

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** VINFEN \_\_\_\_\_

**Provider Address:** 950 Cambridge Street , Cambridge \_\_\_\_\_

**Name of Person** Susan Morse  
**Completing Form:** \_\_\_\_\_

**Date(s) of Review:** 25-MAR-19 to 26-MAR-19 \_\_\_\_\_

<b>Follow-up Scope and results :</b>		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	1/1
Residential and Individual Home Supports	2 Year License	3/7

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**Summary of Ratings**

**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 three Human Rights Committees conducted reviews of all the topics under their purview including behavior plans, restrictive practices, investigations and supports and health related protections. However two of three Human Rights Committees did not meet the mandate of ensuring consistent involvement/input by medical professionals. Additionally, one committee also lacked input on several occasions from peer advocates. The agency needs to ensure that all of its Human Rights Committees function effectively by ensuring that input is consistently garnered from all mandated members.
<b>Process Utilized to correct and review indicator</b>	<p>Vinfen continues to recruit members for all three of its Human Rights Committees. Vinfen has consistently recruited for the legal and medical role on our three committees and will continue to do so with the goal of finding two committee members per committee who can fulfill each role. Having back-up members already on the committees will help reduce times of vacancy.</p> <p>Vinfen HRC Coordinators will make more frequent contact with peer advocates prior to each meeting to ensure they have it in their schedule and have no conflicts with attending.</p> <p>HRC Coordinators will also utilize conference call or video call technology if a committee member is unable to attend a meeting in person.</p> <p>Additionally, a monthly report of attendance at that meeting showing attendance is shared with the Admin team so that the Admin team</p>

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	can share the charge of finding new members.
<b>Status at follow-up</b>	Vinfen will ensure the HR Committees are comprised of members in accordance with the revised expectations. Vinfen continues to recruit members for all Committees.  Vinfen currently has all roles filled on all three committees.
<b>Rating</b>	Met

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

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water
<b>Area Need Improvement</b>	At six out of twenty-five locations the water temperature measured outside of the 110 to 120 degree range. The agency needs to ensure that water temperatures at all locations are maintained within the required range.
<b>Process Utilized to correct and review indicator</b>	Programs are completing more frequent water temperature measurements. Several readings will be taken throughout the month at varied times of day/evening. Managers will contact the Facilities Department when readings fall outside of the parameters. When deemed necessary, water heaters and water mixing valves will be replaced/added.
<b>Status at follow-up</b>	More frequent measurements are being taken, but at a minimum are collected bi-monthly, and Facilities contacted as needed.
<b>Rating</b>	Not Met
<b>Indicator #</b>	L63
<b>Indicator</b>	Med. treatment plan form
<b>Area Need Improvement</b>	Fifteen out of twenty-five medication treatment plans were missing essential information such as the target behaviors being treated and/or baseline data. The agency needs to ensure that all medication treatment plans are written in a format that contains all

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	of the required components.
<b>Process Utilized to correct and review indicator</b>	Vinfen's Director of Clinical Services and Sr Vice President have reviewed the medication treatment plans and DDS's feedback. Vinfen's Behavior Modifying Medication Support Plan template has been revised to ensure that all components are captured and all Assistant Clinical Directors trained.
<b>Status at follow-up</b>	As ISPs roll, Vinfen's Assistant Clinical Directors are using the new plan template.
<b>Rating</b>	Met
<b>Indicator #</b>	L64
<b>Indicator</b>	Med. treatment plan rev.
<b>Area Need Improvement</b>	Six out of twenty-four medication treatment plans were not incorporated or referenced within the ISP. The agency needs to ensure that medication treatment plans are reviewed by the required groups.
<b>Process Utilized to correct and review indicator</b>	Program Directors and Assistant Clinical Directors were re-trained on ensuring that the medication treatment plan is updated into HCSIS prior to the ISP. If the Service Coordinator does not request the plan, Vinfen will prompt them to do so in HCSIS in the medication treatment plan spot. If the Service Coordinator does still not request it through the application, Vinfen will upload it into the Other spot.
<b>Status at follow-up</b>	As all ISPs roll, Vinfen is ensuring that the medication treatment plans are uploaded.
<b>Rating</b>	Met
<b>Indicator #</b>	L67
<b>Indicator</b>	Money mgmt. plan
<b>Area Need Improvement</b>	Six out of twenty-six people for whom the agency had shared and/or delegated money management responsibility, had no plan

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	<p>developed, and most did not have an associated training plan relative to supporting them to increase their ability to manage their money. The agency needs to ensure that it develops individualized money management plans, and that they include training components designed to support individuals to increase their ability to manage their own money.</p>
<b>Process Utilized to correct and review indicator</b>	<p>Vinfençs Quality Department has reviewed our current instructions for completing Financial Training Plans in comparison with plans that were reviewed by DDS. The instructions have been edited and the audit tool used during the quarterly Mock S&amp;C Audit process has had additional qualitative questions added for auditors when reviewing the Financial Training Plans.</p> <p>At the next Sustainability Meeting, senior leadership will also review current plans in depth and assist in creating a new training for Program Directors.</p>
<b>Status at follow-up</b>	As ISPs roll, new Financial Training Plans will be created following the revised instructions.
<b>Rating</b>	Not Met
<b>Indicator #</b>	L69
<b>Indicator</b>	Expenditure tracking
<b>Area Need Improvement</b>	Six out of twenty-five individuals' expenditures were not documented and tracked according to agency and DDS tracking requirements. The agency needs to ensure that individuals' funds are documented and tracked.
<b>Process Utilized to correct and review indicator</b>	Vinfençs Lead Internal Auditor re-trained the Ops Admins on completing their reconciliations and ensuring that all documentation procedures are followed. The audit tool used during the quarterly Mock S&C Audit process has been revised to ensure auditors are following all processes for funds tracking consistently.
<b>Status at follow-up</b>	As Ops Admins complete the financial piece at upcoming mock S&C

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	Audits, they will use the revised tools and ensure processes are followed.
<b>Rating</b>	Not Met
<b>Indicator #</b>	L85
<b>Indicator</b>	Supervision
<b>Area Need Improvement</b>	At six out of twenty-six locations the agency had not provided regular and ongoing supervision, oversight and staff development as per their policy. Issues with medical, funds and environmental highlighted the lax supervision at these sites. The agency needs to ensure that programmatic supervision and oversight occurs on an ongoing basis along with staff development.
<b>Process Utilized to correct and review indicator</b>	Vinfen reviewed DDS's feedback with Senior Leadership team. Analysis of Program Director vacancies and how those impact systems is ongoing.
<b>Status at follow-up</b>	Continued discussion and planning regarding how to ensure all systems are followed during Program Director vacancies is ongoing.
<b>Rating</b>	Not Met