight locations, supervision and oversight was occurring in accordance with the agency supervision policy.
#met /# rated at mid-cycle	7/8
Rating	MET

Indicator #	L86
Indicator	Required assessments

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Area Need Improvement	For one of three individuals, required assessments for the ISP were not developed and submitted within the required timeframe in preparation for the ISP meeting. The agency needs to ensure that required assessments are developed and submitted in HCSIS at least 15 days prior to scheduled ISP meetings.
Status at mid-cycle	For three of four individuals, the required assessments were developed and submitted on time prior to the scheduled ISP meeting.
#met /# rated at mid-cycle	3/4
Rating	MET

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For one of three individuals, support strategies were not developed and submitted within the required timeframe in preparation for the ISP meeting. The agency needs to ensure that support strategies are submitted in HCSIS at least 15 days prior to scheduled ISP meetings.
Status at mid-cycle	For four of five individuals, the required support strategies were developed and submitted in time prior to the scheduled ISP meeting.
#met /# rated at mid-cycle	4/5
Rating	MET

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For five of eleven individuals, goals were not being implemented as agreed to in the ISP support strategies. The agency needs to ensure that support strategies agreed upon in the individual's ISPs are consistently and fully implemented.

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Status at mid-cycle	For three of ten individuals, people were not being supported to work towards ISP goals in accordance with the approach identified in provider support strategies. The agency needs to ensure that agreed upon support strategies are consistently and fully implemented as designed.
#met /# rated at mid-cycle	7/10
Rating	NOT MET