Date: June 12, 2013

To: Eddie Romero, Executive Director
Provider: Northern New Mexico Quality Care, LLC
Address: P.O. Box 969
State/Zip: Alcalde, New Mexico 87511

E-mail Address: ecromero@cybermesa.com

Region: Northeast
Survey Date: April 22 – 25, 2013
Program Surveyed: Developmental Disabilities Waiver
Service Surveyed: Community Living Supports (Family Living) and Community Inclusion Supports (Community Access)
Survey Type: Routine
Team Leader: Tony Fragua, BFA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau
Team Members: Jennifer Bruns, BSW, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Cyndie Nielsen, MSN, RN, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Corrina Strain, BSN, RN, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau & Amanda Castaneda, MPA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Mr. Romero;

The Division of Health Improvement/Quality Management Bureau has completed a compliance survey of the services identified above. The purpose of the survey was to determine compliance with federal and state standards; to assure the health, safety, and welfare of individuals receiving services through the Developmental Disabilities Waiver; and to identify opportunities for improvement. This Report of Findings will be shared with the Developmental Disabilities Supports Division for their use in determining your current and future provider agreements. Upon receipt of this letter and Report of Findings your agency must immediately correct all deficiencies which place Individuals served at risk of harm.

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

Compliance with all Conditions of Participation.

This determination is based on your agency's compliance with CMS waiver assurances at the Condition of Participation level. The attached QMB Report of Findings indicates Standard Level deficiencies identified and requires implementation of a Plan of Correction.

Plan of Correction:
The attached Report of Findings identifies the Standard Level and/or Condition of Participation deficiencies found during your agency's compliance review. You are required to complete and implement a Plan of Correction. Your agency has a total of 45 business days (10 business days to submit your POC for approval and 35 days to implement your *approved* Plan of Correction) from the receipt of this letter.

Submission of your Plan of Correction:
Please submit your agency's Plan of Correction in the space on the two right columns of the Report of Findings. *(See attachment "A" for additional guidance in completing the Plan of Correction)*.

Within 10 business days of receipt of this letter your agency Plan of Correction must be submitted to the parties below:

1. **Quality Management Bureau, Attention: Plan of Correction Coordinator**
   5301 Central Ave. NE Suite 400 Albuquerque, NM 87108

2. **Developmental Disabilities Supports Division Regional Office for region of service surveyed**

Upon notification from QMB that your *Plan of Correction has been approved*, you must implement all remedies and corrective actions to come into compliance. If your Plan of Correction is denied, you must resubmit a revised plan as soon as possible for approval, as your POC approval and all remedies must be completed within 45 business days of the receipt of this letter.

Failure to submit your POC within the allotted 10 business days or complete and implement your Plan of Correction within the total 45 business days allowed may result in the imposition of a $200 per day Civil Monetary Penalty until it is received, completed and/or implemented.

Request for Informal Reconsideration of Findings (IRF):
If you disagree with a finding of deficient practice, you have 10 business days upon receipt of this notice to request an IRF. Submit your request for an IRF in writing to:

QMB Deputy Bureau Chief
5301 Central Ave NE Suite #400
Albuquerque, NM 87108
Attention: IRF request

See Attachment "C" for additional guidance in completing the request for Informal Reconsideration of Findings. The request for an IRF will not delay the implementation of your Plan of Correction which must be completed within 45 total business days (10 business days to submit your POC for approval and 35 days to implement your *approved* Plan of Correction). Providers may not appeal the nature or interpretation of the standard or regulation, the team composition or sampling methodology. If the IRF approves the modification or removal of a finding, you will be advised of any changes.

Please call the Plan of Correction Coordinator at 505-699-9356 if you have questions about the Report of Findings or Plan of Correction. Thank you for your cooperation and for the work you perform.

Sincerely,

Tony Fragua, BFA

Tony Fragua, BFA
Team Lead/Healthcare Surveyor
Division of Health Improvement/Quality Management Bureau

Survey Process Employed:

Entrance Conference Date:	April 22, 2013	
Present:	**Northern New Mexico Quality Care, LLC** Eddie Romero, Executive Director/Service Coordinator Stephanie Romero, Human Resource/Co-Owner Sam Gallegos, Service Coordinator **DOH/DHI/QMB** Tony Fragua, BFA, Team Lead/Healthcare Surveyor Jennifer Bruns, BSW, Healthcare Surveyor Cynthia Nielsen, MSN, RN, Healthcare Surveyor Corrina B. Strain, BSN, RN, Healthcare Surveyor	
Exit Conference Date:	April 24, 2013	
Present:	**Northern New Mexico Quality Care, LLC** Eddie Romero, Executive Director/Service Coordinator Stephanie Romero, Human Resource/Co-Owner Sam Gallegos, Service Coordinator **DOH/DHI/QMB** Tony Fragua, BFA, Team Lead/Healthcare Surveyor Corrina B. Strain, BSN, RN, Healthcare Surveyor Amanda Castaneda, MPA, Healthcare Surveyor Cynthia Nielsen, MSN, RN, Healthcare Surveyor Jennifer Bruns, BSW, Healthcare Surveyor **DDSD - Northeast Regional Office** Angela Pacheco, Social Community Service Coordinator (via phone) Suzanne Welch, BS, Social Community Service Coordinator (via phone)	
Administrative Locations Visited	Number:	1
Total Sample Size	Number:	12 1 - *Jackson* Class Members 11 - Non-*Jackson* Class Members 12 - Family Living 5 - Community Access
Total Homes Visited	Number:	11
❖ Family Living Homes Visited	Number:	11
Persons Served Records Reviewed	Number:	12
Persons Served Interviewed	Number:	10
Persons Served Observed	Number:	2 (One Individual was not available during home visit and One Individual was on vacation during the on-site survey)
Direct Support Personnel Interviewed	Number:	15

Direct Support Personnel Records Reviewed	Number:	61
Substitute Care/Respite Personnel Records Reviewed	Number:	53
Service Coordinator Records Reviewed	Number:	2

Administrative Processes and Records Reviewed:

- Medicaid Billing/Reimbursement Records for all Services Provided
- Accreditation Records
- Oversight of Individual Funds
- Individual Medical and Program Case Files, including, but not limited to:
    - Individual Service Plans
    - Progress on Identified Outcomes
    - Healthcare Plans
    - Medication Administration Records
    - Medical Emergency Response Plans
    - Therapy Evaluations and Plans
    - Healthcare Documentation Regarding Appointments and Required Follow-Up
    - Other Required Health Information
- Internal Incident Management Reports and System Process
- Personnel Files, including nursing and subcontracted staff
- Staff Training Records, Including Competency Interviews with Staff
- 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
DOH – Internal Review Committee

Attachment A

Provider Instructions for Completing the QMB Plan of Correction (POC) Process

Introduction:
After a QMB Compliance Survey, your QMB Report of Findings will be sent to you via e-mail.

Each provider must develop and implement a Plan of Correction (POC) that identifies specific quality assurance and quality improvement activities the agency will implement to correct deficiencies and prevent continued non compliance.

Agencies must submit their Plan of Correction within 10 business days from the date you receive the QMB Report of Findings. (Providers who do not submit a POC within 10 business days will be referred to the Internal Review Committee [IRC] for possible actions or sanctions).

Agencies must fully implement their approved Plan of Correction within 45 business days (10 business days to submit your POC for approval and 35 days to implement your approved Plan of Correction) from the date they receive the QMB Report of Findings. (Providers who fail to complete a POC within the 45 business days allowed shall be referred to the IRC for possible actions or sanctions.)

If you have questions about the Plan of Correction process, call the QMB Plan of Correction Coordinator at 505-699-9356 or email at Crystal.Lopez-Beck@state.nm.us. Requests for technical assistance must be requested through your DDSD Regional Office.

The POC process cannot resolve disputes regarding findings. If you wish to dispute a finding on the official Report of Findings, you must file an Informal Reconsideration of Findings (IRF) request within ten (10) business days of receiving your report. Please note that you must still submit a POC for findings that are in question (see Attachment "C").

Instructions for Completing Agency POC:

Required Content
Your Plan of Correction should provide a step-by-step description of the methods to correct each deficient practice to prevent recurrence and information that ensures the regulation cited is in compliance. The remedies noted in your POC are expected to be added to your Agency's required, annual Quality Assurance Plan.

If a deficiency has already been corrected, the plan should state how it was corrected, the completion date (date the correction was accomplished), and how possible recurrence of the deficiency will be prevented.

The Plan of Correction must address the required six CMS core elements to address each deficiency of the POC:

1. How the specific and realistic corrective action will be accomplished for individuals found to have been affected by the deficient practice.
2. How the agency will identify other individuals who have the potential to be affected by the same deficient practice, and how the agency will act to protect individuals in similar situations.
3. What QA measures will be put into place or systemic changes made to ensure that the deficient practice will not recur
4. Indicate how the agency plans to monitor its performance to make sure that solutions are sustained. The agency must develop a QA plan for ensuring that correction is achieved and

sustained. This QA plan must be implemented, and the corrective action evaluated for its effectiveness. The plan of correction is integrated into the agency quality assurance system; and
5. Include dates when corrective action will be completed. The corrective action completion dates must be acceptable to the State.
6. The POC must be signed and dated by the agency director or other authorized official.

The following details should be considered when developing your POC:

- Details about how and when Consumer, Personnel and Residential files are audited by Agency personnel to ensure they contain required documents;
- Information about how Medication Administration Records are reviewed to verify they contain all required information before they are distributed, as they are being used, and after they are completed;
- Your processes for ensuring that all staff are trained in Core Competencies, Incident Reporting, and Individual-Specific service requirements, etc;
- How accuracy in Billing documentation is assured;
- How health, safety is assured;
- For Case Management Providers, how ISPs are reviewed to verify they meet requirements, how the timeliness of LOC packet submissions and consumer visits are tracked;
- Your process for gathering, analyzing and responding to Quality data; and,
- Details about Quality Targets in various areas, current status, analyses about why targets were not met, and remedies implemented.

Note: **Instruction or in-service of staff alone may not be a sufficient plan of correction.** This is a good first step toward correction, but additional steps should be taken to ensure the deficiency is corrected and will not recur.

Completion Dates

- The plan of correction must include a **completion date** (entered in the far right-hand column) for each finding. Be sure the date is **realistic** in the amount of time your Agency will need to correct the deficiency; not to exceed 45 total business days.
- Direct care issues should be corrected immediately and monitored appropriately.
- Some deficiencies may require a staged plan to accomplish total correction.
- Deficiencies requiring replacement of equipment, etc., may require more time to accomplish correction but should show reasonable time frames.

Initial Submission of the Plan of Correction Requirements

1. The Plan of Correction must be completed on the official QMB Survey Report of Findings/Plan of Correction Form and received by QMB within ten (10) business days from the date you received the report of findings.
2. For questions about the POC process, call the QMB POC Coordinator, Crystal Lopez-Beck at 505-699-9356 for assistance.
3. For Technical Assistance (TA) in developing or implementing your POC, contact your local DDSD Regional Office.
4. Submit your POC to Crystal Lopez-Beck, POC Coordinator in any of the following ways:
    a. Electronically at Crystal.Lopez-Beck@state.nm.us *(preferred method)*
    b. Fax to 505-222-8661, or
    c. Mail to POC Coordinator, 5301 Central Avenue NE, Suite 400, Albuquerque, NM 87108
5. Do not submit supporting documentation (evidence of compliance) to QMB until after your POC has been approved by the QMB.
6. QMB will notify you when your POC has been “approve” or “denied.”

a. During this time, whether your POC is “approved,” or “denied,” you will have a maximum of 45 business days from the date of receipt of your Report of Findings to correct all survey deficiencies.
b. If your POC is denied, it must be revised and resubmitted as soon as possible, as the 45 business day limit is in effect.
c. If your POC is denied a second time your agency may be referred to the Internal Review Committee.
d. You will receive written confirmation when your POC has been approved by QMB and a final deadline for completion of your POC.

7. Failure to submit your POC within 10 business days without prior approval of an extension by QMB will result in a referral to the Internal Review Committee and the possible implementation of monetary penalties and/or sanctions.

POC Document Submission Requirements

Once your POC has been approved by the QMB Plan of Correction Coordinator you must submit copies of documents as evidence that all deficiencies have been corrected, as follows.

1. Your internal documents are due within a ***maximum*** of 45 business days of receipt of your Report of Findings.
2. You may submit your documents by postal mail (paper hard copy or on a disc), fax, or electronically (scanned and attached to e-mails).
3. All submitted documents ***must be annotated***; please be sure the tag numbers and Identification numbers are indicated on each document submitted. Documents which are not annotated with the Tag number and Identification number may not be accepted.
4. Do not submit original documents; Please provide copies or scanned electronic files for evidence. Originals must be maintained in the agency file(s) per DDSD Standards.
5. In lieu of some documents, you may submit copies of file or home audit forms that clearly indicate cited deficiencies have been corrected, other attestations of correction must be approved by the Plan of Correction Coordinator prior to their submission.
6. For billing deficiencies, you must submit:
    a. Evidence of an internal audit of billing documentation for a sample of individuals and timeframes;
    b. Copies of “void and adjust” forms submitted to correct all over-billed or unjustified units billed identified during your internal audit.

Revisions, Modifications or Extensions to your Plan of Correction (post QMB approval) must be made in writing and submitted to the Deputy Chief at QMB, prior to the due date and are approved on a case-by-case basis. No changes may be made to your POC or the timeframes for implementation without written approval of the POC Coordinator.

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:

7. **Individual Health, Safety and Welfare (Healthcare Oversight)**: The provider shall support individuals to access needed healthcare services in a timely manner.

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 IRC process, email the IRF Chairperson, Scott Good at scott.good@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: **Northern New Mexico Quality Care, LLC – Northeast Region**
Program: Developmental Disabilities Waiver
Service: Community Living Supports (Family Living) and Community Inclusion Supports (Community Access)
Monitoring Type: Routine Survey
Survey Date: **April 22 – 25, 2013**

Standard of Care	Deficiencies	Agency Plan of Correction, On-going QA/QI and Responsible Party	Date Due
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 # 1A08.1 **Agency Case File - Progress Notes**	**Standard Level Deficiency**		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS:** The objective of these standards is to establish Provider Agency policy, procedure and reporting requirements for DD Medicaid Waiver program. These requirements apply to all such Provider Agency staff, whether directly employed or subcontracting with the Provider Agency. Additional Provider Agency requirements and personnel qualifications may be applicable for specific service standards. **D. Provider Agency Case File for the Individual:** All Provider Agencies shall maintain at the administrative office a confidential case file for each individual. Case records belong to the individual receiving services and copies shall be provided to the receiving agency whenever an individual changes providers. The record must also be made available for review when requested by DOH, HSD or federal government representatives for oversight purposes. The individual's case file shall include the following requirements: (3) Progress notes and other service delivery documentation	Based on record review, the Agency did not maintain progress notes and other service delivery documentation for 2 of 12 Individuals. Review of the Agency individual case files revealed the following items were not found: **Family Living Progress Notes/Daily Contact Logs** • Individual #1 - None found for 12/1/2012 • Individual #12 - None found for 4/1 - 4, 2013	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

Tag # 1A32 and 6L14 Individual Service Plan Implementation	Standard Level Deficiency		
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. 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 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. D. The intent is to provide choice and obtain	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 6 of 12 individuals. Per Individuals ISP the following was found with regards to the implementation of ISP Outcomes: **Administrative Files Reviewed:** **Family Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:** Individual #5 • None found regarding: Live Outcome; Action Step “Choose a meal to prepare” for 2/2013. • None found regarding: Live Outcome; Action Step “Make a shopping list” for 2/2013. • None found regarding: Live Outcome; Action Step “Shop for supplies” for 2/2013. • None found regarding: Live Outcome; Action Step “Prepare the meal” for 2/2013. • None found regarding: Live Outcome; Action Step “Clean the kitchen” for 2/2013. Individual #8 • Per Live Outcome; Action Steps for “Assemble items to make meal” is to be completed 1 time per week evidence found	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

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]	indicated it was not being completed at the required frequency as indicated in the ISP for 12/2012. • Per Live Outcome; Action Steps for "Follow recipe and prepare meal" is to be completed 1 time per week evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 12/2012. Individual #9 • None found regarding: Work/Learn/Volunteer Outcome; Action Step; "Will volunteer four hours a week" for 12/2012. **Residential Files Reviewed:** **Family Living Data Collection/Data Tracking/Progress with regards to ISP Outcomes:** Individual #1 • Per Live Outcome; Actions Steps for "… will attend YMCA" 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 4/1 – 23, 2013. • Per Live Outcome; Actions Steps for "… will eat healthy foods" is to be completed daily, evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 4/1 – 23, 2013. Individual #5 • None found regarding: Live Outcome; Action Step "Gather bills and direct deposit		

	amounts" for 4/1 – 23, 2013 • None found regarding: Live Outcome; Action Step "Make spreadsheet" for 4/1 – 23, 2013 • None found regarding: Live Outcome; Action Step "Pay bills" for 4/1 – 23, 2013 Individual #6 • Per Live Outcome; Actions Steps for "… will check his personal items to see what needs to be replaced" 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 4/1 – 25, 2013. • Per Live Outcome; Actions Steps for "… will complete the chores as directed with no more than one verbal prompt" 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 4/1 – 25, 2013. • Per Work/Learn/Volunteer Outcome; Actions Steps for "Disassemble computer equipment " is to be completed 1 time per week evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 4/1 – 25, 2013. Individual #8 • None found regarding: Live Outcome; Action Step "Look for a recipe for what to cook and eat" for 4/1 – 22, 2013. • None found regarding: Live Outcome; Action Step; "assemble items needed to		

	make a meal" for 4/1 – 22, 2013. • None found regarding: Live Outcome; Action Step "Follow recipe and prepare meal" for 4/1 – 22, 2013 Individual #12 • Per Live Outcome; Actions Steps for "With help … will identify the needed utensils, tableware and condiments for the meal. He will then set the table with the appropriate items with no more than one verbal prompt before the start of the meal," is to be completed 2 times per week evidence found indicated it was not being completed at the required frequency as indicated in the ISP for 4/1 – 22, 2013.		

Tag # 6L14 Residential Case File	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 6. VIII. COMMUNITY LIVING SERVICE PROVIDER AGENCY REQUIREMENTS** **A. Residence Case File:** For individuals receiving Supported Living or Family Living, the Agency shall maintain in the individual's home a complete and current confidential case file for each individual. For individuals receiving Independent Living Services, rather than maintaining this file at the individual's home, the complete and current confidential case file for each individual shall be maintained at the agency's administrative site. Each file shall include the following: (1) Complete and current ISP and all supplemental plans specific to the individual; (2) Complete and current Health Assessment Tool; (3) Current emergency contact information, which includes the individual's address, telephone number, names and telephone numbers of residential Community Living Support providers, relatives, or guardian or conservator, primary care physician's name(s) and telephone number(s), pharmacy name, address and telephone number and dentist name, address and telephone number, and health plan; (4) Up-to-date progress notes, signed and dated by the person making the note for at least the past month (older notes may be transferred to the agency office); (5) Data collected to document ISP Action Plan implementation	Based on record review, the Agency did not maintain a complete and confidential case file in the residence for 10 of 12 Individuals receiving Family Living Services. Review of the residential individual case files revealed the following items were not found, incomplete, and/or not current: • **Current Emergency and Personal Identification Information** ◦ Did not contain Pharmacy Information (#7) ◦ Did not contain Physician's Information (#1, 7) ◦ Did not contain Health Plan Information (#1, 4, 5, 6, 10, 11, 12) • Annual ISP (#5, 9, 12) • Individual Specific Training Section of ISP (formerly Addendum B) (#5, 9, 12) • Positive Behavioral Plan (#9, 12) • Positive Behavioral Crisis Plan (#9, 12) • Speech Therapy Plan (#1, 11) • Physical Therapy Plan (#1, 5) • **Special Health Care Needs** ◦ Nutritional Plan (#1) • **Health Care Plans** ◦ Weight/Body Mass Index (#4, 5)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

(6) Progress notes written by direct care staff and by nurses regarding individual health status and physical conditions including action taken in response to identified changes in condition for at least the past month; (7) Physician's or qualified health care providers written orders; (8) Progress notes documenting implementation of a physician's or qualified health care provider's order(s); (9) Medication Administration Record (MAR) for the past three (3) months which includes: (a) The name of the individual; (b) A transcription of the healthcare practitioners prescription including the brand and generic name of the medication; (c) Diagnosis for which the medication is prescribed; (d) Dosage, frequency and method/route of delivery; (e) Times and dates of delivery; (f) Initials of person administering or assisting with medication; and (g) An explanation of any medication irregularity, allergic reaction or adverse effect. (h) For PRN medication an explanation for the use of the PRN must include: (i) Observable signs/symptoms or circumstances in which the medication is to be used, and (ii) Documentation of the effectiveness/result of the PRN delivered. (i) A MAR is not required for individuals participating in Independent Living Services who self-administer their own medication. However, when medication administration is provided as part of the Independent Living Service a MAR must be maintained at the individual's home and an updated	◦ Diabetes (#7) ◦ Falls (#1, 5) ◦ Oral Care (#9) ◦ Pain (#5) ◦ Seizures (#1) • **Medical Emergency Response Plans** ◦ Cardiac Condition (#9) ◦ Diabetes (#7) ◦ Falls (#1, 5) ◦ Pain (#5) ◦ Respiratory/Asthma (#9) ◦ Seizures (#1, 4) • **Progress Notes/Daily Contacts Logs:** ◦ Individual #8 - None found for 4/1 – 22,2013. ◦ Individual #12 - None found for 4/1 – 22, 2013.		

copy must be placed in the agency file on a weekly basis. (10) Record of visits to healthcare practitioners including any treatment provided at the visit and a record of all diagnostic testing for the current ISP year; and (11) Medical History to include: demographic data, current and past medical diagnoses including the cause (if known) of the developmental disability and any psychiatric diagnosis, allergies (food, environmental, medications), status of routine adult health care screenings, immunizations, hospital discharge summaries for past twelve (12) months, past medical history including hospitalizations, surgeries, injuries, family history and current physical exam.			

Standard of Care	Deficiencies	Agency Plan of Correction, On-going QA/QI and Responsible Party	Date Due
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**		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS:** The objective of these standards is to establish Provider Agency policy, procedure and reporting requirements for DD Medicaid Waiver program. These requirements apply to all such Provider Agency staff, whether directly employed or subcontracting with the Provider Agency. Additional Provider Agency requirements and personnel qualifications may be applicable for specific service standards… **Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy** Training Requirements for Direct Service Agency Staff Policy **Eff Date:** March 1, 2007 **II. POLICY STATEMENTS:** I. Staff providing direct services shall complete safety training within the first thirty (30) days of employment and before working alone with an individual receiving services. The training shall address at least the following: 1. Operating a fire extinguisher 2. Proper lifting procedures 3. General vehicle safety precautions (e.g., pre-trip inspection, removing keys from the ignition when not in the driver's seat) 4. Assisting passengers with cognitive and/or physical impairments (e.g., general guidelines	Based on interview, the Agency did not provide and/or have documentation for staff training regarding the safe operation of the vehicle, assisting passengers and safe lifting procedures for 2 of 61 Direct Support Personnel. **When DSP were asked if they had received transportation training including training on wheelchair tie downs and van lift safety the following was reported:** • DSP #58 stated, "No." • DSP #81 stated, "No."	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

for supporting individuals who may be unaware of safety issues involving traffic or those who require physical assistance to enter/exit a vehicle) 5. Operating wheelchair lifts (if applicable to the staff's role) 6. Wheelchair tie-down procedures (if applicable to the staff's role) 7. Emergency and evacuation procedures (e.g., roadside emergency, fire emergency)			

Tag # 1A20 Direct Support Personnel Training	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 IV. GENERAL REQUIREMENTS FOR PROVIDER AGENCY SERVICE PERSONNEL:** The objective of this section is to establish personnel standards for DD Medicaid Waiver Provider Agencies for the following services: Community Living Supports, Community Inclusion Services, Respite, Substitute Care and Personal Support Companion Services. These standards apply to all personnel who provide services, whether directly employed or subcontracting with the Provider Agency. Additional personnel requirements and qualifications may be applicable for specific service standards. **C. Orientation and Training Requirements:** Orientation and training for direct support staff and his or her supervisors shall comply with the DDSD/DOH Policy Governing the Training Requirements for Direct Support Staff and Internal Service Coordinators Serving Individuals with Developmental Disabilities to include the following: (1) Each new employee shall receive appropriate orientation, including but not limited to, all policies relating to fire prevention, accident prevention, incident management and reporting, and emergency procedures; and (2) Individual-specific training for each individual under his or her direct care, as described in the individual service plan, prior to working alone with the individual. **Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy - Policy Title: Training Requirements for**	Based on record review, the Agency did not ensure Orientation and Training requirements were met for 25 of 61 Direct Support Personnel. Review of Direct Support Personnel training records found no evidence of the following required DOH/DDSD trainings and certification being completed: • Pre- Service (DSP #98) • Foundation for Health and Wellness (DSP #98) • Person-Centered Planning (1-Day) (DSP #78, 96, 98, 100) • First Aid (DSP #49, 58, 65, 66, 68, 70, 71, 72, 75, 76, 77, 78, 79, 80, 89, 91, 93, 95) • CPR (DSP #49, 58, 65, 66, 68, 70, 71, 72, 74, 75, 76, 77, 78, 79, 80, 89, 91, 93) • Assisting With Medication Delivery (DSP #56, 59, 94)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

Direct Service Agency Staff Policy - Eff. March 1, 2007 - II. POLICY STATEMENTS: A. Individuals shall receive services from competent and qualified staff. B. Staff shall complete individual-specific (formerly known as “Addendum B”) training requirements in accordance with the specifications described in the individual service plan (ISP) of each individual served. C. Staff shall complete training on DOH-approved incident reporting procedures in accordance with 7 NMAC 1.13. D. Staff providing direct services shall complete training in universal precautions on an annual basis. The training materials shall meet Occupational Safety and Health Administration (OSHA) requirements. E. Staff providing direct services shall maintain certification in first aid and CPR. The training materials shall meet OSHA requirements/guidelines. F. Staff who may be exposed to hazardous chemicals shall complete relevant training in accordance with OSHA requirements. G. Staff shall be certified in a DDSD-approved behavioral intervention system (e.g., Mandt, CPI) before using physical restraint techniques. Staff members providing direct services shall maintain certification in a DDSD-approved behavioral intervention system if an individual they support has a behavioral crisis plan that includes the use of physical restraint techniques. H. Staff shall complete and maintain certification in a DDSD-approved medication course in accordance with the DDSD Medication Delivery Policy M-001. I. Staff providing direct services shall complete safety training within the first thirty (30) days of employment and before working alone with an individual receiving service.			

Tag # 1A22 Agency Personnel Competency	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 IV. GENERAL REQUIREMENTS FOR PROVIDER AGENCY SERVICE PERSONNEL:** The objective of this section is to establish personnel standards for DD Medicaid Waiver Provider Agencies for the following services: Community Living Supports, Community Inclusion Services, Respite, Substitute Care and Personal Support Companion Services. These standards apply to all personnel who provide services, whether directly employed or subcontracting with the Provider Agency. Additional personnel requirements and qualifications may be applicable for specific service standards. **F. Qualifications for Direct Service Personnel:** The following employment qualifications and competency requirements are applicable to all Direct Service Personnel employed by a Provider Agency: (1) Direct service personnel shall be eighteen (18) years or older. Exception: Adult Habilitation can employ direct care personnel under the age of eighteen 18 years, but the employee shall work directly under a supervisor, who is physically present at all times; (2) Direct service personnel shall have the ability to read and carry out the requirements in an ISP; (3) Direct service personnel shall be available to communicate in the language that is functionally required by the individual or in the use of any specific augmentative communication system utilized by the	Based on interview, the Agency did not ensure training competencies were met for 3 of 15 Direct Support Personnel. **When DSP were asked if the Individual had a Positive Behavioral Supports Plan and if so, what the plan covered, the following was reported:** • DSP #87 stated, "I've only received training from agency nurse on behaviors." According to the Individual Specific Training Section of the ISP, the Individual requires a Positive Behavioral Supports Plan. (Individual #1) **When DSP were asked if the Individual had a Speech Therapy Plan and if so, what the plan covered, the following was reported:** • DSP #87 stated, "I don't think so." According to the Individual Specific Training Section of the ISP, the Individual requires a Speech Therapy Plan. (Individual #1) **When DSP were asked if the Individual had Health Care Plans and if so, what the plan(s) covered, the following was reported:** • DSP #40 stated, "I don't know." As indicated by the Agency file, the Individual has Health Care Plans for Seizures & Falls. (Individual #1) **When DSP were asked if the Individual had a Medical Emergency Response Plans and if so, what the plan(s) covered, the following was reported:**	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

individual; (4) Direct service personnel shall meet the qualifications specified by DDSD in the Policy Governing the Training Requirements for Direct Support Staff and Internal Service Coordinators, Serving Individuals with Developmental Disabilities; and (5) Direct service Provider Agencies of Respite Services, Substitute Care, Personal Support Services, Nutritional Counseling, Therapists and Nursing shall demonstrate basic knowledge of developmental disabilities and have training or demonstrable qualifications related to the role he or she is performing and complete individual specific training as required in the ISP for each individual he or she support. (6) Report required personnel training status to the DDSD Statewide Training Database as specified in DDSD policies as related to training requirements as follows: (a) Initial comprehensive personnel status report (name, date of hire, Social Security number category) on all required personnel to be submitted to DDSD Statewide Training Database within the first ninety (90) calendar days of providing services; (b) Staff who do not wish to use his or her Social Security Number may request an alternative tracking number; and (c) Quarterly personnel update reports sent to DDSD Statewide Training Database to reflect new hires, terminations, inter-provider Agency position changes, and name changes. **Department of Health (DOH) Developmental**	• DSP #40 stated, "I don't know." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Medical Emergency Response Plans for Seizures & Falls. (Individual #1) **When DSP were asked, what are the steps did they need to take before assisting an individual with PRN medication, the following was reported:** • DSP #89 stated, "Let mom know." According to DDSD Policy Number M-001 prior to self-administration, self-administration with physical assist or assisting with delivery of PRN medications, the direct support staff must contact the agency nurse to describe observed symptoms and thus assure that the PRN medication is being used according to instructions given by the ordering PCP. (Individual #4) **When DSP were asked if the Individual had any food and/or medication allergies that could be potentially life threatening, the following was reported:** • DSP #87 stated, "No". According to collateral documentation found Individual #1 is allergic to Valium, Paxil and Metoclopramide medication. (Individual #1) **When DSP were asked to describe the signs and symptoms of an Allergic Reaction to food and/or an Adverse Reaction to a medication, the following was reported:** • DSP #40 stated, "He gets sleepy." (Individual #1)		

Disabilities Supports Division (DDSD) Policy - Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007 - II. POLICY STATEMENTS: A. Individuals shall receive services from competent and qualified staff.			

Tag # 1A25 Criminal Caregiver History Screening	Standard Level Deficiency		
NMAC 7.1.9.8 CAREGIVER AND HOSPITAL CAREGIVER EMPLOYMENT REQUIREMENTS: **F. Timely Submission:** Care providers shall submit all fees and pertinent application information for all individuals who meet the definition of an applicant, caregiver or hospital caregiver as described in Subsections B, D and K of 7.1.9.7 NMAC, no later than twenty (20) calendar days from the first day of employment or effective date of a contractual relationship with the care provider. **NMAC 7.1.9.9 CAREGIVERS OR HOSPITAL CAREGIVERS AND APPLICANTS WITH DISQUALIFYING CONVICTIONS:** **A. Prohibition on Employment:** A care provider shall not hire or continue the employment or contractual services of any applicant, caregiver or hospital caregiver for whom the care provider has received notice of a disqualifying conviction, except as provided in Subsection B of this section. **NMAC 7.1.9.11 DISQUALIFYING CONVICTIONS.** The following felony convictions disqualify an applicant, caregiver or hospital caregiver from employment or contractual services with a care provider: **A.** homicide; **B.** trafficking, or trafficking in controlled substances; **C.** kidnapping, false imprisonment, aggravated assault or aggravated battery; **D.** rape, criminal sexual penetration, criminal	Based on record review, the Agency did not maintain documentation indicating no "disqualifying convictions" or documentation of the timely submission of pertinent application information to the Caregiver Criminal History Screening Program was on file for 8 of 116 Agency Personnel. **The following Agency Personnel Files contained no evidence of Caregiver Criminal History Screenings:** **Direct Support Personnel (DSP):** • #54 – Date of hire 8/15/2010. • #69 – Date of hire 8/01/2011. • #78 – Date of hire 8/01/2012. • #88 – Date of hire 6/15/2010. • #92 – Date of hire 7/23/2010. **Substitute Care/Respite Personnel:** • #137 – Date of hire 2/14/2009. • #138 – Date of hire 11/28/2012. • #145 – Date of hire 9/20/2010.	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

sexual contact, incest, indecent exposure, or other related felony sexual offenses; **E.** crimes involving adult abuse, neglect or financial exploitation; **F.** crimes involving child abuse or neglect; **G.** crimes involving robbery, larceny, extortion, burglary, fraud, forgery, embezzlement, credit card fraud, or receiving stolen property; or **H**. an attempt, solicitation, or conspiracy involving any of the felonies in this subsection.			

Tag # 1A26 Consolidated On-line Registry Employee Abuse Registry	Standard Level Deficiency		
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. 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. 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 exploitation of a person receiving care or services from a provider. 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	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 25 of 116 Agency Personnel. **The following Agency personnel records contained no evidence of the Employee Abuse Registry check being completed:** **Direct Support Personnel (DSP):** • #55 – Date of hire 3/01/2008. • #74 – Date of hire 3/14/2012. • #88 – Date of hire 6/15/2010. **The following Agency Personnel records contained evidence that indicated the Employee Abuse Registry check was completed after hire:** **Direct Support Personnel (DSP):** • #87 – Date of hire 4/30/2012, completed 5/14/2012. • #93 – Date of hire 1/20/2010, completed 2/10/2010. **Substitute Care/Respite Personnel:** • #103 – Date of hire 4/01/2013, completed 4/24/2013. • #127 – Date of hire 1/25/2010, completed	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

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. 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. 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. Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **Chapter 1.IV. General Provider Requirements. D. Criminal History Screening:** All personnel shall be screened by the Provider Agency in regard to the employee's qualifications, references, and employment history, prior to employment. All Provider Agencies shall comply with the Criminal Records	7/23/2010. • #138 – Date of hire 11/28/2012, completed 12/04/2012. • #141 – Date of hire 12/23/2009, completed 4/24/2013. • #144 – Date of hire 3/17/2011, completed 4/24/2013. • #152 – Date of hire 3/08/2013, completed 3/29/2013.		

Screening for Caregivers 7.1.12 NMAC and Employee Abuse Registry 7.1.12 NMAC as required by the Department of Health, Division of Health Improvement.			

Tag # 1A28.1 Incident Mgt. System - Personnel Training	Standard Level Deficiency		
NMAC 7.1.13.10 INCIDENT MANAGEMENT SYSTEM REQUIREMENTS: **A. General:** All licensed health care facilities and community based service providers shall establish and maintain an incident management system, which emphasizes the principles of prevention and staff involvement. The licensed health care facility or community based service provider shall ensure that the incident management system policies and procedures requires all employees to be competently trained to respond to, report, and document incidents in a timely and accurate manner. **D. Training Documentation:** All licensed health care facilities and community based service providers shall prepare training documentation for each employee to include a signed statement indicating the date, time, and place they received their incident management reporting instruction. The licensed health care facility and community based service provider shall maintain documentation of an employee's training for a period of at least twelve (12) months, or six (6) months after termination of an employee's employment. Training curricula shall be kept on the provider premises and made available on request by the department. Training documentation shall be made available immediately upon a division representative's request. Failure to provide employee training documentation shall subject the licensed health care facility or community based service provider to the penalties provided for in this rule. **Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007** **II. POLICY STATEMENTS:**	Based on record review, the Agency did not provide documentation verifying completion of Incident Management Training for 5 of 63 Agency Personnel. **Direct Support Personnel (DSP):** • Incident Management Training (Abuse, Neglect and Misappropriation of Consumers' Property) (DSP# 78, 85, 93, 94) **Service Coordination Personnel (SC):** • Incident Management Training (Abuse, Neglect and Misappropriation of Consumers' Property) (SC #102)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

A. Individuals shall receive services from competent and qualified staff. C. Staff shall complete training on DOH-approved incident reporting procedures in accordance with 7 NMAC 1.13.			

Tag # 1A37 Individual Specific Training	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 IV. GENERAL REQUIREMENTS FOR PROVIDER AGENCY SERVICE PERSONNEL:** The objective of this section is to establish personnel standards for DD Medicaid Waiver Provider Agencies for the following services: Community Living Supports, Community Inclusion Services, Respite, Substitute Care and Personal Support Companion Services. These standards apply to all personnel who provide services, whether directly employed or subcontracting with the Provider Agency. Additional personnel requirements and qualifications may be applicable for specific service standards. **C. Orientation and Training Requirements:** Orientation and training for direct support staff and his or her supervisors shall comply with the DDSD/DOH Policy Governing the Training Requirements for Direct Support Staff and Internal Service Coordinators Serving Individuals with Developmental Disabilities to include the following: (2) **Individual-specific training** for each individual under his or her direct care, as described in the individual service plan, prior to working alone with the individual. **Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy - Policy Title: Training Requirements for Direct Service Agency Staff Policy - Eff. March 1, 2007 - II. POLICY STATEMENTS:** **A.** Individuals shall receive services from competent and qualified staff. **B.** Staff shall complete individual-specific	Based on record review, the Agency did not ensure that Individual Specific Training requirements were met for 1 of 63 Agency Personnel. Review of personnel records found no evidence of the following: **Direct Support Personnel (DSP):** • Individual Specific Training (DSP #78)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

(formerly known as “Addendum B”) training requirements in accordance with the specifications described in the individual service plan (ISP) of each individual served.			

Standard of Care	Deficiencies	Agency Plan of Correction, On-going QA/QI and Responsible Party	Date Due
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 # 1A03 CQI System	**Standard Level Deficiency**		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 I. PROVIDER AGENCY ENROLLMENT PROCESS** **I. Continuous Quality Management System:** Prior to approval or renewal of a DD Waiver Provider Agreement, the Provider Agency is required to submit in writing the current Continuous Quality Improvement Plan to the DOH for approval. In addition, on an annual basis DD Waiver Provider Agencies shall develop or update and implement the Continuous Quality Improvement Plan. The CQI Plan shall be used to 1) discover strengths and challenges of the provider agency, as well as strengths, and barriers individuals experience in receiving the quality, quantity, and meaningfulness of services that he or she desires; 2) build on strengths and remediate individual and provider level issues to improve the provider's service provision over time. At a minimum the CQI Plan shall address how the agency will collect, analyze, act on data and evaluate results related to: (1) Individual access to needed services and supports; (2) Effectiveness and timeliness of implementation of Individualized Service Plans; (3) Trends in achievement of individual outcomes in the Individual Service Plans; (4) Trends in medication and medical incidents leading to adverse health	Based on record review, the Agency did not implement their Continuous Quality Management System as required by standard. Review of the Agency's CQI Plan revealed the following: Based on record review and interview, the Agency had not fully implemented their Continuous Quality Management System as required by standard. • Review of the findings identified during the on-site survey (April 22 – 25, 2013) and as reflected in this report of findings the Agency had multiple deficiencies noted, which indicates the CQI plan provided by the Agency was not being used to successfully identify and improve systems within the agency.	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

events; (5) Trends in the adequacy of planning and coordination of healthcare supports at both supervisory and direct support levels; (6) Quality and completeness documentation; and (7) Trends in individual and guardian satisfaction. **7.1.13.9 INCIDENT MANAGEMENT SYSTEM REPORTING REQUIREMENTS FOR COMMUNITY BASED SERVICE PROVIDERS:** **E. Quality Improvement System for Community Based Service Providers:** The community based service provider shall establish and implement a quality improvement system for reviewing alleged complaints and incidents. The incident management system shall include written documentation of corrective actions taken. The community based service provider shall maintain documented evidence that all alleged violations are thoroughly investigated, and shall take all reasonable steps to prevent further incidents. The community based service provider shall provide the following internal monitoring and facilitating quality improvement system: **(1)** community based service providers funded through the long-term services division to provide waiver services shall have current incident management policy and procedures in place, which comply with the department's current requirements; **(2)** community based service providers providing developmental disabilities services must have a designated incident management coordinator in place; **(4)** community based service providers			

providing developmental disabilities services must have an incident management committee to address internal and external incident reports for the purpose of looking at internal root causes and to take action on identified trends or issues.			

Tag # 1A09 Medication Delivery Routine Medication Administration	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS:** The objective of these standards is to establish Provider Agency policy, procedure and reporting requirements for DD Medicaid Waiver program. These requirements apply to all such Provider Agency staff, whether directly employed or subcontracting with the Provider Agency. Additional Provider Agency requirements and personnel qualifications may be applicable for specific service standards. **E. Medication Delivery:** Provider Agencies that provide Community Living, Community Inclusion or Private Duty Nursing services shall have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDSD Medication Assessment and Delivery Policy and Procedures, the Board of Nursing Rules and Board of Pharmacy standards and regulations. (2) When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) shall be maintained and include: (a) The name of the individual, a transcription of the physician's written or licensed health care provider's prescription including the brand and generic name of the medication, diagnosis for which the medication is prescribed; (b) Prescribed dosage, frequency and method/route of administration, times	Medication Administration Records (MAR) were reviewed for the months of January, February and April 2013. Based on record review, 5 of 11 individuals had Medication Administration Records (MAR), which contained missing medications entries and/or other errors: Individual #1 January 2013 Medication Administration Records did not contain the diagnosis for which the medication is prescribed: • Trazadone 50mg (1 time daily) April 2013 As indicated by the Medication Administration Records (observed during home visit on 4/23) the individual is to take Dilantin 100mg 2 capsule on Sunday & Wednesday (2 times daily); On Monday, Tuesday, Thursday, Friday & Saturday 1 capsule in the AM; 2 capsules at night. According to the Bottle label, Dilantin 100mg is to take 2 capsules (2 times daily) Medication Administration Record and bottle label do not match. Individual#3 January 2013 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Fosamax 70mg (1 time weekly) – Blank for the month of January 2013 (7 AM)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

and dates of administration; (c) Initials of the individual administering or assisting with the medication; (d) Explanation of any medication irregularity; (e) Documentation of any allergic reaction or adverse medication effect; and (f) For PRN medication, an explanation for the use of the PRN medication shall include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered. (3) The Provider Agency shall also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose; (4) MARs are not required for individuals participating in Independent Living who self-administer their own medications; (5) Information from the prescribing pharmacy regarding medications shall be kept in the home and community inclusion service locations and shall include the expected desired outcomes of administrating the medication, signs and symptoms of adverse events and interactions with other medications; **NMAC 16.19.11.8 MINIMUM STANDARDS:** A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS: (d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, **including over-the-counter medications.** This documentation shall include: (i) Name of resident;	February 2013 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Fosamax 70mg (1 time every week) – Blank for the month of February 2013 (7 AM) Individual #5 February 2013 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Valium 10mg (1 time daily) – Blank 2/28 (11 PM) Individual #8 January 2013 Medication Administration Records did not contain the dosage for the following medications: • Montelukast IR 10mg Medication Administration Records did not contain the frequency of medication to be given: • Montelukast IR 10mg Medication Administration Records did not contain the route of administration for the following medications: • Montelukast IR 10mg Medication Administration Record did not contain the form (i.e. liquid, tablet, capsule, etc.) of medication to be taken for the following: • Montelukast IR 10mg February 2013 Medication Administration Records contained		

(ii) Date given; (iii) Drug product name; (iv) Dosage and form; (v) Strength of drug; (vi) Route of administration; (vii) How often medication is to be taken; (viii) Time taken and staff initials; (ix) Dates when the medication is discontinued or changed; (x) The name and initials of all staff administering medications. **Model Custodial Procedure Manual** ***D. Administration of Drugs*** Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications. Document the practitioner's order authorizing the self-administration of medications. All PRN (As needed) medications shall have complete detail instructions regarding the administering of the medication. This shall include: ➢ symptoms that indicate the use of the medication, ➢ exact dosage to be used, and ➢ the exact amount to be used in a 24 hour period.	missing entries. No documentation found indicating reason for missing entries: • Metformin 500mg – Blank 2/1, 2, 3, 4, 5 (After dinner) Medication Administration Records did not contain the dosage for the following medications: • Metformin 500mg Medication Administration Records did not contain the route of administration for the following medications: • Metformin 500mg Medication Administration Record did not contain the form (i.e. liquid, tablet, capsule, etc.) of medication to be taken for the following: • Metformin 500mg Medication Administration Record did not contain the time the medication should be given. MAR indicated time as "After dinner": • Metformin 500mg April 2013 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Metormin 500mg (1 time daily) – Blank 4/1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22 (PM) • Levoxyl 175mcg (1 time daily) – Blank 4/1 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22 (7:30 AM) • Losartan 50mg (1 time daily) – Blank 4/1 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16,		

	17, 18, 19, 20, 21, 22 (7:30 AM) • Stress B Complex (1 time daily) – Blank 4/1 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22 (7:30 AM) • Tri-Sprintec (1 time daily) – Blank 4/1 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22 (7:30 AM) • Singular 10mg (1 time daily) – Blank 4/1 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22 (7:30 AM) Individual #12 April 2013 During home visit on 4/23/2013, Surveyors asked to view the Individuals Medication Administration Record. At that time, DSP #81 stated "I don't have it here; it's in my binder at work." As a result no Medication Administration Records for the following medications which were in the home could be reviewed to indicate if medication was assisted with from 4/1 - 23: • Tamsulosin 0.4mg (1 time daily) • Omeprazole 20mg (1 time daily) • Sucralfate 1mg (3 times daily) • Paraxetine 20mg (1 time daily) • Simvastatin 40mg (1 time daily) • Imipramine 25mg (3 times daily) • Donepezil 10mg (1 time daily) • Naproxen 375mg (2 times daily)		

	• Ferroussulfate 325mg (1 time daily) • Avodart 0.5mg (1 time daily) • Risperidone 2mg (1 time daily) • Folic Acid 400mcg (1time daily) • Vitamin C (1 time daily) • Vitamin D3 40014 (1 time daily) • Namenda 5mg (2 times daily) • Metoclopрramide 10mg (3 times daily)		

Tag # 1A09.1 Medication Delivery PRN Medication Administration	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 II. PROVIDER AGENCY REQUIREMENTS:** The objective of these standards is to establish Provider Agency policy, procedure and reporting requirements for DD Medicaid Waiver program. These requirements apply to all such Provider Agency staff, whether directly employed or subcontracting with the Provider Agency. Additional Provider Agency requirements and personnel qualifications may be applicable for specific service standards. **E. Medication Delivery:** Provider Agencies that provide Community Living, Community Inclusion or Private Duty Nursing services shall have written policies and procedures regarding medication(s) delivery and tracking and reporting of medication errors in accordance with DDSD Medication Assessment and Delivery Policy and Procedures, the Board of Nursing Rules and Board of Pharmacy standards and regulations. (2) When required by the DDSD Medication Assessment and Delivery Policy, Medication Administration Records (MAR) shall be maintained and include: (a) The name of the individual, a transcription of the physician's written or licensed health care provider's prescription including the brand and generic name of the medication, diagnosis for which the medication is prescribed; (b) Prescribed dosage, frequency and method/route of administration, times	Medication Administration Records (MAR) were reviewed for the months of January, February and April, 2013. Based on record review, 2 of 11 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard: Individual #3 April 2013 Fenofexadine 180mg PRN was stored in a separate bottle from the original container. Label on used bottle showed expiration date of 6/2012. Per Agency Policy on Medication Storage: Medication Storage: Policy: NNMQC will ensure that medications are stored properly. VII. Staff may not repackage or change medication labels or containers. Individual #6 April 2013 No evidence of documented Signs/Symptoms were found for the following PRN medication: • Fluticasone Nasal Spray 50mcg – PRN – 4/1, 2, 3, 4, 5, 6 (given 2 times) • Hypotears Eye Drops – PRN – 4/3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 (given 2 times) No Effectiveness was noted on the Medication Administration Record for the following PRN medication: • Fluticasone Nasal Spray 50mcg – PRN – 4/1, 2, 3, 4, 5, 6 (given 1 time)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

and dates of administration; (c) Initials of the individual administering or assisting with the medication; (d) Explanation of any medication irregularity; (e) Documentation of any allergic reaction or adverse medication effect; and (f) For PRN medication, an explanation for the use of the PRN medication shall include observable signs/symptoms or circumstances in which the medication is to be used, and documentation of effectiveness of PRN medication administered. (3) The Provider Agency shall also maintain a signature page that designates the full name that corresponds to each initial used to document administered or assisted delivery of each dose; (4) MARs are not required for individuals participating in Independent Living who self-administer their own medications; (5) Information from the prescribing pharmacy regarding medications shall be kept in the home and community inclusion service locations and shall include the expected desired outcomes of administrating the medication, signs and symptoms of adverse events and interactions with other medications; **NMAC 16.19.11.8 MINIMUM STANDARDS:** **A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS:** (d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, **including over-the-counter medications.**	• Hypotears Eye Drops – PRN – 4/3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 (given 2 times)		

This documentation shall include: (i) Name of resident; (ii) Date given; (iii) Drug product name; (iv) Dosage and form; (v) Strength of drug; (vi) Route of administration; (vii) How often medication is to be taken; (viii) Time taken and staff initials; (ix) Dates when the medication is discontinued or changed; (x) The name and initials of all staff administering medications. **Model Custodial Procedure Manual** ***D. Administration of Drugs*** Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications. Document the practitioner's order authorizing the self-administration of medications. All PRN (As needed) medications shall have complete detail instructions regarding the administering of the medication. This shall include: ➢ symptoms that indicate the use of the medication, ➢ exact dosage to be used, and ➢ the exact amount to be used in a 24 hour period. **Department of Health** **Developmental Disabilities Supports Division (DDSD) Medication Assessment and Delivery Policy - Eff. November 1, 2006** **F. PRN Medication** 3. Prior to self-administration, self-administration with physical assist or assisting with delivery of PRN medications, the direct support staff must contact the agency nurse to			

describe observed symptoms and thus assure that the PRN medication is being used according to instructions given by the ordering PCP. In cases of fever, respiratory distress (including coughing), severe pain, vomiting, diarrhea, change in responsiveness/level of consciousness, the nurse must strongly consider the need to conduct a face-to-face assessment to assure that the PRN does not mask a condition better treated by seeking medical attention. This does not apply to home based/family living settings where the provider is related by affinity or by consanguinity to the individual. 4. The agency nurse shall review the utilization of PRN medications routinely. Frequent or escalating use of PRN medications must be reported to the PCP and discussed by the Interdisciplinary for changes to the overall support plan (see Section H of this policy). **H. Agency Nurse Monitoring** 1. Regardless of the level of assistance with medication delivery that is required by the individual or the route through which the medication is delivered, the agency nurses must monitor the individual's response to the effects of their routine and PRN medications. The frequency and type of monitoring must be based on the nurse's assessment of the individual and consideration of the individual's diagnoses, health status, stability, utilization of PRN medications and level of support required by the individual's condition and the skill level and needs of the direct care staff. Nursing monitoring should be based on prudent nursing practice and should support the safety and independence of the individual in the community setting. The health care plan shall reflect the planned monitoring of the			

individual's response to medication. **Department of Health Developmental Disabilities Supports Division (DDSD) - Procedure Title:** **Medication Assessment and Delivery Procedure Eff Date: November 1, 2006** C. 3. Prior to delivery of the PRN, direct support staff must contact the agency nurse to describe observed symptoms and thus assure that the PRN is being used according to instructions given by the ordering PCP. In cases of fever, respiratory distress (including coughing), severe pain, vomiting, diarrhea, change in responsiveness/level of consciousness, the nurse must strongly consider the need to conduct a face-to-face assessment to assure that the PRN does not mask a condition better treated by seeking medical attention. (References: Psychotropic Medication Use Policy, Section D, page 5 Use of PRN Psychotropic Medications; and, Human Rights Committee Requirements Policy, Section B, page 4 Interventions Requiring Review and Approval – Use of PRN Medications). a. Document conversation with nurse including all reported signs and symptoms, advice given and action taken by staff. 4. Document on the MAR each time a PRN medication is used and describe its effect on the individual (e.g., temperature down, vomiting lessened, anxiety increased, the condition is the same, improved, or worsened, etc.).			

Tag # 1A15.2 and 5I09 Healthcare Documentation	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1. III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION - Healthcare Documentation by Nurses For Community Living Services, Community Inclusion Services and Private Duty Nursing Services:** Nursing services must be available as needed and documented for Provider Agencies delivering Community Living Services, Community Inclusion Services and Private Duty Nursing Services. **Chapter 1. III. E. (1 - 4) (1) Documentation of nursing assessment activities** (a) The following hierarchy shall be used to determine which provider agency is responsible for completion of the HAT and MAAT and related subsequent planning and training: (i) Community living services provider agency; (ii) Private duty nursing provider agency; (iii) Adult habilitation provider agency; (iv) Community access provider agency; and (v) Supported employment provider agency. (b) The provider agency must arrange for their nurse to complete the Health Assessment Tool (HAT) and the Medication Administration Assessment Tool (MAAT) on at least an annual basis for each individual receiving community living, community inclusion or private duty nursing services, unless the provider agency arranges for the individual's Primary Care Practitioner (PCP) to voluntarily complete these assessments in lieu of the agency nurse. Agency nurses may also complete these	Based on record review, the Agency did not maintain the required documentation in the Individuals Agency Record as required per standard for 4 of 12 individual Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current: • **Quarterly Nursing Review of HCP/Medical Emergency Response Plans:** ◦ None found for 3/2012 - 3/2013. (#4) ◦ None found for 7/2012 - 9/2013. (#6) ◦ None Found for 5/2012 – 7/2012. (#10) • **Medical Emergency Response Plans** ◦ Per the Electronic Comprehensive Heath Assessment Tool Individual #5 is required to have a MERP for falls and pain. Review of the MERPS found them to be combined into one plan. Per the DDSD Medical Emergency Response Plans Policy effective 8/1/10: "A separate Medical Emergency Response Plan shall be developed for each relevant condition or illness, by the agency nurse."	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

assessments in collaboration with the Primary Care Practitioner if they believe such consultation is necessary for an accurate assessment. Family Living Provider Agencies have the option of having the subcontracted caregiver complete the HAT instead of the nurse or PCP, if the caregiver is comfortable doing so. However, the agency nurse must be available to assist the caregiver upon request. (c) For newly allocated individuals, the HAT and the MAAT must be completed within seventy-two (72) hours of admission into direct services or two weeks following the initial ISP, whichever comes first. (d) For individuals already in services, the HAT and the MAAT must be completed at least fourteen (14) days prior to the annual ISP meeting and submitted to all members of the interdisciplinary team. The HAT must also be completed at the time of any significant change in clinical condition and upon return from any hospitalizations. In addition to annually, the MAAT must be completed at the time of any significant change in clinical condition, when a medication regime or route change requires delivery by licensed or certified staff, or when an individual has completed additional training designed to improve their skills to support self-administration (see DDSD Medication Assessment and Delivery Policy). (e) Nursing assessments conducted to determine current health status or to evaluate a change in clinical condition must be documented in a signed progress note that includes time and date as well as *subjective* information including the individual complaints, signs and symptoms noted by staff, family members or other team members; *objective* information including vital signs, physical examination, weight, and other pertinent data for the given situation (e.g., seizure frequency,			

method in which temperature taken); *assessment* of the clinical status, and *plan* of action addressing relevant aspects of all active health problems and follow up on any recommendations of medical consultants. **(2) Health related plans** (a) For individuals with chronic conditions that have the potential to exacerbate into a life-threatening situation, a medical crisis prevention and intervention plan must be written by the nurse or other appropriately designated healthcare professional. (b) Crisis prevention and intervention plans must be written in user-friendly language that is easily understood by those implementing the plan. (c) The nurse shall also document training regarding the crisis prevention and intervention plan delivered to agency staff and other team members, clearly indicating competency determination for each trainee. (d) If the individual receives services from separate agencies for community living and community inclusion services, nurses from each agency shall collaborate in the development of and training delivery for crisis prevention and intervention plans to assure maximum consistency across settings. (3) For all individuals with a HAT score of 4, 5 or 6, the nurse shall develop a comprehensive healthcare plan that includes health related supports identified in the ISP (The healthcare plan is the equivalent of a nursing care plan; two separate documents are not required nor recommended): (a) Each healthcare plan must include a statement of the person's healthcare needs and list measurable goals to be achieved through implementation of the healthcare plan. Needs statements may be based upon supports needed for the individual to maintain			

a current strength, ability or skill related to their health, prevention measures, and/or supports needed to remediate, minimize or manage an existing health condition. (b) Goals must be measurable and shall be revised when an individual has met the goal and has the potential to attain additional goals or no longer requires supports in order to maintain the goal. (c) Approaches described in the plan shall be individualized to reflect the individual's unique needs, provide guidance to the caregiver(s) and designed to support successful interactions. Some interventions may be carried out by staff, family members or other team members, and other interventions may be carried out directly by the nurse – persons responsible for each intervention shall be specified in the plan. (d) Healthcare plans shall be written in language that will be easily understood by the person(s) identified as implementing the interventions. (e) The nurse shall also document training on the healthcare plan delivered to agency staff and other team members, clearly indicating competency determination for each trainee. If the individual receives services from separate agencies for community living and community inclusion services, nurses from each agency shall collaborate in the development of and training delivery for healthcare plans to assure maximum consistency across settings. (f) Healthcare plans must be updated to reflect relevant discharge orders whenever an individual returns to services following a hospitalization. (g) All crisis prevention and intervention plans and healthcare plans shall include the individual's name and date on each page and shall be signed by the author.			

(h) Crisis prevention and intervention plans as well as healthcare plans shall be reviewed by the nurse at least quarterly, and updated as needed. **(4) General Nursing Documentation** (a) The nurse shall complete legible and signed progress notes with date and time indicated that describe all interventions or interactions conducted with individuals served as well as all interactions with other healthcare providers serving the individual. All interactions shall be documented whether they occur by phone or in person. (b) For individuals with a HAT score of 4, 5 or 6, or who have identified health concerns in their ISP, the nurse shall provide the interdisciplinary team with a quarterly report that indicates current health status and progress to date on health related ISP desired outcomes and action plans as well as progress toward goals in the healthcare plan. Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 5 IV. COMMUNITY INCLUSION SERVICES PROVIDER AGENCY REQUIREMENTS** **B. IDT Coordination** (1) Community Inclusion Services Provider Agencies shall participate on the IDT as specified in the ISP Regulations (7.26.5 NMAC), and shall ensure direct support staff participation as needed to plan effectively for the individual; and (2) Coordinate with the IDT to ensure that each individual participating in Community Inclusion Services who has a score of 4, 5, or 6 on the HAT has a Health Care Plan developed by a licensed nurse, and if applicable, a Crisis Prevention/Intervention Plan.			

Department of Health Developmental Disabilities Supports Division Policy. Medical Emergency Response Plan Policy MERP-001 eff.8/1/2010 F. The MERP shall be written in clear, jargon free language and include at a minimum the following information: 1. A brief, simple description of the condition or illness. 2. A brief description of the most likely life threatening complications that might occur and what those complications may look like to an observer. 3. A concise list of the most important measures that may prevent the life threatening complication from occurring (e.g., avoiding allergens that trigger an asthma attack or making sure the person with diabetes has snacks with them to avoid hypoglycemia). 4. Clear, jargon free, step-by-step instructions regarding the actions to be taken by direct support personnel (DSP) and/or others to intervene in the emergency, including criteria for when to call 911. 5. Emergency contacts with phone numbers. 6. Reference to whether the individual has advance directives or not, and if so, where the advance directives are located.			

Tag # 1A27 Incident Mgt. Late and Failure to Report	Standard Level Deficiency		
7.1.13.9 INCIDENT MANAGEMENT SYSTEM REPORTING REQUIREMENTS FOR COMMUNITY BASED SERVICE PROVIDERS: **A. Duty To Report:** **(1)** All community based service providers shall immediately report abuse, neglect or misappropriation of property to the adult protective services division. **(2)** All community based service providers shall report to the division within twenty four (24) hours : abuse, neglect, or misappropriation of property**,** unexpected and natural/expected deaths; and other reportable incidents to include: **(a)** an environmental hazardous condition, which creates an immediate threat to life or health; or **(b)** admission to a hospital or psychiatric facility or the provision of emergency services that results in medical care which is unanticipated or unscheduled for the consumer and which would not routinely be provided by a community based service provider. **(3)** All community based service providers shall ensure that the reporter with direct knowledge of an incident has immediate access to the division incident report form to allow the reporter to respond to, report, and document incidents in a timely and accurate manner. **B. Notification**: **(1) Incident Reporting:** Any consumer, employee, family member or legal guardian may report an incident independently or through the community based service provider to the division by telephone call, written correspondence or other forms of communication utilizing the division's incident report form. The incident report form and	Based on the Incident Management Bureau's Late and Failure Reports, the Agency did not report suspected abuse, neglect, or misappropriation of property, unexpected and natural/expected deaths; or other reportable incidents to the Division of Health Improvement for 2 of 14 individuals. Individual #13 • Incident date 2/22/2012. Allegation was Neglect. Incident report was received 9/27/2012. Failure to Report. IMB Late and Failure Report indicated incident of Neglect was "Unconfirmed." Individual #14 • Incident date 10/12/2012. Allegation was Neglect. Incident report was received 10/15/2012. Failure to Report. IMB Late and Failure Report indicated incident of Neglect was "Unconfirmed."	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

instructions for the completion and filing are available at the division's website, http://dhi.health.state.nm.us/elibrary/ironline/ir.php or may be obtained from the department by calling the toll free number.			

Tag # 1A28.2 Incident Mgt. System - Parent/Guardian Training	Standard Level Deficiency		
NMAC 7.1.13.10 INCIDENT MANAGEMENT SYSTEM REQUIREMENTS: **A. General:** All licensed health care facilities and community based service providers shall establish and maintain an incident management system, which emphasizes the principles of prevention and staff involvement. The licensed health care facility or community based service provider shall ensure that the incident management system policies and procedures requires all employees to be competently trained to respond to, report, and document incidents in a timely and accurate manner. **E. Consumer and Guardian Orientation Packet:** Consumers, family members and legal guardians shall be made aware of and have available immediate accessibility to the licensed health care facility and community based service provider incident reporting processes. The licensed health care facility and community based service provider shall provide consumers, family members or legal guardians an orientation packet to include incident management systems policies and procedural information concerning the reporting of abuse, neglect or misappropriation. The licensed health care facility and community based service provider shall include a signed statement indicating the date, time, and place they received their orientation packet to be contained in the consumer's file. The appropriate consumer, family member or legal guardian shall sign this at the time of orientation.	Based on record review, the Agency did not provide documentation indicating consumer, family members, or legal guardians had received an orientation packet including incident management system policies and procedural information concerning the reporting of Abuse, Neglect and Misappropriation of Consumers' Property, for 1 of 12 individuals. Review of the Agency individual case files revealed the following items were not found and/or incomplete: • Parent/Guardian Incident Management Training (Abuse, Neglect and Misappropriation of Consumers' Property) (#10)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

Tag # 6L13 Community Living Healthcare Reqts.	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 6. VI. GENERAL REQUIREMENTS FOR COMMUNITY LIVING** **G. Health Care Requirements for Community Living Services**. (1) The Community Living Service providers shall ensure completion of a HAT for each individual receiving this service. The HAT shall be completed 2 weeks prior to the annual ISP meeting and submitted to the Case Manager and all other IDT Members. A revised HAT is required to also be submitted whenever the individual's health status changes significantly. For individuals who are newly allocated to the DD Waiver program, the HAT may be completed within 2 weeks following the initial ISP meeting and submitted with any strategies and support plans indicated in the ISP, or within 72 hours following admission into direct services, whichever comes first. (2) Each individual will have a Health Care Coordinator, designated by the IDT. When the individual's HAT score is 4, 5 or 6 the Health Care Coordinator shall be an IDT member, other than the individual. The Health Care Coordinator shall oversee and monitor health care services for the individual in accordance with these standards. In circumstances where no IDT member voluntarily accepts designation as the health care coordinator, the community living provider shall assign a staff member to this role. (3) For each individual receiving Community Living Services, the provider agency shall ensure and document the following: (a)Provision of health care oversight consistent with these Standards as	Based on record review, the Agency did not provide documentation of annual physical examinations and/or other examinations as specified by a licensed physician for 4 of 12 individuals receiving Community Living Services. Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current: • ***Dental Exam*** ◦ Individual #1 - As indicated by collateral documentation reviewed, exam was completed on 12/21/2011. Follow-up was to be completed in 1 year. No evidence of follow-up found. • ***Vision Exam*** ◦ Individual #9 - As indicated by the DDSD file matrix, Vision Exams are to be conducted every other year. No evidence of exam was found. • ***Colonoscopy*** ◦ Individual #12 - As indicated by collateral documentation reviewed, the exam was ordered by Primary Care Physician on 10/7/2011. No evidence of exam results were found. • ***Involuntary Movement Evaluations and Tardive Dyskinesia Screenings*** ◦ None found 3/2012 - 3/2013 for Risperdal (#6)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

detailed in Chapter One section III E: Healthcare Documentation by Nurses For Community Living Services, Community Inclusion Services and Private Duty Nursing Services. b) That each individual with a score of 4, 5, or 6 on the HAT, has a Health Care Plan developed by a licensed nurse. (c) That an individual with chronic condition(s) with the potential to exacerbate into a life threatening condition, has Crisis Prevention/ Intervention Plan(s) developed by a licensed nurse or other appropriate professional for each such condition. (4) That an average of 3 hours of documented nutritional counseling is available annually, if recommended by the IDT. (5) That the physical property and grounds are free of hazards to the individual's health and safety. (6) In addition, for each individual receiving Supported Living or Family Living Services, the provider shall verify and document the following: (a) The individual has a primary licensed physician; (b) The individual receives an annual physical examination and other examinations as specified by a licensed physician; (c) The individual receives annual dental check-ups and other check-ups as specified by a licensed dentist; (d) The individual receives eye examinations as specified by a licensed optometrist or ophthalmologist; and (e) Agency activities that occur as follow-up to medical appointments (e.g. treatment, visits to specialists, changes in medication or daily routine).			

NMAC 8.302.1.17 RECORD KEEPING AND DOCUMENTATION REQUIREMENTS: A provider must maintain all the records necessary to fully disclose the nature, quality, amount and medical necessity of services furnished to an eligible recipient who is currently receiving or who has received services in the past. B. **Documentation of test results:** Results of tests and services must be documented, which includes results of laboratory and radiology procedures or progress following therapy or treatment.			

Tag # 6L25 Residential Health and Safety (SL/FL)	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 6. VIII. COMMUNITY LIVING SERVICE PROVIDER AGENCY REQUIREMENTS** **L. Residence Requirements for Family Living Services and Supported Living Services** (1) Supported Living Services and Family Living Services providers shall assure that each individual's residence has: (a) Battery operated or electric smoke detectors, heat sensors, or a sprinkler system installed in the residence; (b) General-purpose first aid kit; (c) When applicable due to an individual's health status, a blood borne pathogens kit; (d) Accessible written procedures for emergency evacuation e.g. fire and weather-related threats; (e) Accessible telephone numbers of poison control centers located within the line of sight of the telephone; (f) Accessible written documentation of actual evacuation drills occurring at least three (3) times a year. For Supported Living evacuation drills shall occur at least once a year during each shift; (g) Accessible written procedures for the safe storage of all medications with dispensing instructions for each individual that are consistent with the Assisting with Medication Administration training or each individual's ISP; and (h) Accessible written procedures for emergency placement and relocation of individuals in the event of an emergency evacuation that makes the residence	Based on observation, the Agency did not ensure that each individuals' residence met all requirements within the standard for 3 of 11 Family Living residences. Review of the residential records and observation of the residence revealed the following items were not found, not functioning or incomplete: **Family Living Requirements:** • Accessible written procedures for emergency evacuation e.g. fire and weather-related threats (#1) • Accessible written procedures for the safe storage of all medications with dispensing instructions for each individual that are consistent with the Assisting with Medication Administration training or each individual's ISP (#9, 12) • Accessible written procedures for emergency placement and relocation of individuals in the event of an emergency evacuation that makes the residence unsuitable for occupancy. The emergency evacuation procedures shall address, but are not limited to, fire, chemical and/or hazardous waste spills, and flooding (#1, 9, 12)	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

unsuitable for occupancy. The emergency evacuation procedures shall address, but are not limited to, fire, chemical and/or hazardous waste spills, and flooding.			

Standard of Care	Deficiencies	Agency Plan of Correction, On-going QA/QI and Responsible Party	Date Due
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 # 5I36 **Community Access Reimbursement**	**Standard Level Deficiency**		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION** **A. General:** All Provider Agencies shall maintain all records necessary to fully disclose the service, quality, quantity and clinical necessity furnished to individuals who are currently receiving services. The Provider Agency records shall be sufficiently detailed to substantiate the date, time, individual name, servicing Provider Agency, level of services, and length of a session of service billed. **B. Billable Units:** The documentation of the billable time spent with an individual shall be kept on the written or electronic record that is prepared prior to a request for reimbursement from the HSD. For each unit billed, the record shall contain the following: (1) Date, start and end time of each service encounter or other billable service interval; (2) A description of what occurred during the encounter or service interval; and (3) The signature or authenticated name of staff providing the service. **MAD-MR: 03-59 Eff 1/1/2004** **8.314.1 BI RECORD KEEPING AND DOCUMENTATION REQUIREMENTS:** Providers must maintain all records necessary to fully disclose the extent of the services	Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Community Access Services for 2 of 5 individuals. Individual #4 February 2013 • The Agency billed 40 units of Community Access (H2021 U1) from 2/4/2013 through 2/8/2013. Documentation received accounted for 20 units. Individual #7 January 2013 • The Agency billed 32 units of Community Access (H2021 U1) from 1/15/2013 through 1/17/2013. Documentation received accounted for 16 units.	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

provided to the Medicaid recipient. Services that have been billed to Medicaid, but are not substantiated in a treatment plan and/or patient records for the recipient are subject to recoupment. Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 5 XI. COMMUNITY ACCESS SERVICES REQUIREMENTS** **G. Reimbursement** (1) Billable Unit**:** A billable unit is defined as one-quarter hour of service. (2) Billable Activities**:** The Community Access Provider Agency can bill for those activities listed in the Community Access Scope of Service. Billable units are typically provided face-to-face but time spent in non face-to-face activity may be claimed under the following conditions: (a) Time that is non face-to-face is documented separately and clearly identified as to the nature of the activity, and is tied directly to the individual's ISP, Action Plan; (b) Time that is non face-to-face involves outreach and identification and training of community connections and natural supports; and (c) Non face-to-face hours do not exceed 10% of the monthly billable hours. (3) Non-Billable Activities**:** Activities that the service Provider Agency may need to conduct, but which are not separately billable activities, may include: (a) Time and expense for training service personnel; (b) Supervision of agency staff;			

(c) Service documentation and billing activities; or (d) Time the individual spends in segregated facility-based settings activities.			

Tag # 6L27 Family Living Reimbursement	Standard Level Deficiency		
Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 1 III. PROVIDER AGENCY DOCUMENTATION OF SERVICE DELIVERY AND LOCATION** **A. General:** All Provider Agencies shall maintain all records necessary to fully disclose the service, quality, quantity and clinical necessity furnished to individuals who are currently receiving services. The Provider Agency records shall be sufficiently detailed to substantiate the date, time, individual name, servicing Provider Agency, level of services, and length of a session of service billed. **B. Billable Units:** The documentation of the billable time spent with an individual shall be kept on the written or electronic record that is prepared prior to a request for reimbursement from the HSD. For each unit billed, the record shall contain the following: (1) Date, start and end time of each service encounter or other billable service interval; (2) A description of what occurred during the encounter or service interval; and (3) The signature or authenticated name of staff providing the service. **MAD-MR: 03-59 Eff 1/1/2004** **8.314.1 BI RECORD KEEPING AND DOCUMENTATION REQUIREMENTS:** Providers must maintain all records necessary to fully disclose the extent of the services provided to the Medicaid recipient. Services that have been billed to Medicaid, but are not substantiated in a treatment plan and/or	Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Family Living Services for 8 of 12 individuals. Individual #1 December 2012 • The Agency billed 7 units of Family Living (T2033) from 11/29/2012 through 12/5/2012. Documentation did not contain the required elements on 12/1/2012. Documentation received accounted for 6 units. One or more of the following elements was not met: ➢ No documentation found. Individual #2 December 2012 • The Agency billed 7 units of Family Living (T2033) from 12/6/2012 through 12/12/2012. Documentation did not contain the required elements on 12/6, 7, 8, 9, 10, 11, 12. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/13/2012 through 12/19/2012. Documentation did not contain the required elements on 12/13, 14, 15, 16, 17, 18, 19. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service	**Provider:** State your Plan of Correction for the deficiencies cited in this tag here: → **Provider:** Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here: →	

patient records for the recipient are subject to recoupment. Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 **CHAPTER 6. IX. REIMBURSEMENT FOR COMMUNITY LIVING SERVICES** B. Reimbursement for Family Living Services (1) Billable Unit: The billable unit for Family Living Services is a daily rate for each individual in the residence. A maximum of 340 days (billable units) are allowed per ISP year. (2) Billable Activities shall include: (a) Direct support provided to an individual in the residence any portion of the day; (b) Direct support provided to an individual by the Family Living Services direct support or substitute care provider away from the residence (e.g., in the community); and (c) Any other activities provided in accordance with the Scope of Services. (3) Non-Billable Activities shall include: (a) The Family Living Services Provider Agency may not bill the for room and board; (b) Personal care, nutritional counseling and nursing supports may not be billed as separate services for an individual receiving Family Living Services; and (c) Family Living services may not be billed for the same time period as Respite. (d) The Family Living Services Provider Agency may not bill on days when an individual is hospitalized or in an institutional care setting. For this purpose a day is counted from one	interval; • The Agency billed 7 units of Family Living (T2033) from 12/20/2012 through 12/26/2012. Documentation did not contain the required elements on 12/20, 21, 22, 23, 24, 25, 26. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 5 units of Family Living (T2033) from 12/27/2012 through 12/31/2012. Documentation did not contain the required elements on 12/27, 28, 29, 30, 31. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; January 2013 • The Agency billed 2 units of Family Living (T2033) from 1/1/2013 through 1/2/2013. Documentation did not contain the required elements on 1/1, 2. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/3/2013 through 1/9/2013. Documentation did not contain the required elements on 1/3, 4, 5, 6, 7, 8, 9. Documentation received accounted for 0		

midnight to the following midnight. Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 - **Chapter 6 - COMMUNITY LIVING SERVICES** **III. REQUIREMENTS UNIQUE TO FAMILY LIVING SERVICES** **C. Service Limitations**. Family Living Services cannot be provided in conjunction with any other Community Living Service, Personal Support Service, Private Duty Nursing, or Nutritional Counseling. In addition, Family Living may not be delivered during the same time as respite; therefore, a specified deduction to the daily rate for Family Living shall be made for each unit of respite received. Developmental Disabilities (DD) Waiver Service Standards effective 4/1/2007 - **DEFINITIONS** **SUBSTITUTE CARE** means the provision of family living services by an agency staff or subcontractor during a planned/scheduled or emergency absence of the direct service provider. **RESPITE** means a support service to allow the primary caregiver to take a break from care giving responsibilities while maintaining adequate supervision and support to the individual during the absence of the primary caregiver.	units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/10/2013 through 1/16/2013. Documentation did not contain the required elements on 1/10, 11, 12, 13, 14, 15, 16. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/17/2013 through 1/23/2013. Documentation did not contain the required elements on 1/17, 18, 19, 20, 21, 22, 23. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/24/2013 through 1/30/2013. Documentation did not contain the required elements on 1/24, 25, 26, 27, 28, 29, 30. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; February 2013		

	• The Agency billed 7 units of Family Living (T2033) from 1/31/2013 through 2/6/2013. Documentation did not contain the required elements on 1/31, 2/1, 2, 3, 4, 5, 6. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/7/2013 through 2/13/2013. Documentation did not contain the required elements on 2/7, 8, 9, 10, 11, 12, 13. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/14/2013 through 2/20/2013. Documentation did not contain the required elements on 2/14, 15, 16, 17, 18, 19, 20. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/21/2013 through 2/27/2013. Documentation did not contain the required elements on 2/21, 22, 23, 24, 25, 26, 27. Documentation received accounted for 0 units. One or more of the following elements was not met:		

	➢ Date, start and end time of each service encounter or other billable service interval; Individual #4 December 2012 • The Agency billed 7 units of Family Living (T2033) from 12/6/2012 through 12/12/2012. Documentation did not contain the required elements on 12/6, 7, 8, 9, 10, 11, 12. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/13/2012 through 12/19/2012. Documentation did not contain the required elements on 12/13, 14, 15, 16, 17, 18, 19. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/20/2012 through 12/26/2012. Documentation did not contain the required elements on 12/20, 21, 22, 23, 24, 25, 26. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 5 units of Family Living		

	(T2033) from 12/27/2012 through 12/31/2012. Documentation did not contain the required elements on 12/27, 28, 29, 30, 31. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; January 2013 • The Agency billed 2 units of Family Living (T2033) from 1/1/2013 through 1/2/2013. Documentation did not contain the required elements on 1/1, 2. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/3/2013 through 1/9/2013. Documentation did not contain the required elements on 1/3, 4, 5, 6, 7, 8, 9. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/10/2013 through 1/16/2013. Documentation did not contain the required elements on 1/10, 11, 12, 13, 14, 15, 16. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service		

	interval; • The Agency billed 7 units of Family Living (T2033) from 1/17/2013 through 1/23/2013. Documentation did not contain the required elements on 1/17, 18, 19, 20, 21, 22, 23. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/24/2013 through 1/30/2013. Documentation did not contain the required elements on 1/24, 25, 26, 27, 28, 29, 30. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 1 units of Family Living (T2033) on 1/31/2012. Documentation did not contain the required elements on 1/31. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; Individual #6 December 2012 • The Agency billed 7 units of Family Living (T2033) from 12/6/2012 through 12/12/2012. Documentation did not contain the required elements on 12/6, 7, 8, 9, 10,		

	11, 12. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/13/2012 through 12/19/2012. Documentation did not contain the required elements on 12/13, 14, 15, 16, 17, 18, 19. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/20/2012 through 12/26/2012. Documentation did not contain the required elements on 12/20, 21, 22, 23, 24, 25, 26. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; January 2013 • The Agency billed 7 units of Family Living (T2033) from 12/27/2012 through 1/2/2013. Documentation did not contain the required elements on 12/27, 28, 29, 30, 31 and 1/1, 2. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval;		

	• The Agency billed 7 units of Family Living (T2033) from 1/3/2013 through 1/9/2013. Documentation did not contain the required elements on 1/3, 4, 5, 6, 7, 8, 9. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/10/2013 through 1/16/2013. Documentation did not contain the required elements on 1/10, 11, 12, 13, 14, 15, 16. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/17/2013 through 1/23/2013. Documentation did not contain the required elements on 1/17, 18, 19, 20, 21, 22, 23. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/24/2013 through 1/30/2013. Documentation did not contain the required elements on 1/24, 25, 26, 27, 28, 29, 30. Documentation received accounted for 0 units. One or more of the following elements was not met:		

	➢ Date, start and end time of each service encounter or other billable service interval; February 2013 • The Agency billed 6 units of Family Living (T2033) from 1/31/2013 through 2/5/2013. Documentation did not contain the required elements on 1/31, 2/1, 2, 3, 4, 5. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; Individual #7 January 2013 • The Agency billed 7 units of Family Living (T2033) from 12/27/201 through 1/2/2013. Documentation received accounted for 4 units. Individual #8 December 2012 • The Agency billed 7 units of Family Living (T2033) from 12/6/2012 through 12/12/2012. Documentation did not contain the required elements on 12/6, 7, 8, 9, 10, 11, 12. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/13/2012 through 12/19/2012. Documentation did not contain the required elements on 12/13, 14, 15, 16,		

	17, 18, 19. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/20/2012 through 12/26/2012. Documentation did not contain the required elements on 12/20, 21, 22, 23, 24, 25, 26. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; January 2013 • The Agency billed 7 units of Family Living (T2033) from 12/27/2012 through 1/2/2013. Documentation did not contain the required elements on 12/27, 28, 29, 30, 31, 1/1, 2. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/3/2013 through 1/9/2013. Documentation did not contain the required elements on 1/3, 4, 5, 6, 7, 8, 9. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval;		

	• The Agency billed 7 units of Family Living (T2033) from 1/10/2013 through 1/16/2013. Documentation did not contain the required elements on 1/10, 11, 12, 13, 14, 15, 16. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/17/2013 through 1/23/2013. Documentation did not contain the required elements on 1/17, 18, 19, 20, 21, 22, 23. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/24/2013 through 1/30/2013. Documentation did not contain the required elements on 1/24, 25, 26, 27, 28, 29, 30. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; February 2013 • The Agency billed 7 units of Family Living (T2033) from 1/31/2013 through 2/6/2013. Documentation did not contain the required elements on 1/31, 2/1, 2, 3, 4, 5, 6. Documentation received accounted for 0 units. One or more of the following		

	elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/7/2013 through 2/13/2013. Documentation did not contain the required elements on 2/7, 8, 9, 10, 11, 12, 13. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/14/2013 through 2/20/2013. Documentation did not contain the required elements on 2/14, 15, 16, 17, 18, 19, 20. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/21/2013 through 2/27/2013. Documentation did not contain the required elements on 2/21, 22, 23, 24, 25, 26, 27. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; Individual #10 December 2012		

	• The Agency billed 7 units of Family Living (T2033) from 12/6/2012 through 12/12/2012. Documentation did not contain the required elements on 12/6, 7, 8, 9, 10, 11, 12. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/13/2012 through 12/19/2012. Documentation did not contain the required elements on 12/13, 14, 15, 16, 17, 18, 19. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 12/20/2012 through 12/26/2012. Documentation did not contain the required elements on 12/20, 21, 22, 23, 24, 25, 26. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; January 2013 • The Agency billed 7 units of Family Living (T2033) from 12/27/2012 through 1/2/2013. Documentation did not contain the required elements on 12/27, 28, 29, 30, 31, 1/1, 2. Documentation received accounted for 0 units. One or more of the following		

	elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/3/2013 through 1/9/2013. Documentation did not contain the required elements on 1/3, 4, 5, 6, 7, 8, 9. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/10/2013 through 1/16/2013. Documentation did not contain the required elements on 1/10, 11, 12, 13, 14, 15, 16. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/17/2013 through 1/23/2013. Documentation did not contain the required elements on 1/17, 18, 19, 20, 21, 22, 23. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/24/2013 through 1/30/2013.		

	Documentation did not contain the required elements on 1/24, 25, 26, 27, 28, 29, 30. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; February 2013 • The Agency billed 7 units of Family Living (T2033) from 1/31/2013 through 2/6/2013. Documentation did not contain the required elements on 1/31. Documentation received accounted for 6 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/14/2013 through 2/20/2013. Documentation did not contain the required elements on 2/15, 16, 17. Documentation received accounted for 4 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/21/2013 through 2/27/2013. Documentation did not contain the required elements on 2/21, 26. Documentation received accounted for 5 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval;		

	Individual #12 January 2013 • The Agency billed 47 units of Family Living (T2033) from 12/1/2012 through 1/16/2013. Documentation did not contain the required elements on 12/1 – 1/16. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/17/2013 through 1/23/2013. Documentation did not contain the required elements on 1/17, 18, 19, 20, 21, 22, 23. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 1/24/2013 through 1/30/2013. Documentation did not contain the required elements on 1/24, 25, 26, 27, 28, 29, 30. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; February 2013 • The Agency billed 7 units of Family Living (T2033) from 1/31/2013 through 2/6/2013. Documentation did not contain the required elements on 1/31, 2/1, 2, 3, 4, 5, 6. Documentation received accounted for 0		

	units. One or more of the following elements was not met: ➢ No Date, start and end time of each service encounter or other billable service interval for 2/5, 6. ➢ No documentation on 2/1, 2, 3, 4. • The Agency billed 7 units of Family Living (T2033) from 2/7/2013 through 2/13/2013. Documentation did not contain the required elements on 2/7, 8, 9, 10, 11, 12, 13. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/14/2013 through 2/20/2013. Documentation did not contain the required elements on 2/14, 15, 16, 17, 18, 19, 20. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval; • The Agency billed 7 units of Family Living (T2033) from 2/21/2013 through 2/27/2013. Documentation did not contain the required elements on 2/21, 22, 23, 24, 25, 26, 27. Documentation received accounted for 0 units. One or more of the following elements was not met: ➢ Date, start and end time of each service encounter or other billable service interval;		

Date: June 27, 2013

To: Eddie Romero, Executive Director
Provider: Northern New Mexico Quality Care, LLC
Address: P.O. Box 969
State/Zip: Alcalde, New Mexico 87511

E-mail Address: ecromero@cybermesa.com

Region: Northeast
Survey Date: April 22 – 25, 2013
Program Surveyed: Developmental Disabilities Waiver
Service Surveyed: Community Living Supports (Family Living) and Community Inclusion Supports (Community Access)
Survey Type: Routine

RE: Request for an Informal Reconsideration of Findings

Dear Mr. Romero,

Your request for a Reconsideration of Findings was received on June 19, 2013. Your request and the supporting evidence provided have been reviewed. Based on the review of applicable standards and regulations, review of the survey process and the evidence you provided, the following determinations have been made:

Regarding Tag # 1A08.1
Determination: The IRF committee is modifying the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Based on documentation supplied, deficiencies noted in tag 1A08.1 regarding Individual #12 will be removed. The remaining citations noted in this tag were not disputed.

Regarding Tag # 1A27
Determination: The IRF committee is upholding the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Based on the documentation the findings will remain. As discussed during the on-site survey, if Northern New Mexico Quality Care has evidence the citations from the DHI/Incident Management Bureau is incorrect, they should dispute the citation with the IMB, specifically IMB Bureau Chief. No evidence of IMB rescinding their determination was submitted as part of this IRF request.

Regarding Tag # 1A28.1
Determination: The IRF committee is upholding the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Based on the document request form specific to training, the documents needed to demonstrate trainings had occurred were requested from and signed by Eddie Romero and due on 4/25/2013 at 4 PM. On 4/25/2013 "SG" signed the document request specific to training acknowledging the deficiencies noted. The document was not received prior to the end of the survey. The remaining citations noted in tag 1A28.1 were not disputed.

Regarding Tag # 1A32 / 6L14
Determination: The IRF committee is modifying the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Based on documentation supplied, deficiencies noted in tag 1A32 / 6L14 regarding Individual #9 will be removed. The remaining citations noted in this tag were not disputed.

Regarding Tag # 5I36
Determination: The IRF committee is removing the original finding in the report of findings.

Regarding Tag # 6L27
Determination: The IRF committee is upholding the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Information reviewed on-site as well as evidence submitted was missing required components in order to justify billing. At this time, the IRF committee is not requiring you to complete void/adjust forms for the cited deficiencies, nevertheless you must correct your future FLP documentation to ensure you are documenting time in / out every time the individual(s) leave FLP services to attend another DDW funded service, i.e. adult habilitation, community access, supported employment and / or other activities outside of the home without the family living provider (for example: if an Individual goes to community access at 9 AM the FLP note would document 12 AM – 9AM and when the Individual returns to FL services the note would then state time in at 6 PM – 11:59PM). Per standards you are required to document time in / out accordingly. The remaining citations noted in this tag were not disputed.

This concludes the Informal Reconsideration of Finding process. The IRF process is separate and apart from the Informal Dispute Resolution process or the Medicaid Fair Hearing process when DOH sanctions are imposed on a provider.

Thank you.

Respectfully,

Scott Good
Deputy Bureau Chief/QMB
Informal Reconsideration of Finding Committee Chair

Date: June 27, 2013

To: Eddie Romero, Executive Director
Provider: Northern New Mexico Quality Care, LLC
Address: P.O. Box 969
State/Zip: Alcalde, New Mexico 87511

E-mail Address: ecromero@cybermesa.com

Region: Northeast
Survey Date: April 22 – 25, 2013
Program Surveyed: Developmental Disabilities Waiver
Service Surveyed: Community Living Supports (Family Living) and Community Inclusion Supports (Community Access)
Survey Type: Routine

RE: Request for an Informal Reconsideration of Findings

Dear Mr. Romero,

Your request for a Reconsideration of Findings was received on June 19, 2013. Your request and the supporting evidence provided have been reviewed. Based on the review of applicable standards and regulations, review of the survey process and the evidence you provided, the following determinations have been made:

Regarding Tag # 1A08.1
Determination: The IRF committee is modifying the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Based on documentation supplied, deficiencies noted in tag 1A08.1 regarding Individual #12 will be removed. The remaining citations noted in this tag were not disputed.

Regarding Tag # 1A27
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Regarding Tag # 1A32 / 6L14
Determination: The IRF committee is modifying the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Based on documentation supplied, deficiencies noted in tag 1A32 / 6L14 regarding Individual #9 will be removed. The remaining citations noted in this tag were not disputed.

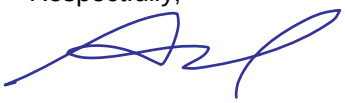
Regarding Tag # 5I36
Determination: The IRF committee is removing the original finding in the report of findings.

Regarding Tag # 6L27
Determination: The IRF committee is upholding the original finding in the report of findings. You are required to complete the remainder of your Plan of Correction as previously indicated. Information reviewed on-site as well as evidence submitted was missing required components in order to justify billing. At this time, the IRF committee is not requiring you to complete void/adjust forms for the cited deficiencies, nevertheless you must correct your future FLP documentation to ensure you are documenting time in / out every time the individual(s) leave FLP services to attend another DDW funded service, i.e. adult habilitation, community access, supported employment and / or other activities outside of the home without the family living provider (for example: if an Individual goes to community access at 9 AM the FLP note would document 12 AM – 9AM and when the Individual returns to FL services the note would then state time in at 6 PM – 11:59PM). Per standards you are required to document time in / out accordingly. The remaining citations noted in this tag were not disputed.

This concludes the Informal Reconsideration of Finding process. The IRF process is separate and apart from the Informal Dispute Resolution process or the Medicaid Fair Hearing process when DOH sanctions are imposed on a provider.

Thank you.

Respectfully,



Scott Good
Deputy Bureau Chief/QMB
Informal Reconsideration of Finding Committee Chair

Date: August 8, 2013

To: Eddie Romero, Executive Director
Provider: Northern New Mexico Quality Care, LLC
Address: P.O. Box 969
State/Zip: Alcalde, New Mexico 87511

E-mail Address: ecromero@cybermesa.com

Region: Northeast
Survey Date: April 22 – 25, 2013
Program Surveyed: Developmental Disabilities Waiver
Service Surveyed: Community Living Supports (Family Living) and Community Inclusion Supports (Community Access)
Survey Type: Routine

Dear Mr. Romero;

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 for the health, safety and personal growth of the people you serve.

Sincerely,

Crystal Lopez-Beck

Crystal Lopez-Beck
Plan of Correction Coordinator
Quality Management Bureau/DHI

CLB/en

Q.14.1.DDW.86286854.2.001.RTN.09.220