

Date: June 30, 2016

To: Amy Gordon, Executive Director
Provider: Community Options, Inc.
Address: 4001 Office Court Drive, Suite 408
State/Zip: Santa Fe, New Mexico 87507

E-mail Address: Amy.Gordon@comop.org

CC: Hector Johnson, State Director

E-Mail Address Hector.Johnson@comop.org

Region: Northeast
Routine Survey: October 19 – 22, 2015
Verification Survey: June 6, 2016

Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: **2012:** *Living Supports* (Supported Living); *Inclusion Supports* (Customized Community Supports)
2007: *Community Living* (Supported Living) and *Community Inclusion* (Adult Habilitation)

Survey Type: Verification

Team Leader: Leslie Peterson, BBA, MA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Team Members: Jesus Trujillo, RN, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Ms. Gordon and Mr. Johnson,

The Division of Health Improvement/Quality Management Bureau has completed a Verification survey of the services identified above. The purpose of the survey was to determine compliance with your Plan of Correction submitted to DHI regarding the *Routine Survey on October 19 - 22, 2015*.

The Division of Health Improvement, Quality Management Bureau has determined your agency is now in:

Compliance with Conditions of Participation.

However, due to the new/repeat standard level deficiencies your agency will be required to contact your DDSD Regional Office for technical assistance and follow up. You are also required to continue your Plan of Correction. Please respond to the Plan of Correction Coordinator within 10 business days of receipt of this letter.

Plan of Correction:

The attached Report of Findings identifies the new/repeat Standard Level deficiencies found during your agency's verification compliance review. You are required to complete and implement a Plan of Correction. Your agency has a total of 10 business days from the receipt of this letter. The Plan of Correction must include the following:

DIVISION OF HEALTH IMPROVEMENT

5301 Central Avenue NE, Suite 400 • Albuquerque, New Mexico • 87108
(505) 222-8623 • FAX: (505) 222-8661 • <http://www.dhi.health.state.nm.us>



1. Evidence your agency has contacted your DDSD Regional Office for technical assistance;
2. A Plan of Correction detailing Quality Assurance/Quality Improvement processes to prevent your agency from receiving deficiencies in the future;
3. Documentation verifying that newly cited deficiencies have been corrected.

Submission of your Plan of Correction:

Please submit your agency's Plan of Correction and documentation verifying correction of survey deficiencies within 10 business days of receipt of this letter to the parties below:

1. **Quality Management Bureau, Attention: Plan of Correction Coordinator
1170 North Solano Suite D Las Cruces, New Mexico 88001**
2. **Developmental Disabilities Supports Division Regional Office for region of service surveyed**

Failure to submit your POC within the allotted 10 business days may result in the imposition of a \$200 per day Civil Monetary Penalty until it is received, completed and/or implemented.

Please call the Plan of Correction Coordinator at 575-373-5716, if you have questions about the survey or the report.

Thank you for your cooperation and for the work you perform.

Sincerely,

Leslie Peterson, BBA, MA

Leslie Peterson, BBA, MA
Team Lead/Healthcare Surveyor
Division of Health Improvement
Quality Management Bureau

- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Human Rights Committee Notes and Meeting Minutes
- Evacuation Drills of Residences and Service Locations
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement
DOH - Developmental Disabilities Supports Division
DOH - Office of Internal Audit
HSD - Medical Assistance Division
MFEAD – NM Attorney General

Attachment B

Department of Health, Division of Health Improvement QMB Determination of Compliance Process

The Division of Health Improvement, Quality Management Bureau (QMB) surveys compliance of the Developmental Disabilities Waiver (DDW) standards and state and federal regulations. QMB has grouped the CMS assurances into five Service Domains: Level of Care; Plan of Care; Qualified Providers; Health, Welfare and Safety; and Administrative Oversight (note that Administrative Oversight listed in this document is not the same as the CMS assurance of Administrative Authority. Used in this context it is related to the agency's operational policies and procedures, Quality Management system and Medicaid billing and reimbursement processes.)

The QMB Determination of Compliance process is based on provider compliance or non-compliance with standards and regulations identified in the QMB Report of Findings. All deficiencies (non-compliance with standards and regulations) are identified and cited as either a Standard level deficiency or a Condition of Participation level deficiency in the QMB Reports of Findings. All deficiencies require corrective action when non-compliance is identified.

Within the QMB Service Domains there are fundamental regulations, standards, or policies with which a provider must be in essential compliance in order to ensure the health and welfare of individuals served known as Conditions of Participation (CoPs).

The Determination of Compliance for each service type is based on a provider's compliance with CoPs in three (3) Service Domains.

Case Management Services:

- Level of Care
- Plan of Care
- Qualified Providers

Community Inclusion Supports/ Living Supports:

- Qualified Provider
- Plan of Care
- Health, Welfare and Safety

Conditions of Participation (CoPs)

A CoP is an identified fundamental regulation, standard, or policy with which a provider must be in compliance in order to ensure the health and welfare of individuals served. CoPs are based on the Centers for Medicare and Medicaid Services, Home and Community-Based Waiver required assurances. A provider must be in compliance with CoPs to participate as a waiver provider.

QMB surveyors use professional judgment when reviewing the critical elements of each standard and regulation to determine when non-compliance with a standard level deficiency rises to the level of a CoP out of compliance. Only some deficiencies can rise to the level of a CoP (See the next section for a list of CoPs). The QMB survey team analyzes the relevant finding in terms of scope, actual harm or potential for harm, unique situations, patterns of performance, and other factors to determine if there is the potential for a negative outcome which would rise to the level of a CoP. A Standard level deficiency becomes a CoP out of compliance when the team's analysis establishes that there is an identified potential for significant harm or actual harm. It is then cited as a CoP out of compliance. If the deficiency does not rise to the level of a CoP out of compliance, it is cited as a Standard Level Deficiency.

The Division of Health Improvement (DHI) and the Developmental Disabilities Supports Division (DDSD) collaborated to revise the current Conditions of Participation (CoPs). There are seven Conditions of Participation in which providers must be in compliance.

CoPs and Service Domains for Case Management Supports are as follows:

Service Domain: Level of Care

Condition of Participation:

1. **Level of Care:** The Case Manager shall complete all required elements of the Long Term Care Assessment Abstract (LTCAA) to ensure ongoing eligibility for waiver services.

Service Domain: Plan of Care

Condition of Participation:

2. **Individual Service Plan (ISP) Creation and Development:** Each individual shall have an ISP. The ISP shall be developed in accordance with DDSD regulations and standards and is updated at least annually or when warranted by changes in the individual's needs.

Condition of Participation:

3. **ISP Monitoring and Evaluation:** The Case Manager shall ensure the health and welfare of the individual through monitoring the implementation of ISP desired outcomes.

CoPs and Service Domain for ALL Service Providers is as follows:

Service Domain: Qualified Providers

Condition of Participation:

4. **Qualified Providers:** Agencies shall ensure support staff has completed criminal background screening and all mandated trainings as required by the DDSD.

CoPs and Service Domains for Living Supports and Inclusion Supports are as follows:

Service Domain: Plan of Care

Condition of Participation:

5. **ISP Implementation:** Services provided shall be consistent with the components of the ISP and implemented to achieve desired outcomes.

Service Domain: Health, Welfare and Safety

Condition of Participation:

6. **Individual Health, Safety and Welfare: (Safety)** Individuals have the right to live and work in a safe environment.

Condition of Participation:

6. **Individual Health, Safety and Welfare (Healthcare Oversight):** The provider shall support individuals to access needed healthcare services in a timely manner. Nursing, healthcare services and healthcare oversight shall be available and provided as needed to address individuals' health, safety and welfare.

QMB Determinations of Compliance

Compliance with Conditions of Participation

The QMB determination of *Compliance with Conditions of Participation* indicates that a provider is in compliance with all Conditions of Participation, (CoP). The agency has obtained a level of compliance such that there is a minimal potential for harm to individuals' health and safety. To qualify for a determination of Compliance with Conditions of Participation, the provider must be in compliance with all Conditions of Participation in all relevant Service Domains. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) out of compliance in any of the Service Domains.

Partial-Compliance with Conditions of Participation

The QMB determination of *Partial-Compliance with Conditions of Participation* indicates that a provider is out of compliance with Conditions of Participation in one (1) to two (2) Service Domains. The agency may have one or more Condition level tags within a Service Domain. This partial-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) in any of the Service Domains.

Providers receiving a repeat determination of Partial-Compliance for repeat deficiencies at the level of a Condition in any Service Domain may be referred by the Quality Management Bureau to the Internal Review Committee (IRC) for consideration of remedies and possible actions or sanctions.

Non-Compliance with Conditions of Participation

The QMB determination of *Non-Compliance with Conditions of Participation* indicates a provider is significantly out of compliance with Conditions of Participation in multiple Service Domains. The agency may have one or more Condition level tags in each of 3 relevant Service Domains. This non-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. The agency may also have Standard level deficiencies (deficiencies which are not at the condition level) in any of the Service Domains

Providers receiving a repeat determination of Non-Compliance will be referred by Quality Management Bureau to the Internal Review Committee (IRC) for consideration of remedies and possible actions or sanctions.

Attachment C

Guidelines for the Provider Informal Reconsideration of Finding (IRF) Process

Introduction:

Throughout the QMB Survey process, surveyors are openly communicating with providers. Open communication means surveyors have clarified issues and/or requested missing information before completing the review through the use of the signed/dated “Document Request,” or “Administrative Needs,” etc. forms. Regardless, there may still be instances where the provider disagrees with a specific finding. Providers may use the following process to informally dispute a finding.

Instructions:

1. The Informal Reconsideration of the Finding (IRF) request must be received in writing to the QMB Deputy Bureau Chief **within 10 business days** of receipt of the final Report of Findings.
2. The written request for an IRF *must* be completed on the QMB Request for Informal Reconsideration of Finding form available on the QMB website: <http://dhi.health.state.nm.us/qmb>
3. The written request for an IRF must specify in detail the request for reconsideration and why the finding is inaccurate.
4. The IRF request must include all supporting documentation or evidence.
5. If you have questions about the IRF process, email the IRF Chairperson, Crystal Lopez-Beck at Crystal.Lopez-Beck@state.nm.us for assistance.

The following limitations apply to the IRF process:

- The written request for an IRF and all supporting evidence must be received within 10 business days.
- Findings based on evidence requested during the survey and not provided may not be subject to reconsideration.
- The supporting documentation must be new evidence not previously reviewed or requested by the survey team.
- Providers must continue to complete their Plan of Correction during the IRF process
- Providers may not request an IRF to challenge the sampling methodology.
- Providers may not request an IRF based on disagreement with the nature of the standard or regulation.
- Providers may not request an IRF to challenge the team composition.
- Providers may not request an IRF to challenge the DHI/QMB determination of compliance or the length of their DDSD provider contract.

A Provider forfeits the right to an IRF if the request is not received within 10 business days of receiving the report and/or does not include all supporting documentation or evidence to show compliance with the standards and regulations.

The IRF Committee will review the request, the Provider will be notified in writing of the ruling; no face-to-face meeting will be conducted.

When a Provider requests that a finding be reconsidered, it does not stop or delay the Plan of Correction process. **Providers must continue to complete the Plan of Correction, including the finding in dispute regardless of the IRF status.** If a finding is removed or modified, it will be noted and removed or modified from the Report of Findings. It should be noted that in some cases a Plan of Correction may be completed prior to the IRF process being completed. The provider will be notified in writing on the decisions of the IRF committee.

Agency: Community Options, Inc. – Northeast Region
Program: Developmental Disabilities Waiver
Service: 2012: *Living Supports* (Supported Living); *Inclusion Supports* (Customized Community Supports)
 2007: *Community Living* (Supported Living) and *Community Inclusion* (Adult Habilitation)
Monitoring Type: Verification Survey
Routine Survey: October 19 – 22, 2015
Verification Survey: June 6, 2016

| Standard of Care | Routine Survey Deficiencies October 19 – 22, 2015 | Verification Survey New and Repeat Deficiencies June 6, 2016 |
|---|--|--|
| Service Domain: Service Plans: ISP Implementation – Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan. | | |
| Tag # 1A32 and LS14 / 6L14 Individual Service Plan Implementation | Condition of Participation Level Deficiency | Standard Level Deficiency |
| <p>NMAC 7.26.5.16.C and D Development of the ISP. Implementation of the ISP. The ISP shall be implemented according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan.</p> <p>C. The IDT shall review and discuss information and recommendations with the individual, with the goal of supporting the individual in attaining desired outcomes. The IDT develops an ISP based upon the individual's personal vision statement, strengths, needs, interests and preferences. The ISP is a dynamic document, revised periodically, as needed, and amended to reflect progress towards personal goals and achievements consistent with the individual's future vision. This regulation is consistent with standards established for individual plan development as set forth by the commission on the accreditation of rehabilitation facilities (CARF) and/or other program accreditation approved and adopted by the developmental</p> | <p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Based on record review, the Agency did not implement the ISP according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan for 9 of 10 individuals.</p> <p>As indicated by Individuals ISP the following was found with regards to the implementation of ISP Outcomes:</p> <p>Administrative Files Reviewed:</p> <p>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</p> <p>Individual #5</p> <ul style="list-style-type: none"> • None found regarding: Live Outcome; Action Step: "... will follow a visual chart of home | <p>Repeat Finding:</p> <p>Based on record review, the Agency did not implement the ISP according to the timelines determined by the IDT and as specified in the ISP for each stated desired outcomes and action plan for 2 of 9 individuals.</p> <p>As indicated by Individuals ISP the following was found with regards to the implementation of ISP Outcomes:</p> <p>Administrative Files Reviewed:</p> <p>Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:</p> <p>Individual #5</p> <ul style="list-style-type: none"> • According to the Live Outcome; Action Step for "... will follow a visual chart of home maintenance to be completed seasonally" is to be completed 3 times per week, evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 4/2016. |

| | | |
|---|--|--|
| <p>disabilities division and the department of health. It is the policy of the developmental disabilities division (DDD), that to the extent permitted by funding, each individual receive supports and services that will assist and encourage independence and productivity in the community and attempt to prevent regression or loss of current capabilities. Services and supports include specialized and/or generic services, training, education and/or treatment as determined by the IDT and documented in the ISP.</p> <p>D. The intent is to provide choice and obtain opportunities for individuals to live, work and play with full participation in their communities. The following principles provide direction and purpose in planning for individuals with developmental disabilities. [05/03/94; 01/15/97; Recompiled 10/31/01]</p> | <p>maintenance to be completed seasonally” for 7/2015 and 9/2015. Action Step is to be completed 3 times per week.</p> <ul style="list-style-type: none"> • According to the Live Outcome; Action Step for “... will follow a visual chart of home maintenance to be completed seasonally” is to be completed 3 times per week, evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 8/2015. <p>Individual # 7</p> <ul style="list-style-type: none"> • None found regarding: Live Outcome/Action Steps: “... will choose her shirt top” for 7/2015 and 8/2015. Action Step is to be completed 2 times per week. • None found regarding: Live Outcome/Action Steps: “... will choose her pants/skirt bottom” for 7/2015 and 8/2015. Action Step is to be completed 2 times per week. <p>Individual # 9</p> <ul style="list-style-type: none"> • None found regarding: Live Outcome/Action Steps: “... will research freezers to buy” for 7/2015 – 9/2015. Action Step is to be completed 1 time per month. • None found regarding: Fun Outcome/Action Steps: “.... will organize a movie and popcorn night with his housemates” for 7/2015 - 9/2015. Action Step is to be completed 1 time per month. • None found regarding: Fun Outcome/Action Steps: “.... will organize fun activities for himself” for 7/2015 – 9/2015. Action Step is to be completed 1 time per month. <p>Individual #10</p> | <p>Individual #10</p> <ul style="list-style-type: none"> • None found regarding: Live Outcome/Action Steps: “... will turn on the vibrating switch” for 4/2016. Action Step is to be completed 1 time per week. • None found regarding: Live Outcome/Action Steps: “... will turn off the vibrating switch” for 4/2016. Action Step is to be completed 1 time per week. • None found regarding: Fun Outcome/Action Steps: “... will build sensory tolerance by enjoying smells, tastes and environments and creating new friends” for 4/2016. Action Step is to be completed 1 time per week. • None found regarding: Fun Outcome/Action Steps: “... will enjoy a drink once a week” for 4/2016. Action Step is to be completed 1 time per week.] |
|---|--|--|

- None found regarding: Live Outcome/Action Steps: "... will turn on the vibrating switch" for 8/2015. Action Step is to be completed 1 time per week.
- None found regarding: Live Outcome/Action Steps: "... will turn off the vibrating switch" for 8/2015. Action Step is to be completed 1 time per week.
- None found regarding: Fun Outcome/Action Steps: "... will build sensory tolerance by enjoying smells, tastes and environments and creating new friends" for 8/2015. Action Step is to be completed 1 time per week.
- None found regarding: Fun Outcome/Action Steps: "... will enjoy a drink once a week" for 8/2015. Action Step is to be completed 1 time per week.

Family Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:

Individual # 6

- None found regarding: Live Outcome/Action Step: "... will receive verbal prompts and instructions/modeling on how to complete the tasks of running the washer and dryer without ongoing prompts" for 7/2015 and 8/2015. Action Step is to be completed 1 time per week.

Customized Community Supports Data Collection/Data Tracking/Progress with regards to ISP Outcomes:

Individual # 2

- None found regarding: Work/Learn Outcome/Action Step: "... will select the day" weekly for 9/2015.
 - None found regarding: Work/Learn Outcome/Action Step: "... will try new activities" weekly for 9/2015.
- Individual # 7
- None found regarding: Work/Learn Outcome/Action Step: "... will volunteer at the animal shelter" for 8/2015 and 9/2015. Action Step is to be completed 1 time per month.
 - None found regarding: Fun Outcome/Action Step: "... will choose an activity based on research" for 8/2015. Action Step is to be completed 1 time per month.
 - None found regarding: Fun Outcome/Action Step: "... will participate in her selected activity" for 8/2015. Action Step is to be completed 1 time per month.
- Individual # 8
- None found regarding: Work/Learn Outcome/Action Step: "... will volunteer in the community" for 9/2015. Action Step is to be completed 4 - 6 times per month.
 - None found regarding: Fun Outcome/Action Step: "... will rate outing using a system developed by staff" for 9/2015. Action Step is to be completed 1 time per month.
- Individual #9
- None found regarding: Work/Learn Outcome/Action Step: "... will explore volunteering and working in his community" for 7/2015 – 9/2015. Action Step is to be

completed 1 time a week, up to 10 hours per week.

Adult Habilitation Data Collection/Data Tracking/Progress with regards to ISP Outcomes:

Individual # 5

- None found regarding: Work/Learn Outcome/Action Step: "... will job sample possible work environments per his VAP" for 7/2015 – 9/2015. Action Step is to be completed weekly.
- None found regarding: Work/Learn Outcome; Action Step: "... will work ten hours a week as per his VAP" for 7/2015 – 9/2015. Action Step is to be completed weekly.

Residential Files Reviewed:

Supported Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:

Individual #3

- None found regarding: Live Outcome/Action Step: "... will research a different recipe" for 10/1 – 16, 2015. Action step is to be completed 1 time per week.
- None found regarding: Live Outcome/Action Step: "... will prepare needed ingredients" for 10/1 – 16, 2015. Action step is to be completed 1 time per week.
- None found regarding: Live Outcome/Action Step: "... will prepare items to complete recipe and enjoy" for 10/1 – 16, 2015. Action step is to be completed 1 time per week.

- None found regarding: Fun Outcome/Action Step: "... will choose a restaurant or bar using media or her iPad" for 10/1 – 16, 2015. Action step is to be completed 1 time per week.
 - None found regarding: Fun Outcome/Action Step: "... will choose an outing" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
- Individual #8
- None found regarding: Health/Other Outcome/Action Step: "... will choose a physical activity" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
 - None found regarding: Health/Other Outcome/Action Step: "...will participate in his chosen activity" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
- Individual #9
- None found regarding: Live Outcome/Action Step: "... will change sheets on bed" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
 - None found regarding: Live Outcome/Action Step: "... will sweep floor in his room" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
 - None found regarding: Work Outcome/Action Step: "... will try new activities in the community" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
 - None found regarding: Work Outcome/Action Step: "... will try new activities, movies, ball games, throwing Frisbees" for 10/1 - 16, 2015.

Action step is to be completed 1 time per week.

- None found regarding: Fun Outcome/Action Step: "...will establish a safe route to Wendy's and back home" for 10/1 - 16, 2015. Action step is to be completed 1 time per week.
- None found regarding: Fun Outcome/Action Step: "...will walk to Wendy's and back home" for 10/1 - 16, 2015. Action step is to be completed 5 times per week.

Family Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:

Individual #1

- None found for 10/1 - 21, 2015.

Individual #6

- None found for 10/1 - 19, 2015.

| Standard of Care | Routine Survey Deficiencies October 19 – 22, 2015 | Verification Survey New and Repeat Deficiencies June 6, 2016 |
|--|---|---|
| <p>Service Domain: Qualified Providers – <i>The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.</i></p> | | |
| Tag # 1A26 Consolidated On-line Registry Employee Abuse Registry | Standard Level Deficiency | Standard Level Deficiency |
| <p>NMAC 7.1.12.8 REGISTRY ESTABLISHED; PROVIDER INQUIRY REQUIRED: Upon the effective date of this rule, the department has established and maintains an accurate and complete electronic registry that contains the name, date of birth, address, social security number, and other appropriate identifying information of all persons who, while employed by a provider, have been determined by the department, as a result of an investigation of a complaint, to have engaged in a substantiated registry-referred incident of abuse, neglect or exploitation of a person receiving care or services from a provider. Additions and updates to the registry shall be posted no later than two (2) business days following receipt. Only department staff designated by the custodian may access, maintain and update the data in the registry.</p> <p>A. Provider requirement to inquire of registry. A provider, prior to employing or contracting with an employee, shall inquire of the registry whether the individual under consideration for employment or contracting is listed on the registry.</p> <p>B. Prohibited employment. A provider may not employ or contract with an individual to be an employee if the individual is listed on the registry as having a substantiated registry-referred incident of abuse, neglect or</p> | <p>Based on record review, the Agency did not maintain documentation in the employee's personnel records that evidenced inquiry into the Employee Abuse Registry prior to employment for 2 of 24 Agency Personnel.</p> <p>The following Agency personnel records contained no evidence of the Employee Abuse Registry check being completed:</p> <p>Direct Support Personnel (DSP):</p> <ul style="list-style-type: none"> • #202 – Date of hire 10/05/2011. • #209 – Date of hire 6/05/2013. | <p>New / Repeat Finding:</p> <p>Based on record review, the Agency did not maintain documentation in the employee's personnel records that evidenced inquiry into the Employee Abuse Registry prior to employment for 3 of 20 Agency Personnel.</p> <p>The following Agency Personnel records contained evidence that indicated the Employee Abuse Registry check was completed after hire:</p> <p>Direct Support Personnel (DSP):</p> <ul style="list-style-type: none"> • #228 – Date of hire 5/2/2016, completed 5/3/2016. • #229 – Date of hire 5/20/2016, completed 5/24/2016. • #230 – Date of hire 5/20/2016, completed 5/24/2016. |

| | | |
|--|--|--|
| <p>exploitation of a person receiving care or services from a provider.</p> <p>D. Documentation of inquiry to registry. The provider shall maintain documentation in the employee's personnel or employment records that evidences the fact that the provider made an inquiry to the registry concerning that employee prior to employment. Such documentation must include evidence, based on the response to such inquiry received from the custodian by the provider, that the employee was not listed on the registry as having a substantiated registry-referred incident of abuse, neglect or exploitation.</p> <p>E. Documentation for other staff. With respect to all employed or contracted individuals providing direct care who are licensed health care professionals or certified nurse aides, the provider shall maintain documentation reflecting the individual's current licensure as a health care professional or current certification as a nurse aide.</p> <p>F. Consequences of noncompliance. The department or other governmental agency having regulatory enforcement authority over a provider may sanction a provider in accordance with applicable law if the provider fails to make an appropriate and timely inquiry of the registry, or fails to maintain evidence of such inquiry, in connection with the hiring or contracting of an employee; or for employing or contracting any person to work as an employee who is listed on the registry. Such sanctions may include a directed plan of correction, civil monetary penalty not to exceed five thousand dollars (\$5000) per instance, or termination or non-renewal of any contract with the department or other governmental agency.</p> | | |
|--|--|--|

| Standard of Care | Routine Survey Deficiencies October 19 – 22, 2015 | Verification Survey New and Repeat Deficiencies June 6, 2016 |
|---|--|---|
| Service Domain: Service Plans: ISP Implementation – Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan. | | |
| Tag # 1A08 Agency Case File | Standard Level Deficiency | COMPLETE |
| Tag # 1A08.1 Agency Case File - Progress Notes | Standard Level Deficiency | COMPLETE |
| Tag # IS11 / 5I11 Reporting Requirements Inclusion Reports | Standard Level Deficiency | COMPLETE |
| Tag # LS14 / 6L14 Residential Case File | Standard Level Deficiency | COMPLETE |
| Tag # LS17 / 6L17 Reporting Requirements (Community Living Reports) | Standard Level Deficiency | COMPLETE |
| Service Domain: Qualified Providers – The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver. | | |
| Tag # 1A11.1 Transportation Training | Standard Level Deficiency | COMPLETE |
| Tag # 1A20 Direct Support Personnel Training | Standard Level Deficiency | COMPLETE |
| Tag # 1A22 Agency Personnel Competency | Condition of Participation Level Deficiency | COMPLETE |
| Tag # 1A28.1 Incident Mgt. System - Personnel Training | Condition of Participation Level Deficiency | COMPLETE |
| Service Domain: Health and Welfare – The state, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner. | | |
| Tag #1A08.2 Healthcare Requirements | Standard Level Deficiency | COMPLETE |
| Tag # 1A03 CQI System | Standard Level Deficiency | COMPLETE |
| Tag # 1A06 Policy and Procedure Requirements | Standard Level Deficiency | COMPLETE |

| | | |
|--|---------------------------|----------|
| Tag # 1A09 Medication Delivery Routine Medication Administration | Standard Level Deficiency | COMPLETE |
| Tag # 1A09.1 Medication Delivery PRN Medication Administration | Standard Level Deficiency | COMPLETE |
| Tag # 1A09.2 Medication Delivery Nurse Approval for PRN Medication | Standard Level Deficiency | COMPLETE |
| Tag # 1A27 Incident Mgt. Late and Failure to Report | Standard Level Deficiency | COMPLETE |
| Tag # 1A28.2 Incident Mgt. System - Parent/Guardian Training | Standard Level Deficiency | COMPLETE |
| Tag # 1A31 Client Rights/Human Rights | Standard Level Deficiency | COMPLETE |
| Tag # 1A33 Board of Pharmacy – Med. Storage | Standard Level Deficiency | COMPLETE |
| Tag # LS06 / 6L06 Family Living Requirements | Standard Level Deficiency | COMPLETE |
| Tag # LS25 / 6L25 Residential Health and Safety (SL/FL) | Standard Level Deficiency | COMPLETE |
| Service Domain: Medicaid Billing/Reimbursement – State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver. | | |
| Tag # 5I44 Adult Habilitation Reimbursement | Standard Level Deficiency | COMPLETE |
| Tag # IS30 Customized Community Supports Reimbursement | Standard Level Deficiency | COMPLETE |
| Tag # LS26 / 6L26 Supported Living Reimbursement | Standard Level Deficiency | COMPLETE |

Date: July 25, 2016

To: Amy Gordon, Executive Director
Provider: Community Options, Inc.
Address: 4001 Office Court Drive, Suite 408
State/Zip: Santa Fe, New Mexico 87507

E-mail Address: Amy.Gordon@comop.org

CC: Hector Johnson, State Director

E-Mail Address Hector.Johnson@comop.org

Region: Northeast
Routine Survey: October 19 – 22, 2015
Verification Survey: June 6, 2016

Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: **2012:** *Living Supports* (Supported Living); *Inclusion Supports* (Customized Community Supports)
2007: *Community Living* (Supported Living) and *Community Inclusion* (Adult Habilitation)

Survey Type: Verification

Dear Ms. Gordon and Mr. Johnson,

The Division of Health Improvement/Quality Management Bureau has received, reviewed and approved the supporting documents you submitted for your Plan of Correction. The documents you provided verified that all previously cited survey Deficiencies have been corrected.

The Plan of Correction process is now complete.

Furthermore, your agency is now determined to be in Compliance with all Conditions of Participation.

To maintain ongoing compliance with standards and regulations, continue to use the Quality Assurance (self-auditing) processes you described in your Plan of Correction.

Consistent use of these Quality Assurance processes will enable you to identify and promptly respond to problems, enhance your service delivery, and result in fewer deficiencies cited in future QMB surveys.

Thank you for your cooperation with the Plan of Correction process, for striving to come into compliance with standards and regulations, and for helping to provide the health, safety and personal growth of the people you serve.

Sincerely,

Amanda Castañeda

Amanda Castañeda
Plan of Correction Coordinator
Quality Management Bureau/DHI

Q.16.4.DDW.D3124.2.VER.09.16.207