

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

Mid-Cycle Review Final Report

Provider	Work Community Independence Inc	Provider Address	610 Lincoln Street, Suite 120, North Building, Waltham
Survey Team	Obeng,Raymond; Bullard,David; Cruz,Melanie; Hampton,Cheryl; Hutchison,Melanie;	Date(s) of Review	26-AUG-24 to 30-AUG-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 14 Locations 15 Audits	Defer Licensure	14/22	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 84/93 (90.32%)	<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 did not meet requirements for member attendance. The agency needs to ensure that its human rights committee meets all mandates.
Status at mid-cycle	The agency's human rights committee did not meet requirements for reviews of matters under its purview and composition. The agency needs to ensure that its human rights committee meets all regulatory mandates.
#met /# rated at mid-cycle	0/1
Rating	NOT MET

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	Agency staff were not trained on some DDS mandated training topics. The agency needs to ensure that its staff are trained on all DDS mandated training topics.
Status at mid-cycle	The agency demonstrated an effective training tracking system at the organizational level; all 20 staff reviewed were current on all DDS mandated trainings.
#met /# rated at mid-cycle	20/20
Rating	MET

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

Indicator #	L1
Indicator	Abuse/neglect training

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Area Need Improvement	Five of the sixteen individuals were not trained and their guardians were not provided with information on how to report alleged abuse or neglect. The agency needs to ensure that individuals receive annual training on abuse/neglect reporting using their unique communication methods; and that guardians receive information on the procedures for reporting alleged abuse/neglect.
Status at mid-cycle	All fifteen individuals were trained and guardians received information on abuse and neglect reporting.
#met /# rated at mid-cycle	15/15
Rating	MET

Indicator #	L7
Indicator	Fire Drills
Area Need Improvement	At three of the nine locations, fire drills were not conducted as required. The agency needs to ensure that fire drills are conducted as required.
Status at mid-cycle	At eight of ten locations, fire drills were conducted as required, and in line with the frequency identified in safety plans.
#met /# rated at mid-cycle	8/10
Rating	MET

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	Four of sixteen individual's emergency fact sheets were missing required information. The agency needs to ensure that emergency fact sheets contain current and accurate information.
Status at mid-cycle	For all fifteen individuals, emergency fact sheets were current, accurate, and available onsite.
#met /# rated at mid-cycle	15/15
Rating	MET

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Indicator #	L36
Indicator	Recommended tests
Area Need Improvement	Four of sixteen individuals were not supported to attend medical appointments recommended by a healthcare practitioner or have recommended tests conducted. The agency needs to ensure that staff support individuals to attend all recommended medical appointments and undergo all recommended medical tests.
Status at mid-cycle	For four of fifteen individuals, recommended tests and appointments with specialists were not made and kept. The agency must develop medical oversight systems that ensure on an ongoing basis, that staff support individuals to attend all recommended medical appointments and undergo all recommended medical tests.
#met /# rated at mid-cycle	11/15
Rating	NOT MET

Indicator #	L38
Indicator	Physician's orders
Area Need Improvement	Two of eight individuals medical treatment protocols were not implemented as recommended. The agency needs to ensure that medical treatment protocols are implemented as recommended.
Status at mid-cycle	For all ten individuals, medical treatment protocols were implemented as recommended.
#met /# rated at mid-cycle	10/10
Rating	MET

Indicator #	L46
Indicator	Med. Administration

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Area Need Improvement	For four of fifteen individuals, prescription medications were not administered in accordance with physician's written orders. The agency needs to ensure that prescribed medications are administered in accordance with physician's written orders.
Status at mid-cycle	For eleven of thirteen individuals, prescribed medications were administered in accordance with physician's written orders and MAP policy.
#met /# rated at mid-cycle	11/13
Rating	MET

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	Five of the sixteen individuals (and/or guardians) were not informed of their human rights and how to file a grievance. The agency needs to ensure that all individuals and guardians are informed of their human right and know how to file a grievance, including who to talk to should they have a concern.
Status at mid-cycle	Fourteen of fifteen individuals and their guardians were trained/informed on human rights and how to file a grievance. The agency must ensure however, that as part of this indicator, individuals/guardians in 24/7 residential are supported to have residency agreements that protect them from arbitrary eviction.
#met /# rated at mid-cycle	14/15
Rating	MET

Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	Two of five individuals (and/or guardians) who lived at locations where restrictive practices were in were in place were not informed of the restrictions. Furthermore staff were not knowledgeable on how to mitigate the restrictions for those for whom the restriction were not in place. The agency needs to ensure that restrictive practices intended for one individual that affect all individuals served at a location are outlined, and have

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	provisions so as not to unduly restrict the rights of others.
Status at mid-cycle	For two individuals for whom restrictive practices were in place, the restrictions were properly outlined to include all components, and with provisions so as not to unduly restrict the rights of others for whom they were not intended.
#met /# rated at mid-cycle	2/2
Rating	MET

Indicator #	L60
Indicator	Data maintenance
Area Need Improvement	For three of four individuals, behavior plan data was not being consistently collected. The agency needs to ensure that data is consistently maintained to help in determining the efficacy of behavioral interventions.
Status at mid-cycle	For two individuals with behavior plans, data was consistently maintained to help in determining the efficacy of the behavioral interventions.
#met /# rated at mid-cycle	2/2
Rating	MET

Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For two of six individuals, supports and health-related equipment outlines were either not in place for all equipment being used, or did not include required components. The agency needs to ensure that supports and health related support outlines are developed to contain all equipments being used by individuals and contain all the required components.
Status at mid-cycle	For four of six individuals, supports and health-related equipment outlines were either not in place for some equipment being used, or did not include required components. The agency must ensure that supports and health-related support outlines are developed to include all equipment in use by individuals, and to contain

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	all the required components. Staff must also be trained on all equipment that they support the use of.
#met /# rated at mid-cycle	2/6
Rating	NOT MET

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For thirteen individuals, medication treatment plans were not updated to include correct medications and/or lacked consistent data collection. The agency needs to ensure that medication treatment plans when needed are up-to-date, and data is collected and shared with prescribing physicians.
Status at mid-cycle	For seven of twelve individuals, medication treatment plans were either not developed, not updated to include current medications, and/or lacked accurate/consistent data collection. The agency must ensure that medication treatment plans when needed are developed, kept up-to-date, and data is collected consistently on symptoms being treated, and shared with prescribing physicians.
#met /# rated at mid-cycle	5/12
Rating	NOT MET

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For four of the fourteen individuals who receive support with managing their funds, money management plans contained inaccurate information, and/or were not agreed upon by guardians. The agency needs to ensure that for all individuals with whom the agency has shared or delegated money management responsibilities, money management plans are developed with current information, and are agreed upon by guardians.
Status at mid-cycle	For four of fourteen individuals, money management plans were either not developed, contained inaccurate information, and/or were not agreed to by guardians.

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	The agency must ensure that for all individuals with whom it has shared or delegated money management responsibilities, funds management plans are developed to include current/accurate information and are agreed to in writing by guardians.
#met /# rated at mid-cycle	10/14
Rating	NOT MET

Indicator #	L71
Indicator	Charges for care appeal
Area Need Improvement	For three of the fourteen individuals, the appeal notices for charges for care did not include updated contact info for who to contact if they wanted to appeal the charges for care. The agency needs to ensure that individuals and guardian are properly informed of their appeal rights for charges for care.
Status at mid-cycle	Thirteen of fourteen individuals/guardians were properly informed of their appeal rights for charges for care.
#met /# rated at mid-cycle	13/14
Rating	MET

Indicator #	L79
Indicator	Restraint training
Area Need Improvement	At one location where restraints are applied, staff did not receive restraint training. The agency needs to ensure that all staff are trained in safe and correct administration of restraints.
Status at mid-cycle	At two sites where restraints occur, staff were trained on safe and correct administration of restraints.
#met /# rated at mid-cycle	2/2
Rating	MET

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Indicator #	L85
Indicator	Supervision
Area Need Improvement	At nine of fifteen locations, supervision, oversight and staff development was not occurring consistently and as observed in the issues uncovered. The agency needs to ensure that it provides consistent oversight, supervision, and staff development to ensure effective supports.
Status at mid-cycle	At twelve of thirteen sites, supervision, oversight, and staff development was occurring.
#met /# rated at mid-cycle	12/13
Rating	MET

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For five of thirteen individuals, required assessments for the ISP were not developed and submitted within the required timeframe. The agency needs to ensure that ISP assessments are developed and submitted to the DDS Area Office at least 15 days prior to scheduled ISP meeting.
Status at mid-cycle	For five of twelve people, required assessments for the ISP were not developed and submitted within the required timeframe in preparation for the ISP meeting. The agency must ensure that required assessments are developed and submitted to the DDS Area Office at least 15 days prior to scheduled ISP meetings.
#met /# rated at mid-cycle	7/12
Rating	NOT MET

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For six of thirteen individuals, support strategies for the ISP were not

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	developed and submitted within the required timeframes. The agency needs to ensure that support strategies for the ISP are submitted to the DDS Area Office at least 15 days prior to scheduled ISP meetings.
Status at mid-cycle	For eleven of thirteen people, support strategies for the ISP were developed and submitted to the DDS Area Office as required.
#met /# rated at mid-cycle	11/13
Rating	MET

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For ten out of fifteen individuals, agreed upon ISP goals were not being implemented and documented. The agency needs to support individuals to accomplish their agreed upon ISP goals.
Status at mid-cycle	For six of fifteen individuals, ISP goals and objectives were not implemented and documented as agreed. The agency must support individuals to accomplish their agreed upon ISP goals and objectives through extensive staff trainings, the use of monitoring systems, tracking of the implementation of objectives, and goal modification when needed.
#met /# rated at mid-cycle	9/15
Rating	NOT MET

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At nine of the fourteen locations, incidents were not reported and finalized in HCSIS within the required timelines. The agency needs to ensure that incidents are reported and finalized in HCSIS within the required timelines.
Status at mid-cycle	At five of thirteen sites, incidents were not reported and finalized in HCSIS within the required timelines. The agency must ensure that incidents are reported and finalized in HCSIS within the required timelines.

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#met /# rated at mid-cycle	8/13
Rating	NOT MET

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	Nine of the sixteen individuals had not been assessed and supports were not evident for the use of assistive technologies that would promote independence. The agency needs to ensure that individuals are assessed for assistive technology and/or modifications that would maximize independence and any needed support provided.
Status at mid-cycle	At all fifteen sites, individuals were assessed for assistive technology and/or modifications that could maximize independence and needed supports were provided.
#met /# rated at mid-cycle	15/15
Rating	MET

Indicator #	L99 (05/22)
Indicator	Medical monitoring devices
Area Need Improvement	At one site, a medical monitoring device did not have outlined guidelines for the use, tracking, cleaning and maintenance of the device. The agency needs to ensure that medical monitoring device outlines include all required components.
Status at mid-cycle	This indicator was not rated.
#met /# rated at mid-cycle	
Rating	NOT RATED

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