NEW MEXICO
Department of Health
Division of Health Improvement

MICHELLE LUJAN GRISHAM
Governor

DAVID R. SCRASE, M.D.
Acting Cabinet Secretary

| | |
|---|---|
| Date: | August 19, 2021 |
| To: | Hector Johnson, State Director |
| Provider:<br>Address:<br>State/Zip: | Community Options, Inc.<br>2720 San Pedro NE<br>Albuquerque, New Mexico 87110 |
| E-mail Address: | Hector.Johnson@comop.org |
| CC: | Angelita.Chavez@comop.org |
| Region:<br>Survey Date: | Metro<br>July 12 - 22, 2021 |
| Program Surveyed: | Developmental Disabilities Waiver |
| Service Surveyed: | ***2018:*** Supported Living, Family Living, Customized Community Supports, and Community Integrated Employment Services |
| Survey Type: | Routine |
| Team Leader: | Heather Driscoll, AA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau |
| Team Members: | Bernadette Baca, MPA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Joshua Burghart, BS, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Lora Norby, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau |

Dear Mr. Hector Johnson,

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:

***Non-Compliance:*** This determination is based on noncompliance with 17 or more total Tags with 0 to 5 Condition of Participation Level Tags with 75% to 100% of the survey sample affected in any Condition of Participation Level tag or any amount of Standard Level Tags with 6 or more Condition of Participation Level Tags *(refer to Attachment D for details)*. The attached QMB Report of Findings indicates Standard Level and Condition of Participation Level deficiencies identified and requires completion and implementation of a Plan of Correction.

The following tags are identified as Condition of Participation Level:

- Tag # LS14 Residential Service Delivery Site Case File (ISP and Healthcare Requirements)
- Tag # 1A22 Agency Personnel Competency
- Tag # 1A08.2 Administrative Case File: Healthcare Requirements & Follow-up
- Tag # 1A09 Medication Delivery Routine Medication Administration
- Tag # 1A09.1 Medication Delivery PRN Medication Administration
- Tag # 1A15.2 Administrative Case File: Healthcare Documentation (Therap and Required Plans)

The following tags are identified as Standard Level:

- Tag # 1A08 Administrative Case File (Other Required Documents)
- Tag # 1A08.1 Administrative and Residential Case File: Progress Notes
- Tag # 1A32.1 Administrative Case File: Individual Service Plan Implementation *(Not Completed at Frequency*
- Tag # 1A32.2 Individual Service Plan Implementation (Residential Implementation)
- Tag # LS14.1 Residential Service Delivery Site Case File (Other Req. Documentation)
- Tag # 1A43.1 General Events Reporting: Individual Reporting
- Tag # 1A03 Continuous Quality Improvement System & Key Performance Indicators (KPIs)
- Tag # 1A09.0 Medication Delivery Routine Medication Administration
- Tag # 1A09.1.0 Medication Delivery PRN Medication Administration
- Tag # LS25 Residential Health & Safety (Supported Living / Family Living / Intensive Medical Living)
- Tag # IS25 Community Integrated Employment Service
- Tag # IS30 Customized Community Supports Reimbursement

**Plan of Correction:**

The attached Report of Findings identifies the deficiencies found during your agency's on-site 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.

You were provided information during the exit meeting portion of your on-site survey. Please refer to this information (Attachment A) for specific instruction on completing your Plan of Correction. At a minimum your Plan of Correction should address the following for each Tag cited:

**Corrective Action for Current Citation**:

- How is the deficiency going to be corrected? (i.e., obtained documents, retrain staff, individuals and/or staff no longer in service, void/adjusts completed, etc.) This can be specific to each deficiency cited or if possible, an overall correction, i.e., all documents will be requested and filed as appropriate.

**On-going Quality Assurance/Quality Improvement Processes:**

- What is going to be done on an ongoing basis? (i.e., file reviews, etc.)
- How many individuals is this going to effect? (i.e., percentage of individuals reviewed, number of files reviewed, etc.)
- How often will this be completed? (i.e., weekly, monthly, quarterly, etc.)
- Who is responsible? (responsible position within your agency)
- What steps will be taken if issues are found? (i.e., retraining, requesting documents, filing RORA, etc.)
- How is this integrated in your agency's QIS, QI Committee reviews and annual report?

**Submission of your Plan of Correction:**

Please submit your agency's Plan of Correction in the available space on the two right-hand 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: Monica Valdez, Plan of Correction Coordinator in any of the following ways:**
   a. Electronically at MonicaE.Valdez@state.nm.us ***(preferred method)***

b. Fax to 505-222-8661, or
c. Mail to POC Coordinator, 5301 Central Ave NE Suite 400, Albuquerque, New Mexico 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.

**Billing Deficiencies:**
If you have deficiencies noted in this report of findings under the *Service Domain: Medicaid Billing/Reimbursement*, you must complete a "Void/Adjust" claim or remit the identified overpayment via a check within 30 calendar days of the date of this letter to HSD/OIG/PIU, *though this is not the preferred method of payment*. If you choose to pay via check, please include a copy of this letter with the payment. Make the check payable to the New Mexico Human Services Department and mail to:

Attention: *Lisa Medina-Lujan*
HSD/OIG/Program Integrity Unit
1474 Rodeo Road
Santa Fe, New Mexico 87505

If you have questions and would like to speak with someone at HSD/OIG/PIU, please contact:

*Lisa Medina-Lujan (Lisa.medina-lujan@state.nm.us)*

Please be advised that there is a one-week lag period for applying payments received by check to Void/Adjust claims. During this lag period, your other claim payments may be applied to the amount you owe even though you have sent a refund, reducing your payment amount. For this reason, we recommend that you allow the system to recover the overpayment instead of sending in a check.

**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:

ATTN: QMB Bureau Chief
Request for Informal Reconsideration of Findings
5301 Central Ave NE Suite #400
Albuquerque, NM 87108
Attention: IRF request/QMB

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 contact the Plan of Correction Coordinator, Monica Valdez at 505-273-1930 or email at: MonicaE.Valdez@state.nm.us 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,

Heather Driscoll, AA

Heather Driscoll, AA
Team Lead/Healthcare Surveyor
Division of Health Improvement
Quality Management Bureau

**Survey Process Employed:**

| | |
|---|---|
| Administrative Review Start Date: | July 12, 2021 |
| Contact: | **Community Options, Inc.**<br>Angelita Chavez, Executive Director<br><br>**DOH/DHI/QMB**<br>Heather Driscoll, AA, Team Lead/Healthcare Surveyor |
| Entrance Conference Date: | July 13, 2021 |
| Present: | **Community Options, Inc.**<br>Angelita Chavez, Executive Director<br><br>**DOH/DHI/QMB**<br>Heather Driscoll, AA, Team Lead/Healthcare Surveyor<br>Bernadette Baca, MPA, Healthcare Surveyor<br>Joshua Burghart, BS, Healthcare Surveyor<br>Lora Norby, Healthcare Surveyor |
| Exit Conference Date: | July 22, 2021 |
| Present: | **Community Options, Inc.**<br>Angelita Chavez, Executive Director<br>Crystal Garcia, Medical Support Manager<br>Hector Johnson, State Director<br>Linda Price, Quality Assurance Coordinator<br>Karen Sanchez, RN<br>Rosalie Valdez, LPN<br><br>**DOH/DHI/QMB**<br>Heather Driscoll, AA, Team Lead/Healthcare Surveyor<br>Bernadette Baca, MPA, Healthcare Surveyor<br>Joshua Burghart, BS, Healthcare Surveyor<br>Wolf Krusemark, BFA, Healthcare Surveyor Supervisor<br><br>**DDSD - Metro Regional Office**<br>Fleur Dahl, State Service Coordinator Generalist |
| Total Sample Size: | 8<br><br>1 - *Jackson* Class Members<br>7 - Non-*Jackson* Class Members<br><br>5 - Supported Living<br>3 - Family Living<br>6 - Customized Community Supports<br>1 - Community Integrated Employment |
| Total Homes Observed by Video | 1 *(Note: Video Observation was conducted due to the Individual being ill.)* |
| Total Homes Visited | 5 |
| ❖ Supported Living Homes Visited | 3<br>*Note: The following Individuals share a SL residence:* |

| | |
|---|---|
| | ➢ #1, 6<br>➢ #3, 5 |
| ❖ Family Living Homes Visited | 2 *(Note: One Family Living Provider was not available due to the Individual being ill and awaiting Covid-19 test results.)* |
| Persons Served Records Reviewed | 8 |
| Persons Served Interviewed | 6 |
| Persons Served Not Seen and/or Not Available | 2 *(Note: One individual was not available, and one Individual chose not to be interviewed.)* |
| Direct Support Personnel Records Reviewed | 21 (*Note: One DSP performs dual role as a Service Coordinator)* |
| Direct Support Personnel Interviewed | 11 *(Note: 9 Interviews conducted by phone due to COVID- 19 Public Health Emergency. 2 Interviews conducted in person at the request of the Living Provider.)* |
| Substitute Care/Respite Personnel Records Reviewed | 2 |
| Service Coordinator Records Reviewed | 3 (*Note: One Service Coordinator performs dual role as a DSP)* |
| Nurse Interview | 1 |

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 / General Events Reports
- 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
NM Attorney General's Office

**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 deficiencies and non-compliance.

Agencies must submit their Plan of Correction within ten (10) business days from the date you receive the QMB Report of Findings. (Providers who do not submit a POC within 10 business days may be referred to the DDSD Regional Office for purposes of contract management or 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 will be referred to the IRC for possible actions or sanctions.

If you have questions about the Plan of Correction process, call the Plan of Correction Coordinator at 505-273-1930 or email at MonicaE.Valdez@state.nm.us. Requests for technical assistance must be requested through your Regional DDSD 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 cited to prevent recurrence and information that ensures the regulation cited comes into and remains in compliance. The remedies noted in your POC are expected to be added to your Agency's required, annual Quality Assurance (QA) Plan.

If a deficiency has already been corrected since the on-site survey, 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 following details should be considered when developing your Plan of Correction:*

***The Plan of Correction must address each deficiency cited in the Report of Findings unless otherwise noted with a "No Plan of Correction Required statement." The Plan of Correction must address the five (5) areas listed below:***

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 those individuals in similar situations.
3. What Quality Assurance measures will be put into place and what systemic changes made to ensure the deficient practice will not recur.
4. Indicate how the agency plans to monitor its performance to make certain solutions are sustained. The agency must develop a QA plan for ensuring correction is achieved and sustained. This QA plan must be implemented, and the corrective action is evaluated for its effectiveness. The plan of correction is integrated into the agency quality assurance system; and
5. Include dates when corrective actions will be completed. The corrective action completion dates must be acceptable to the State.

*The following details should be considered when developing your Plan of Correction:*

- Details about how and when Individual Served, agency personnel and administrative and service delivery site 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 to service sites, as they are being used, and after they are completed.
- Your processes for ensuring that all required agency personnel are trained on required DDSD required trainings.
- How accuracy in billing/reimbursement documentation is assured.
- How health, safety is assured.
- For Case Management providers, how Individual Service Plans are reviewed to verify they meet requirements, how the timeliness of level of care (LOC) packet submissions and consumer visits are tracked.
- Your process for gathering, analyzing, and responding to quality data indicators; 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 must 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 POC Coordinator, Monica Valdez at 505-273-1930 or email at MonicaE.Valdez@state.nm.us for assistance.
3. For Technical Assistance (TA) in developing or implementing your POC, contact your Regional DDSD Office.
4. Submit your POC to Monica Valdez, POC Coordinator in any of the following ways:
    a. Electronically at MonicaE.Valdez@state.nm.us ***(preferred method)***
    b. Fax to 505-222-8661, or
    c. Mail to POC Coordinator, 5301 Central Ave NE Suite 400, Albuquerque, New Mexico 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 "approved" 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.
    e. Please note that all POC correspondence will be sent electronically unless otherwise requested.
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. It is preferred that you submit your documents via USPS or other carrier (scanned and saved to CD/DVD disc, flash drive, etc.). If documents containing HIPAA Protected Health Information (PHI) documents must be submitted through S-Comm (Therap), Fax or Postal System, do not send PHI directly to NMDOH email accounts. If the documents do not contain protected Health information (PHI) then you may submit your documents 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. When billing deficiencies are cited, you must provide documentation to justify billing and/or void and adjust forms submitted to Xerox State Healthcare, LLC for the deficiencies cited in the Report of Findings.

**Revisions, Modifications or Extensions to your Plan of Correction (post QMB approval) must be made in writing and submitted to the Plan of Correction Coordinator, prior to the completion 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 other state and federal regulations. For the purpose of the LCA / CI survey the CMS waiver assurances have been grouped into four (4) Service Domains: Plan of Care (ISP Implementation); 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 Assurance 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 during the on-site survey process and as reported in the QMB Report of Findings. All areas reviewed by QMB have been agreed to by DDSD and DHI/QMB and are reflective of CMS requirements. 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.

Each deficiency in your Report of Findings has been predetermined to be a Standard Level Deficiency, a Condition of Participation Level Deficiency, if below 85% compliance or a non-negotiable Condition of Participation Level Deficiency. Your Agency's overall Compliance Determination is based on a Scope and Severity Scale which takes into account the number of Standard and Condition Level Tags cited as well as the percentage of Individuals affected in the sample.

**Conditions of Participation (CoPs)**

CoPs are based on the Centers for Medicare and Medicaid Services, Home and Community-Based Waiver required assurances, in addition to the New Mexico Developmental Disability Waiver (DDW) Service Standards. The Division of Health Improvement (DHI), in conjunction with the Developmental Disability Support Division (DDSD), has identified certain deficiencies that have the potential to be a Condition of Participation Level, if the tag falls below 85% compliance based on the number of people affected. Additionally, there are what are called non-negotiable Conditions of Participation, regardless of if one person or multiple people are affected. In this context, a CoP is defined as an essential / fundamental regulation or standard, which when out of compliance directly affects the health and welfare of the Individuals served. If no deficiencies within a Tag are at the level of a CoP, it is cited as a Standard Level Deficiency.

***Service Domains and CoPs for <u>Living Care Arrangements and Community Inclusion</u> are as follows:***

**<u>Service Domain: Service Plan: ISP Implementation -</u>** *Services are delivered in accordance with the service plan, including type, scope, amount, duration, and frequency specified in the service plan.*

**Potential Condition of Participation Level Tags if compliance is below 85%:**

- **1A08.3 –** Administrative Case File: Individual Service Plan / ISP Components
- **1A32 –** Administrative Case File: Individual Service Plan Implementation
- **LS14 –** Residential Service Delivery Site Case File (ISP and Healthcare Requirements)
- **IS14 –** CCS / CIES Service Delivery Site Case File (ISP and Healthcare Requirements)

**<u>Service Domain: Qualified Providers -</u>** *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.*

**Potential Condition of Participation Level Tags if compliance is below 85%:**

- **1A20 -** Direct Support Personnel Training
- **1A22 -** Agency Personnel Competency
- **1A37 –** Individual Specific Training

**Non-Negotiable Condition of Participation Level Tags (one or more Individuals are cited):**

- **1A25.1 –** Caregiver Criminal History Screening
- **1A26.1 –** Consolidated On-line Registry Employee Abuse Registry

**Service Domain: Health, Welfare and Safety -** *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.*

**Potential Condition of Participation Level Tags if compliance is below 85%:**

- **1A08.2 –** Administrative Case File: Healthcare Requirements & Follow-up
- **1A09 –** Medication Delivery Routine Medication Administration
- **1A09.1 –** Medication Delivery PRN Medication Administration
- **1A15.2 –** Administrative Case File: Healthcare Documentation (Therap and Required Plans)

**Non-Negotiable Condition of Participation Level Tags (one or more Individuals are cited):**

- **1A05 –** General Requirements / Agency Policy and Procedure Requirements
- **1A07 –** Social Security Income (SSI) Payments
- **1A09.2 –** Medication Delivery Nurse Approval for PRN Medication
- **1A15 –** Healthcare Coordination - Nurse Availability / Knowledge
- **1A31 –** Client Rights/Human Rights
- **LS25.1 –** Residential Reqts. (Physical Environment - Supported Living / Family Living / Intensive Medical Living)

**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 Bureau Chief **within 10 business days** of receipt of the final Report of Findings **(*Note: No extensions are granted for the IRF)*.**
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: https://nmhealth.org/about/dhi/cbp/irf/
3. The written request for an IRF must specify in detail the request for reconsideration and why the finding is inaccurate.
4. The IRF request must include all supporting documentation or evidence.
5. If you have questions about the IRF process, email the IRF Chairperson, Valerie V. Valdez at valerie.valdez@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.

**Attachment D**

## QMB Determinations of Compliance

**Compliance:**

The QMB determination of *Compliance* indicates that a provider has either no deficiencies found during a survey or that no deficiencies at the Condition of Participation Level were found. 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*, the provider must have received no Conditions of Participation Level Deficiencies and have a minimal number of Individuals on the sample affected by the findings indicated in the Standards Level Tags.

**Partial-Compliance with Standard Level Tags:**

The QMB determination of *Partial-Compliance with Standard Level Tags* indicates that a provider is in compliance with all Condition of Participation Level deficiencies but is out of compliance with a certain percentage of Standard Level deficiencies. This partial compliance, if not corrected, may result in a negative outcome or the potential for more than minimal harm to individuals' health and safety. There are two ways to receive a determination of Partial Compliance with Standard Level Tags:

1. Your Report of Findings includes 16 or fewer Standards Level Tags with between 75% and 100% of the survey sample affected in any tag.

2. Your Report of Findings includes 17 or more Standard Level Tags with between 50% to 74% of the survey sample affected in any tag.

**Partial-Compliance with Standard Level Tags and Condition of Participation Level Tags:**

The QMB determination of *Partial-Compliance with Standard Level Tags and Condition of Participation Level Tags* indicates that a provider is out of compliance with one to five (1 – 5) Condition of Participation Level Tags. 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.

**Non-Compliance:**

The QMB determination of *Non-Compliance* indicates a provider is significantly out of compliance with both Standard Level deficiencies and Conditions of Participation level deficiencies. 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. There are three ways an agency can receive a determination of Non-Compliance:

1. Your Report of Findings includes 17 or more total Tags with 0 to 5 Condition of Participation Level Tags with 75% to 100% of the survey sample affected in any Condition of Participation Level tag.

2. Your Report of Findings includes any amount of Standard Level Tags with 6 or more Condition of Participation Level Tags.

| Compliance Determination | Weighting | | | | | | |
|---|---|---|---|---|---|---|---|
| | LOW | | MEDIUM | | | HIGH | |
| Total Tags: | up to 16 | 17 or more | up to 16 | 17 or more | Any Amount | 17 or more | Any Amount |
| | and | and | and | and | And/or | and | And/or |
| COP Level Tags: | 0 COP | 0 COP | 0 COP | 0 COP | 1 to 5 COP | 0 to 5 CoPs | 6 or more COP |
| | and | and | and | and | | and | |
| Sample Affected: | 0 to 74% | 0 to 49% | 75 to 100% | 50 to 74% | | 75 to 100% | |
| ***"Non-Compliance"*** | | | | | | **17 or more** Total Tags with **75 to 100%** of the Individuals in the sample cited in any CoP Level tag. | **Any Amount** of Standard Level Tags and **6 or more** Conditions of Participation Level Tags. |
| ***"Partial Compliance with Standard Level tags and Condition of Participation Level Tags"*** | | | | | **Any Amount** Standard Level Tags, plus **1 to 5** Conditions of Participation Level tags. | | |
| ***"Partial Compliance with Standard Level tags"*** | | | **up to 16** Standard Level Tags with **75 to 100%** of the individuals in the sample cited in any tag. | **17 or more** Standard Level Tags with **50 to 74%** of the individuals in the sample cited any tag. | | | |
| ***"Compliance"*** | **Up to 16** Standard Level Tags with **0 to 74%** of the individuals in the sample cited in any tag. | **17 or more** Standard Level Tags with **0 to 49%** of the individuals in the sample cited in any tag. | | | | | |

**Agency:** **Community Options, Inc. - Metro Region**
Program: Developmental Disabilities Waiver
Service: ***2018:*** Supported Living, Family Living, Customized Community Supports, and Community Integrated Employment Services
Survey Type: Routine
**Survey Date:** **July 12 – 22, 2021**

| Standard of Care | Deficiencies | Agency Plan of Correction, On-going QA/QI, and Responsible Party | Completion Date |
|---|---|---|---|
| ***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 Administrative Case File (Other Required Documents)** | **Standard Level Deficiency** | | |
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records: 20.2** Client Records Requirements: All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.<br>DD Waiver Provider Agencies are required to adhere to the following:<br>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed | Based on record review, the Agency did not maintain a complete and confidential case file at the administrative office for 1 of 8 individuals.<br><br>Review of the Agency administrative individual case files revealed the following items were not found, incomplete, and/or not current:<br><br>**Positive Behavioral Support Plan:**<br>• Not Found (#4) | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services.<br><br>***20.5.1 Individual Data Form (IDF):*** The Individual Data Form provides an overview of demographic information as well as other key personal, programmatic, insurance, and health related information. It lists medical information; assistive technology or adaptive equipment; diagnoses; allergies; information about whether a guardian or advance directives are in place; information about behavioral and health related needs; contacts of Provider Agencies and team members and other critical information. The IDF automatically loads information into other fields and forms and must be complete and kept current. This form is initiated by the CM. It must be opened and continuously updated by Living Supports, | | | |

| | | | |
|---|---|---|---|
| CCS- Group, ANS, CIHS and case management when applicable to the person in order for accurate data to auto populate other documents like the Health Passport and Physician Consultation Form. Although the Primary Provider Agency is ultimately responsible for keeping this form current, each provider collaborates and communicates critical information to update this form.<br><br>**Chapter 3: Safeguards 3.1.2 *Team Justification Process***: DD Waiver participants may receive evaluations or reviews conducted by a variety of professionals or clinicians. These evaluations or reviews typically include recommendations or suggestions for the person/guardian or the team to consider. The team justification process includes:<br>1. Discussion and decisions about non-health related recommendations are documented on the Team Justification form.<br>2. The Team Justification form documents that the person/guardian or team has considered the recommendations and has decided:<br>a. to implement the recommendation.<br>b. to create an action plan and revise the ISP, if necessary; or<br>c. not to implement the recommendation currently.<br>3. All DD Waiver Provider Agencies participate in information gathering, IDT meeting attendance, and accessing supplemental resources if needed and desired.<br>4. The CM ensures that the Team Justification Process is followed and complete. | | | |

| Tag # 1A08.1 Administrative and Residential Case File: Progress Notes | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records 20.2 Client Records Requirements:** All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.<br>DD Waiver Provider Agencies are required to adhere to the following:<br>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for maintaining the daily or other contact notes | Based on record review, the Agency did not maintain progress notes and other service delivery documentation for 2 of 8 Individuals.<br><br>Review of the Agency individual case files revealed the following items were not found:<br><br>**Residential Case File:**<br><br>**Family Living Progress Notes/Daily Contact Logs:**<br>• Individual #4 - None found for 7/1/2021 & 7/20/2021*(Date of home visit: 7/21/2021)*<br><br>**Community Integrated Employment Services Progress Notes/Daily Contact Logs:**<br>• Individual #2 - None found for 3/1/2021 – 3/21/2021.and 4/1/2021 – 4/30/2021. | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services. | | | |

| Tag # 1A32.1 Administrative Case File: Individual Service Plan Implementation *(Not Completed at Frequency)* | 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.<br><br>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.<br><br>D. The intent is to provide choice and obtain opportunities for individuals to live, work and play with full participation in their communities. | Based on administrative 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 1 of 8 individuals.<br><br>As indicated by Individuals ISP the following was found with regards to the implementation of ISP Outcomes:<br><br>**Supported Living Data Collection / Data Tracking/Progress with regards to ISP Outcomes**:<br><br>Individual #7<br>• According to the Live Outcome, Action Step for "…with the assistance of staff, will create a schedule of when he plans to shower" 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 3/2021 – 4/2021.<br><br>• According to the Live Outcome, Action Step for "…will follow his shower schedule" 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 3/2021 – 5/2021. | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| The following principles provide direction and purpose in planning for individuals with developmental disabilities. [05/03/94; 01/15/97; Recompiled 10/31/01]<br><br>Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 6: Individual Service Plan (ISP) 6.8 ISP Implementation and Monitoring:** All DD Waiver Provider Agencies with a signed SFOC are required to provide services as detailed in the ISP. The ISP must be readily accessible to Provider Agencies on the approved budget. (See Chapter 20: Provider Documentation and Client Records.) CMs facilitate and maintain communication with the person, his/her representative, other IDT members, Provider Agencies, and relevant parties to ensure that the person receives the maximum benefit of his/her services and that revisions to the ISP are made as needed. All DD Waiver Provider Agencies are required to cooperate with monitoring activities conducted by the CM and the DOH. Provider Agencies are required to respond to issues at the individual level and agency level as described in Chapter 16: Qualified Provider Agencies.<br><br>**Chapter 20: Provider Documentation and Client Records 20.2 Client Records Requirements:** All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary. DD Waiver Provider Agencies are required to adhere to the following: | | | |

| | | | |
|---|---|---|---|
| 1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services. | | | |

| Tag # 1A32.2 Individual Service Plan Implementation (Residential 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.<br><br>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.<br><br>D. The intent is to provide choice and obtain opportunities for individuals to live, work and play with full participation in their communities. | Based on residential 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 1 of 8 individuals.<br><br>As indicated by Individuals ISP the following was found with regards to the implementation of ISP Outcomes:<br><br>**Supported Living Data Collection/Data Tracking / Progress with regards to ISP Outcomes**:<br><br>Individual #7<br>• According to the Live Outcome, Action Step for "…with assistance of staff, will create a schedule of when he plans to shower" 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 7/3 – 18, 2021. (Date of home visit: 7/20/2021)<br><br>• According to the Live Outcome, Action Step for "…will follow his shower schedule" 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 7/3 – 18, 2021. (Date of home visit: 7/20/2021) | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| The following principles provide direction and purpose in planning for individuals with developmental disabilities. [05/03/94; 01/15/97; Recompiled 10/31/01]<br><br>Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 6: Individual Service Plan (ISP) 6.8 ISP Implementation and Monitoring:** All DD Waiver Provider Agencies with a signed SFOC are required to provide services as detailed in the ISP. The ISP must be readily accessible to Provider Agencies on the approved budget. (See Chapter 20: Provider Documentation and Client Records.) CMs facilitate and maintain communication with the person, his/her representative, other IDT members, Provider Agencies, and relevant parties to ensure that the person receives the maximum benefit of his/her services and that revisions to the ISP are made as needed. All DD Waiver Provider Agencies are required to cooperate with monitoring activities conducted by the CM and the DOH. Provider Agencies are required to respond to issues at the individual level and agency level as described in Chapter 16: Qualified Provider Agencies.<br><br>**Chapter 20: Provider Documentation and Client Records 20.2 Client Records Requirements:** All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary. DD Waiver Provider Agencies are required to adhere to the following: | | | |

| | | | |
|---|---|---|---|
| 8. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>9. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>10. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>11. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>12. Each Provider Agency is responsible for maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>13. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>14. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services. | | | |

| Tag # LS14 Residential Service Delivery Site Case File (ISP and Healthcare Requirements) | Condition of Participation Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records: 20.2** Client Records Requirements: All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.<br>DD Waiver Provider Agencies are required to adhere to the following:<br>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for | After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur.<br><br>Based on record review, the Agency did not maintain a complete and confidential case file in the residence for 7 of 8 Individuals receiving Living Care Arrangements.<br><br>Review of the residential individual case files revealed the following items were not found, incomplete, and/or not current:<br><br>**Annual ISP:**<br><br>• Not Current (#6)<br><br>**ISP Teaching and Support Strategies:**<br><br>***Individual #1:***<br>*TSS not found for the following Live Outcome Statement / Action Steps:*<br>• "Practice adding new text to talker."<br>• "Practice reading to someone."<br><br>***Individual #6:***<br>*TSS not found for the following Fun / Relationship Outcome Statement / Action Steps:*<br>• "Exercise for 30 minutes."<br><br>**Healthcare Passport:**<br>• Did not contain: Name of the Physician (#3)<br><br>**Comprehensive Aspiration Risk Management Plan:**<br>• Not Current (#5)<br><br>**Health Care Plans:** | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services.<br><br>**20.5.3 Health Passport and Physician Consultation Form:** All Primary and Secondary Provider Agencies must use the *Health Passport* and *Physician Consultation* form from the Therap system. This standardized document contains individual, physician and emergency contact information, a complete list of current medical diagnoses, health and safety risk factors, allergies, and information regarding insurance, guardianship, and advance directives. The *Health Passport* also includes a standardized form to use at medical appointments called the *Physician Consultation* form. The *Physician Consultation* form contains a list of all current medications. Requirements for the *Health Passport* and *Physician Consultation* form are:<br>2. The Primary and Secondary Provider Agencies must ensure that a current copy of the *Health Passport* and *Physician Consultation* forms are printed and available at all service delivery sites. Both forms must be reprinted and placed at all service delivery sites each time the e-CHAT is updated for any reason and whenever there is a change to contact information contained | • Body Mass Index (#7)<br>• Bowel and Bladder (#1)<br>• Impaired Hearing (#3)<br>• Self-Administration of Insulin (#4)<br>• Status of Care/Hygiene (#2, 7)<br>• Supports for Hydration/Dehydration (#1)<br>• Tube Feeding (#1)<br><br>**Medical Emergency Response Plans:**<br>• Constipation (#1)<br>• Enlarged Testicles (#3)<br>• Hemorrhoids (#3)<br>• Self-Administration of Insulin (#4) | | |

| | | | |
|---|---|---|---|
| in the IDF.<br><br>**Chapter 13: Nursing Services: 13.2.9 Healthcare Plans (HCP)*:***<br>1. At the nurse's discretion, based on prudent nursing practice, interim HCPs may be developed to address issues that must be implemented immediately after admission, readmission or change of medical condition to provide safe services prior to completion of the e-CHAT and formal care planning process. This includes interim ARM plans for those persons newly identified at moderate or high risk for aspiration. All interim plans must be removed if the plan is no longer needed or when final HCP including CARMPs are in place to avoid duplication of plans.<br>2. In collaboration with the IDT, the agency nurse is required to create HCPs that address all the areas identified as required in the most current e-CHAT summary<br>**13.2.10 *Medical Emergency Response Plan (MERP):***<br>1. The agency nurse is required to develop a Medical Emergency Response Plan (MERP) for all conditions marked with an "R" in the e-CHAT summary report. The agency nurse should use her/his clinical judgment and input from the Interdisciplinary Team (IDT) to determine whether shown as "C" in the e-CHAT summary report or other conditions also warrant a MERP.<br>2. MERPs are required for persons who have one or more conditions or illnesses that present a likely potential to become a life-threatening situation. | | | |

| Tag # LS14.1 Residential Service Delivery Site Case File (Other Req. Documentation) | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records: 20.2** Client Records Requirements: All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.<br>DD Waiver Provider Agencies are required to adhere to the following:<br>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for maintaining the daily or other contact notes | Based on record review, the Agency did not maintain a complete and confidential case file in the residence for 1 of 8 Individuals receiving Living Care Arrangements.<br><br>Review of the residential individual case files revealed the following items were not found, incomplete, and/or not current:<br><br>**Positive Behavioral Supports Plan:**<br>• Not Found (#4) | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services. | | | |

| Standard of Care | Deficiencies | Agency Plan of Correction, On-going QA/QI, and Responsible Party | Completion Date |
|---|---|---|---|
| ***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 # 1A22 Agency Personnel Competency** | **Condition of Participation Level Deficiency** | | |
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 13: Nursing Services *13.2.11 Training and Implementation of Plans:***<br>1. RNs and LPNs are required to provide Individual Specific Training (IST) regarding HCPs and MERPs.<br>2. The agency nurse is required to deliver and document training for DSP/DSS regarding the healthcare interventions/strategies and MERPs that the DSP are responsible to implement, clearly indicating level of competency achieved by each trainee as described in Chapter 17.10 Individual-Specific Training.<br><br>**Chapter 17: Training Requirement**<br>**17.10 Individual-Specific Training:** The following are elements of IST: defined standards of performance, curriculum tailored to teach skills and knowledge necessary to meet those standards of performance, and formal examination or demonstration to verify standards of performance, using the established DDSD training levels of awareness, knowledge, and skill.<br>Reaching an **awareness level** may be accomplished by reading plans or other information. The trainee is cognizant of information related to a person's specific condition. Verbal or written recall of basic information or knowing where to access the information can verify awareness.<br>Reaching a **knowledge level** may take the form of observing a plan in action, reading a plan more thoroughly, or having a plan | After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur.<br><br>Based on interview, the Agency did not ensure training competencies were met for 3 of 11 Direct Support Personnel.<br><br>**When DSP were asked, if the Individual had a Positive Behavioral Supports Plan (PBSP), have you been trained on the PBSP and what does the plan cover, the following was reported:**<br><br>• DSP #506 stated, "Yes, her name is … She video calls him. I have not been trained on it." According to the Individual's Budget Work Sheet, the Individual requires a Positive Behavioral Supports Plan. (Individual #4)<br><br>**When DSP were asked, if they received training on the Individual's Behavioral Crisis Intervention Plan (BCIP) and if so, what the plan covered, the following was reported:**<br><br>• DSP #500 stated, "I don't think so." According to the Individual Specific Training Section of the ISP, the individual has Behavioral Crisis Intervention Plan. (Individual #7)<br><br>**When DSP were asked, if the Individual had a Comprehensive Aspiration Risk** | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| described by the author or their designee. Verbal or written recall or demonstration may verify this level of competence.<br>Reaching a **skill level** involves being trained by a therapist, nurse, designated or experienced designated trainer. The trainer shall demonstrate the techniques according to the plan. Then they observe and provide feedback to the trainee as they implement the techniques. This should be repeated until competence is demonstrated. Demonstration of skill or observed implementation of the techniques or strategies verifies skill level competence. Trainees should be observed on more than one occasion to ensure appropriate techniques are maintained and to provide additional coaching/feedback.<br>Individuals shall receive services from competent and qualified Provider Agency personnel who must successfully complete IST requirements in accordance with the specifications described in the ISP of each person supported.<br>1. IST must be arranged and conducted at least annually. IST includes training on the ISP Desired Outcomes, Action Plans, strategies, and information about the person's preferences regarding privacy, communication style, and routines. More frequent training may be necessary if the annual ISP changes before the year ends.<br>2. IST for therapy related WDSI, HCPs, MERPs, CARMPs, PBSA, PBSP, and BCIP, must occur at least annually and more often if plans change, or if monitoring by the plan author or agency finds incorrect implementation, when new DSP or CM are assigned to work with a person, or when an existing DSP or CM requires a refresher.<br>3. The competency level of the training is based on the IST section of the ISP.<br>4. The person should be present for and involved in IST whenever possible. | **Management Plan (CARMP) and where was it located, the following was reported:**<br><br>• DSP #513 stated, "I haven't seen it. I don't know what that is." As indicated by Aspiration Risk Screening Tool the individual has a Comprehensive Aspiration Risk Management Plan (CARMP). (Individual #2)<br><br>**When DSP were asked, if they had received training on the Individual's Comprehensive Aspiration Risk Management Plan (CARMP), the following was reported:**<br><br>• DSP #513 stated, "No, The PT called and gave me instructions over the phone because He has trouble swallowing." As indicated by the Aspiration Risk Management Tool the individual has a Comprehensive Aspiration Risk Management Plan (CARMP). (Individual #2)<br><br>**When DSP were asked, if the Individual had Health Care Plans, where could they be located and if they had been trained, the following was reported:**<br><br>• DSP #513 stated, "I don't know what a MERP/HCP is. I'm very upset with the agency they just dropped off the book and said here you go. I want them to come and do some training with me" As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Aspiration, Constipation, Falls, Respiratory, Seizure Disorder, and Status of Care. (Individual #2)<br><br>**When DSP were asked, if the Individual had Medical Emergency Response Plans and** | | |

| | | | |
|---|---|---|---|
| 5. Provider Agencies are responsible for tracking of IST requirements.<br>6. Provider Agencies must arrange and ensure that DSP's are trained on the contents of the plans in accordance with timelines indicated in the Individual-Specific Training Requirements: Support Plans section of the ISP and notify the plan authors when new DSP are hired to arrange for trainings.<br>7. If a therapist, BSC, nurse, or other author of a plan, healthcare or otherwise, chooses to designate a trainer, that person is still responsible for providing the curriculum to the designated trainer. The author of the plan is also responsible for ensuring the designated trainer is verifying competency in alignment with their curriculum, doing periodic quality assurance checks with their designated trainer, and re-certifying the designated trainer at least annually and/or when there is a change to a person's plan. | **where could they be located, the following was reported, the following was reported:**<br><br>• DSP #513 stated, "I don't know what a MERP/HCP is. I'm very upset with the agency they just dropped off the book and said here you go. I want them to come and do some training with me" As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Aspiration, Constipation, Falls, Respiratory, Seizure Disorder, and Status of Care. (Individual #2) | | |

| Tag # 1A43.1 General Events Reporting: Individual Reporting | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 19: Provider Reporting Requirements: 19.2 General Events Reporting (GER):** The purpose of General Events Reporting (GER) is to report, track and analyze events, which pose a risk to adults in the DD Waiver program, but do not meet criteria for ANE or other reportable incidents as defined by the IMB. Analysis of GER is intended to identify emerging patterns so that preventative action can be taken at the individual, Provider Agency, regional and statewide level. On a quarterly and annual basis, DDSD analyzes GER data at the provider, regional and statewide levels to identify any patterns that warrant intervention. Provider Agency use of GER in Therap is required as follows:<br>1. DD Waiver Provider Agencies approved to provide Customized In-Home Supports, Family Living, IMLS, Supported Living, Customized Community Supports, Community Integrated Employment, Adult Nursing and Case Management must use GER in the Therap system.<br>2. DD Waiver Provider Agencies referenced above are responsible for entering specified information into the GER section of the secure website operated under contract by Therap according to the GER Reporting Requirements in Appendix B GER Requirements.<br>3. At the Provider Agency's discretion additional events, which are not required by DDSD, may also be tracked within the GER section of Therap.<br>4. GER does not replace a Provider Agency's obligations to report ANE or other | Based on record review, the Agency did not follow the General Events Reporting requirements as indicated by the policy for 5 of 8 individuals.<br><br>**The following General Events Reporting records contained evidence that indicated the General Events Report was not entered and / or approved within the required timeframe:**<br><br>**Individual #2**<br>• General Events Report (GER) indicates on 1/29/2021 the Individual received the COVID-19 vaccine. (COVID-19 Vaccine). GER was approved 2/5/2021.<br><br>**Individual #3**<br>• General Events Report (GER) indicates on 5/25/2021 the Individual swallowed plastic and went to the Urgent Care. (Urgent Care). GER was approved 5/28/2021.<br><br>• General Events Report (GER) indicates on 3/22/2021 the Individual had chest pain. (Emergency Medical Services). GER was approved 3/25/2021.<br><br>• General Events Report (GER) indicates on 1/29/2021 the Individual received the COVID-19 vaccine. (COVID-19 Vaccine). GER was approved 2/5/2021.<br><br>**Individual #6**<br>• General Events Report (GER) indicates on 1/29/2021 the Individual received the COVID-19 vaccine. (COVID-19 Vaccine). GER was approved 2/5/2021.<br><br>**Individual #7** | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| reportable incidents as described in Chapter 18: Incident Management System.<br>5. GER does not replace a Provider Agency's obligations related to healthcare coordination, modifications to the ISP, or any other risk management and QI activities.<br><br>**Appendix B GER Requirements:** DDSD is pleased to introduce the revised General Events Reporting (GER), requirements. There are two important changes related to medication error reporting:<br>1. *Effective immediately*, DDSD requires ALL medication errors be entered into Therap GER with the exception of those required to be reported to Division of Health Improvement-Incident Management Bureau.<br>2. No alternative methods for reporting are permitted.<br>**The following events need to be reported in the Therap GER:**<br>• Emergency Room/Urgent Care/Emergency Medical Services<br>• Falls Without Injury<br>• Injury (including Falls, Choking, Skin Breakdown and Infection)<br>• Law Enforcement Use<br>• Medication Errors<br>• Medication Documentation Errors<br>• Missing Person/Elopement<br>• Out of Home Placement- Medical: Hospitalization, Long Term Care, Skilled Nursing or Rehabilitation Facility Admission<br>• PRN Psychotropic Medication<br>• Restraint Related to Behavior<br>• Suicide Attempt or Threat<br>**Entry Guidance:** Provider Agencies must complete the following sections of the GER with detailed information: profile information, event information, other event information, | • General Events Report (GER) indicates on 1/29/2021 the Individual received the COVID-19 vaccine. (COVID-19 Vaccine). GER was approved 2/5/2021.<br><br>• General Events Report (GER) indicates on 2/1/2021the Individual fell. (Fall without injury). GER was approved 2/5/2021.<br><br>**The following events were not reported in the General Events Reporting System as required by policy:**<br><br>**Individual #1**<br>Documentation reviewed indicates that on 7/16/2021 the individual was not given a routine prescribed medication. (Medication Error). No GER was found.<br><br>**Individual #6**<br>• Documentation reviewed indicates on 5/12/2021 the Individual went to the Urgent Care for possible bed bug bites. (Urgent Care). No GER was found. | | |

| | | | |
|---|---|---|---|
| general information, notification, actions taken or planned, and the review follow up comments section. Please attach any pertinent external documents such as discharge summary, medical consultation form, etc. Provider Agencies must enter and approve GERs within 2 business days with the exception of Medication Errors which must be entered into GER on at least a monthly basis. | | | |

| Standard of Care | Deficiencies | Agency Plan of Correction, On-going QA/QI, and Responsible Party | Completion Date |
|---|---|---|---|
| ***Service Domain: Health and Welfare –*** *The state, on an ongoing basis, identifies, addresses, and seeks to prevent occurrences of abuse, neglect, and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.* | | | |
| **Tag # 1A08.2 Administrative Case File: Healthcare Requirements & Follow-up** | **Condition of Participation Level Deficiency** | | |
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 3 Safeguards: 3.1.1 *Decision Consultation Process (DCP):*** Health decisions are the sole domain of waiver participants, their guardians or healthcare decision makers. Participants and their healthcare decision makers can confidently make decisions that are compatible with their personal and cultural values. Provider Agencies are required to support the informed decision making of waiver participants by supporting access to medical consultation, information, and other available resources according to the following:<br>1. The DCP is used when a person or his/her guardian/healthcare decision maker has concerns, needs more information about health-related issues, or has decided not to follow all or part of an order, recommendation, or suggestion. This includes, but is not limited to:<br>a. medical orders or recommendations from the Primary Care Practitioner, Specialists or other licensed medical or healthcare practitioners such as a Nurse Practitioner (NP or CNP), Physician Assistant (PA) or Dentist.<br>b. clinical recommendations made by registered/licensed clinicians who are either members of the IDT or clinicians who have performed an evaluation such as a video-fluoroscopy.<br>c. health related recommendations or suggestions from oversight activities such | After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur.<br><br>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 5 of 8 individuals receiving Living Care Arrangements and Community Inclusion.<br><br>Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current:<br><br>***Living Care Arrangements / Community Inclusion (Individuals Receiving Multiple Services):***<br><br>**Annual Physical:**<br>• Not Found (#7)<br>• Not attached / linked in Therap (#6)<br><br>**Vision Exam:**<br>• Individual #5 - As indicated by collateral documentation reviewed, Exam was completed on 10/15/2020. Exam was not linked / attached in Therap.<br><br>**Auditory Exam:**<br>• Individual #1 - As indicated by collateral documentation reviewed, Exam was completed on 7/23/2020. Exam was not linked / attached in Therap. | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| as the Individual Quality Review (IQR) or other DOH review or oversight activities; and<br>d. recommendations made through a Healthcare Plan (HCP), including a Comprehensive Aspiration Risk Management Plan (CARMP), or another plan.<br><br>2. When the person/guardian disagrees with a recommendation or does not agree with the implementation of that recommendation, Provider Agencies follow the DCP and attend the meeting coordinated by the CM. During this meeting:<br>a. Providers inform the person/guardian of the rationale for that recommendation, so that the benefit is made clear. This will be done in layman's terms and will include basic sharing of information designed to assist the person/guardian with understanding the risks and benefits of the recommendation.<br>b. The information will be focused on the specific area of concern by the person/guardian. Alternatives should be presented, when available, if the guardian is interested in considering other options for implementation.<br>c. Providers support the person/guardian to make an informed decision.<br>d. The decision made by the person/guardian during the meeting is accepted; plans are modified; and the IDT honors this health decision in every setting.<br><br>**Chapter 20: Provider Documentation and Client Records: 20.2 Client Records Requirements:** All DD Waiver Provider Agencies are required to create and maintain | • Individual #2 - As indicated by collateral documentation reviewed, Exam was completed on 1/5/2021. Exam was not linked / attached in Therap.<br><br>**Coumadin Clinic:**<br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 1/12/2021. Exams were not linked / attached in Therap.<br><br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 1/29/2021. Exams were not linked / attached in Therap.<br><br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 2/12/2021. No evidence of exam results was found.<br><br>**Family Medicine:**<br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 10/2/2020. No evidence of exam results was found.<br><br>• Individual #7 - As indicated by collateral documentation reviewed, the exam was completed on 12/7/2020. No evidence of exam results was found.<br><br>• Individual #7 - As indicated by collateral documentation reviewed, the exam was completed on 3/8/2021. Exam was not linked / attached in Therap. *(Note: Linked / attached in Therap during the on-site survey. Provider please complete POC for ongoing QA/QI.)*<br><br>**Gastroenterology:** | | |

| | | | |
|---|---|---|---|
| individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.<br>DD Waiver Provider Agencies are required to adhere to the following:<br>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community. | • Individual #1 - As indicated by collateral documentation reviewed, Exam was completed on 12/17/2020. Exam was not linked / attached in Therap.<br><br>**Neuropsychological Evaluation:**<br>• Individual #7 - As indicated by collateral documentation reviewed, the exam was completed on 1/14/2021. Exams were not linked / attached in Therap.<br><br>• Individual #7 - As indicated by collateral documentation reviewed, the exam was completed on 1/20/2021. Exams were not linked / attached in Therap.<br><br>**Podiatry:**<br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 2/3/2021. No evidence of exam results was found.<br><br>**Psychological Evaluation:**<br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 8/12/2021. No evidence of exam results was found.<br><br>• Individual #2 - As indicated by collateral documentation reviewed, the exam was completed on 1/29/2021. No evidence of exam results was found.<br><br>• Individual #7 - As indicated by collateral documentation reviewed, the exam was completed on 2/19/2021. No evidence of exam results was found.<br><br>**Sleep Specialist:**<br>• Individual #6 – As indicated by collateral documentation reviewed, exam was completed on 8/14/2020. Exam was not | | |

| | | | |
|---|---|---|---|
| 7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services.<br><br>**20.5.3 *Health Passport and Physician Consultation Form:*** All Primary and Secondary Provider Agencies must use the *Health Passport* and *Physician Consultation* form from the Therap system. This standardized document contains individual, physician and emergency contact information, a complete list of current medical diagnoses, health and safety risk factors, allergies, and information regarding insurance, guardianship, and advance directives. The *Health Passport* also includes a standardized form to use at medical appointments called the *Physician Consultation* form. The *Physician Consultation* form contains a list of all current medications.<br><br>**Chapter 10: Living Care Arrangements (LCA) Living Supports-Supported Living: 10.3.9.6.1 Monitoring and Supervision**<br>4. Ensure and document the following:<br>a. The person has a Primary Care Practitioner.<br>b. The person receives an annual physical examination and other examinations as recommended by a Primary Care Practitioner or specialist.<br>c. The person receives annual dental check-ups and other check-ups as recommended by a licensed dentist.<br>d. The person receives a hearing test as recommended by a licensed audiologist.<br>e. The person receives eye examinations as | linked / attached in Therap. *(Note: Linked / attached in Therap during the on-site survey. Provider please complete POC for ongoing QA/QI.)* | | |

| | | | |
|---|---|---|---|
| recommended by a licensed optometrist or ophthalmologist.<br>5. Agency activities occur as required for follow-up activities to medical appointments (e.g., treatment, visits to specialists, and changes in medication or daily routine).<br><br>**10.3.10.1 Living Care Arrangements (LCA) Living Supports-IMLS: 10.3.10.2 General Requirements:** 9. Medical services must be ensured (i.e., ensure each person has a licensed Primary Care Practitioner and receives an annual physical examination, specialty medical care as needed, and annual dental checkup by a licensed dentist).<br><br>**Chapter 13 Nursing Services: 13.2.3 General Requirements:**<br>1. Each person has a licensed primary care practitioner and receives an annual physical examination and specialty medical/dental care as needed. Nurses communicate with these providers to share current health information. | | | |

| Tag # 1A03 Continuous Quality Improvement System & Key Performance Indicators (KPIs) | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 22: Quality Improvement Strategy (QIS):** A QIS at the provider level is directly linked to the organization's service delivery approach or underlying provision of services. To achieve a higher level of performance and improve quality, an organization is required to have an efficient and effective QIS. The QIS is required to follow four key principles:<br>1. quality improvement work in systems and processes.<br>2. focus on participants.<br>3. focus on being part of the team; and<br>4. focus on use of the data.<br>As part of a QIS, Provider Agencies are required to evaluate their performance based on the four key principles outlined above. Provider Agencies are required to identify areas of improvement, issues that impact quality of services, and areas of non-compliance with the DD Waiver Service Standards or any other program requirements. The findings should help inform the agency's QI plan.<br><br>***22.2 QI Plan and Key Performance Indicators (KPI):*** Findings from a discovery process should result in a QI plan. The QI plan is used by an agency to continually determine whether the agency is performing within program requirements, achieving goals, and identifying opportunities for improvement. The QI plan describes the processes that the Provider Agency uses in each phase of the QIS: discovery, remediation, and sustained improvement. It describes the frequency of data collection, the source and types of data gathered, as well as the methods used to | Based on record review, the Agency did not maintain or implement a Quality Improvement System (QIS), as required by standards.<br><br>Review of information found:<br><br>**The Agency's QI Plan did not address on or more of the following KPI applies to the following provider types:**<br>2. % of appointments attended as recommended by medical professionals (physician, nurse practitioner or specialist).<br><br>3. % of people accessing Customized Community Supports in a non-disability specific setting.<br><br>• Review of the findings identified during the on-site survey (July 12 - 22, 2021) and as reflected in this report of findings, the Agency had multiple deficiencies noted, including Conditions of Participation out of compliance, which indicates the QIS plan provided by the Agency was not being used to successfully identify and improve systems within the agency. | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| analyze data and measure performance. The QI plan must describe how the data collected will be used to improve the delivery of services and must describe the methods used to evaluate whether implementation of improvements is working. The QI plan shall address, at minimum, three key performance indicators (KPI). The KPI are determined by DOH-DDSQI) on an annual basis or as determined necessary.<br>***22.3 Implementing a QI Committee:***<br>A QI committee must convene on at least a quarterly basis and more frequently if needed. The QI Committee convenes to review data; to identify any deficiencies, trends, patterns, or concerns; to remedy deficiencies; and to identify opportunities for QI. QI Committee meetings must be documented and include a review of at least the following:<br>1. Activities or processes related to discovery, i.e., monitoring and recording the findings.<br>2. The entities or individuals responsible for conducting the discovery/monitoring process.<br>3. The types of information used to measure performance.<br>4. The frequency with which performance is measured; and<br>5. The activities implemented to improve performance.<br><br>***22.4 Preparation of an Annual Report:***<br>The Provider Agency must complete an annual report based on the quality assurance (QA) activities and the QI Plan that the agency has implemented during the year. The annual report shall:<br>1. Be submitted to the DDSD PEU by February 15th of each calendar year.<br>2. Be kept on file at the agency, and made available to DOH, including DHI upon request. | | | |

| | | | |
|---|---|---|---|
| 3. Address the Provider Agency's QA or compliance with at least the following:<br>a. compliance with DDSD Training Requirements.<br>b. compliance with reporting requirements, including reporting of ANE.<br>c. timely submission of documentation for budget development and approval.<br>d. presence and completeness of required documentation.<br>e. compliance with CCHS, EAR, and Licensing requirements as applicable; and<br>f. a summary of all corrective plans implemented over the last 24 months, demonstrating closure with any deficiencies or findings as well as ongoing compliance and sustainability. Corrective plans include but are not limited to:<br>i. IQR findings.<br>ii. CPA Plans related to ANE reporting.<br>iii. POCs related to QMB compliance surveys; and<br>iv. PIPs related to Regional Office Contract Management.<br>4. Address the Provider Agency QI with at least the following:<br>a. data analysis related to the DDSD required KPI; and<br>b. the five elements required to be discussed by the QI committee each quarter.<br><br>**NMAC 7.1.14.8 INCIDENT MANAGEMENT SYSTEM REPORTING REQUIREMENTS FOR COMMUNITY-BASED SERVICE PROVIDERS: F. Quality assurance/quality improvement program for community-based service providers:** The community-based service | | | |

| | | | |
|---|---|---|---|
| provider shall establish and implement a quality improvement program for reviewing alleged complaints and incidents of abuse, neglect, or exploitation against them as a provider after the division's investigation is complete. The incident management program shall include written documentation of corrective actions taken. The community-based service provider shall take all reasonable steps to prevent further incidents. The community-based service provider shall provide the following internal monitoring and facilitating quality improvement program:<br>**(1)** community-based service providers shall have current abuse, neglect, and exploitation management policy and procedures in place that comply with the department's requirements.<br>**(2)** community-based service providers providing intellectual and developmental disabilities services must have a designated incident management coordinator in place; and<br>**(3)** community-based service providers providing intellectual and developmental disabilities services must have an incident management committee to identify any deficiencies, trends, patterns, or concerns as well as opportunities for quality improvement, address internal and external incident reports for the purpose of examining internal root causes, and to take action on identified issues. | | | |

| Tag # 1A09 Medication Delivery Routine Medication Administration | Condition of Participation Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records 20.6 Medication Administration Record (MAR):** A current Medication Administration Record (MAR) must be maintained in all settings where medications or treatments are delivered. Family Living Providers may opt not to use MARs if they are the sole provider who supports the person with medications or treatments. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, and a MAR must be created and used by the DSP. Primary and Secondary Provider Agencies are responsible for:<br>1. Creating and maintaining either an electronic or paper MAR in their service setting. Provider Agencies may use the MAR in Therap but are not mandated to do so.<br>2. Continually communicating any changes about medications and treatments between Provider Agencies to assure health and safety.<br>7. Including the following on the MAR:<br>a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed<br>b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine or PRN prescriptions or treatments; over the | After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur.<br><br>Medication Administration Records (MAR) were reviewed for the months of June and July 2021.<br><br>Based on record review, 3 of 6 individuals had Medication Administration Records (MAR), which contained missing medications entries and/or other errors:<br><br>Individual #1<br>June 2021<br>As indicated by the Medication Administration Records the individual is to take Baclofen 10mg (2 times daily). According to the Physician's Orders, Baclofen 10mg is to be taken 2 times daily via g-tube. Medication Administration Record and Physician's Orders do not match.<br><br>As indicated by the Medication Administration Records the individual is to take Lactulose 10 gram/15ml (2 times daily). According to the Physician's Orders, Lactulose 10 gram/15ml is to be administered in a 5ml dose in the morning and a 10ml dose in the afternoon. Medication Administration Record and Physician's Orders do not match.<br><br>As indicated by the Medication Administration Records the individual is to take Nutren Fiber 1 Cal Liquid (2 times daily at 8am and 11am). According to the Physician's Orders, Nutren Fiber 1 Cal Liquid is to be taken at 4pm. Medication Administration Record and Physician's Orders do not match. | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| counter (OTC) or "comfort" medications or treatments and all self-selected herbal or vitamin therapy<br>c. Documentation of all time limited or discontinued medications or treatments<br>d. The initials of the individual administering or assisting with the medication delivery and a signature page or electronic record that designates the full name corresponding to the initials<br>e. Documentation of refused, missed, or held medications or treatments<br>f. Documentation of any allergic reaction that occurred due to medication or treatments; and<br>g. For PRN medications or treatments:<br>i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period<br>ii. clear documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment, unless the DSP is a Family Living Provider related by affinity of consanguinity; and<br>iii. documentation of the effectiveness of the PRN medication or treatment.<br><br>**Chapter 10 Living Care Arrangements**<br>***10.3.4 Medication Assessment and Delivery:***<br>Living Supports Provider Agencies must support and comply with:<br>1. the processes identified in the DDSD AWMD training | Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications:<br>• Cetirizine HCL 10mg (1 time daily)<br><br>July 2021<br>Medication Administration Records contained missing entries.<br>• Silace 50 MG/5ML (2 times daily) – Blank 7/16 (7:00 AM)<br><br>Individual #2<br>June 2021<br>Physician's Orders indicated the following medication were to be given. The following Medications were not documented on the Medication Administration Records:<br>• Hydraguard Silicone Cream (2 times daily)<br><br>Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications:<br>• Allopurinol 100mg (1 time daily)<br>• Aloe Vista 43% Protective Ointment (2 times daily)<br>• Cetirizine HCL (1 time daily)<br>• Clonazepam 0.5mg (1 time daily)<br>• Hydraguard Silicone Cream (2 times daily)<br><br>Individual #5<br>June 2021<br>Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications: | | |

| | | | |
|---|---|---|---|
| 2. the nursing and DSP functions identified in the Chapter 13.3 Part 2- Adult Nursing Services;<br>3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and<br>4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20.6 Medication Administration Record (MAR).<br><br>**NMAC 16.19.11.8 MINIMUM STANDARDS:**<br>A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS:<br>(d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, **including over-the-counter medications.** This documentation shall include:<br>(i) Name of resident<br>(ii) Date given<br>(iii) Drug product name<br>(iv) Dosage and form<br>(v) Strength of drug<br>(vi) Route of administration<br>(vii) How often medication is to be taken<br>(viii) Time taken and staff initials<br>(ix) Dates when the medication is discontinued or changed<br>(x) The name and initials of all staff administering medications.<br><br>**Model Custodial Procedure Manual**<br>***D. Administration of Drugs***<br>Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications.<br>Document the practitioner's order authorizing the self-administration of medications.<br><br>All PRN (As needed) medications shall have complete detail instructions regarding the | • Hydrocortisone 1% Cream (2 times daily) | | |

| | | | |
|---|---|---|---|
| administering of the medication. This shall include:<br>➢ symptoms that indicate the use of the medication,<br>➢ exact dosage to be used, and<br>➢ the exact amount to be used in a 24-hour period. | | | |

| Tag # 1A09.0 Medication Delivery Routine Medication Administration | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records 20.6 Medication Administration Record (MAR):** A current Medication Administration Record (MAR) must be maintained in all settings where medications or treatments are delivered. Family Living Providers may opt not to use MARs if they are the sole provider who supports the person with medications or treatments. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, and a MAR must be created and used by the DSP. Primary and Secondary Provider Agencies are responsible for:<br>1. Creating and maintaining either an electronic or paper MAR in their service setting. Provider Agencies may use the MAR in Therap but are not mandated to do so.<br>2. Continually communicating any changes about medications and treatments between Provider Agencies to assure health and safety.<br>8. Including the following on the MAR:<br>a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed<br>b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine or PRN prescriptions or treatments; over the | Medication Administration Records (MAR) were reviewed for the months of June and July 2021.<br><br>Based on record review, 1 of 6 individuals had Medication Administration Records (MAR), which contained missing medications entries and/or other errors:<br><br>Individual #2<br>June 2021<br>Medication Administration Records did not contain the dosage for the following medications:<br>• Aloe Vista 43% Protective Ointment | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| counter (OTC) or "comfort" medications or treatments and all self-selected herbal or vitamin therapy<br>c. Documentation of all time limited of discontinued medications or treatments<br>d. The initials of the individual administering or assisting with the medication delivery and a signature page or electronic record that designates the full name corresponding to the initials<br>e. Documentation of refused, missed, or held medications or treatments<br>f. Documentation of any allergic reaction that occurred due to medication or treatments; and<br>g. For PRN medications or treatments:<br>i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period<br>ii. clear documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment, unless the DSP is a Family Living Provider related by affinity of consanguinity; and<br>iii. documentation of the effectiveness of the PRN medication or treatment.<br><br>**Chapter 10 Living Care Arrangements**<br>***10.3.4 Medication Assessment and Delivery:***<br>Living Supports Provider Agencies must support and comply with:<br>1. the processes identified in the DDSD AWMD training | | | |

| | | | |
|---|---|---|---|
| 2. the nursing and DSP functions identified in the Chapter 13.3 Part 2- Adult Nursing Services;<br>3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and<br>4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20.6 Medication Administration Record (MAR).<br><br>**NMAC 16.19.11.8 MINIMUM STANDARDS:**<br>A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS:<br>(d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, **including over-the-counter medications.** This documentation shall include:<br>(i) Name of resident<br>(ii) Date given<br>(iii) Drug product name<br>(iv) Dosage and form<br>(v) Strength of drug<br>(vi) Route of administration<br>(vii) How often medication is to be taken<br>(viii) Time taken and staff initials<br>(ix) Dates when the medication is discontinued or changed<br>(x) The name and initials of all staff administering medications.<br><br>**Model Custodial Procedure Manual**<br>***D. Administration of Drugs***<br>Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications.<br>Document the practitioner's order authorizing the self-administration of medications.<br><br>All PRN (As needed) medications shall have complete detail instructions regarding the | | | |

| | | | |
|---|---|---|---|
| administering of the medication. This shall include:<br>➢ symptoms that indicate the use of the medication,<br>➢ exact dosage to be used, and<br>➢ the exact amount to be used in a 24-hour period. | | | |

| Tag # 1A09.1 Medication Delivery PRN Medication Administration | Condition of Participation Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records 20.6 Medication Administration Record (MAR):** A current Medication Administration Record (MAR) must be maintained in all settings where medications or treatments are delivered. Family Living Providers may opt not to use MARs if they are the sole provider who supports the person with medications or treatments. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, and a MAR must be created and used by the DSP. Primary and Secondary Provider Agencies are responsible for:<br>1. Creating and maintaining either an electronic or paper MAR in their service setting. Provider Agencies may use the MAR in Therap but are not mandated to do so.<br>2. Continually communicating any changes about medications and treatments between Provider Agencies to assure health and safety.<br>7. Including the following on the MAR:<br>a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed<br>b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine or PRN prescriptions or treatments; over the | After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur.<br><br>Medication Administration Records (MAR) were reviewed for the months of June and July 2021<br><br>Based on record review, 4 of 6 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard:<br><br>Individual #1<br>June 2021<br>Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications:<br>• Bio-freeze (PRN)<br><br>Individual #2<br>June 2021<br>Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications:<br>• Lorazepam 2mg (PRN)<br><br>Individual #5<br>June 2021<br>Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications:<br>• Loratadine 10mg (PRN)<br><br>Individual #7<br>June 2021 | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| counter (OTC) or "comfort" medications or treatments and all self-selected herbal or vitamin therapy<br>c. Documentation of all time limited or discontinued medications or treatments<br>d. The initials of the individual administering or assisting with the medication delivery and a signature page or electronic record that designates the full name corresponding to the initials<br>e. Documentation of refused, missed, or held medications or treatments<br>f. Documentation of any allergic reaction that occurred due to medication or treatments; and<br>g. For PRN medications or treatments:<br>i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period<br>ii. clear documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment, unless the DSP is a Family Living Provider related by affinity of consanguinity; and<br>iii. documentation of the effectiveness of the PRN medication or treatment.<br><br>**Chapter 10 Living Care Arrangements**<br>***10.3.4 Medication Assessment and Delivery:***<br>Living Supports Provider Agencies must support and comply with:<br>1. the processes identified in the DDSD AWMD training | During on-site survey Medication Administration Records were requested for the months of June and July 2021. As of 7/23/2021, Medication Administration Records for June had not been provided. | | |

| | | | |
|---|---|---|---|
| 2. the nursing and DSP functions identified in the Chapter 13.3 Part 2- Adult Nursing Services;<br>3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and<br>4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20.6 Medication Administration Record (MAR). | | | |

| Tag # 1A09.1.0 Medication Delivery<br>PRN Medication Administration | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records 20.6 Medication Administration Record (MAR):** A current Medication Administration Record (MAR) must be maintained in all settings where medications or treatments are delivered. Family Living Providers may opt not to use MARs if they are the sole provider who supports the person with medications or treatments. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, and a MAR must be created and used by the DSP. Primary and Secondary Provider Agencies are responsible for:<br>1. Creating and maintaining either an electronic or paper MAR in their service setting. Provider Agencies may use the MAR in Therap but are not mandated to do so.<br>2. Continually communicating any changes about medications and treatments between Provider Agencies to assure health and safety.<br>7. Including the following on the MAR:<br>a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed<br>b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine or PRN prescriptions or treatments; over the | Medication Administration Records (MAR) were reviewed for the months of June and July 2021.<br><br>Based on record review, 2 of 6 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard:<br><br>Individual #1<br>June 2021<br>Medication Administration Records did not contain the exact amount to be used in a 24-hour period:<br>• Hydraguard Silicone Cream (PRN)<br><br>Individual #2<br>June 2021<br>Medication Administration Records did not contain the exact amount to be used in a 24-hour period:<br>• Zinc Oxide Ointment (PRN) | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| counter (OTC) or "comfort" medications or treatments and all self-selected herbal or vitamin therapy<br>c. Documentation of all time limited or discontinued medications or treatments<br>d. The initials of the individual administering or assisting with the medication delivery and a signature page or electronic record that designates the full name corresponding to the initials<br>e. Documentation of refused, missed, or held medications or treatments<br>f. Documentation of any allergic reaction that occurred due to medication or treatments; and<br>g. For PRN medications or treatments:<br>i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period<br>ii. clear documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment, unless the DSP is a Family Living Provider related by affinity of consanguinity; and<br>iii. documentation of the effectiveness of the PRN medication or treatment.<br><br>**Chapter 10 Living Care Arrangements**<br>***10.3.4 Medication Assessment and Delivery:***<br>Living Supports Provider Agencies must support and comply with:<br>1. the processes identified in the DDSD AWMD training | | | |

| | | | |
|---|---|---|---|
| 2. the nursing and DSP functions identified in the Chapter 13.3 Part 2- Adult Nursing Services;<br>3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and<br>4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20.6 Medication Administration Record (MAR). | | | |

| Tag # 1A15.2 Administrative Case File: Healthcare Documentation (Therap and Required Plans) | Condition of Participation Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 20: Provider Documentation and Client Records: 20.2** Client Records Requirements: All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.<br>DD Waiver Provider Agencies are required to adhere to the following:<br>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.<br>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.<br>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.<br>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.<br>5. Each Provider Agency is responsible for | After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur.<br><br>Based on record review, the Agency did not maintain the required documentation in the Individuals Agency Record as required by standard for 2 of 8 individuals.<br><br>Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current:<br><br>**Health Care Plans:**<br>***Spasticity:***<br>• Individual #5 - According to the IST section of the ISP the individual is required to have a plan. *(Note: Linked / attached in Therap during the on-site survey. Provider please complete POC for ongoing QA/QI.)*<br><br>***Status of Care/Hygiene:***<br>• Individual #3 - According to Electronic Comprehensive Health Assessment Tool the individual is required to have a plan. *(Note: Linked / attached in Therap during the on-site survey. Provider please complete POC for ongoing QA/QI.)*<br><br>**Medical Emergency Response Plans:**<br>***Enlarged Testicles:***<br>• Individual #3 - As indicated by the IST section of ISP the individual is required to have a plan. No evidence of a plan found.<br><br>**Hemorrhoids:**<br>• Individual #3 - As indicated by the IST section of ISP the individual is required to have a plan. No evidence of a plan found. | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the services provided by their agency.<br>6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.<br>7. All records pertaining to JCMs must be retained permanently and must be made available to DDSD upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services.<br><br>**Chapter 3 Safeguards: 3.1.1 *Decision Consultation Process (DCP):*** Health decisions are the sole domain of waiver participants, their guardians or healthcare decision makers. Participants and their healthcare decision makers can confidently make decisions that are compatible with their personal and cultural values. Provider Agencies are required to support the informed decision making of waiver participants by supporting access to medical consultation, information, and other available resources according to the following:<br>2. The DCP is used when a person or his/her guardian/healthcare decision maker has concerns, needs more information about health-related issues, or has decided not to follow all or part of an order, recommendation, or suggestion. This includes, but is not limited to:<br>a. medical orders or recommendations from the Primary Care Practitioner, Specialists or other licensed medical or healthcare practitioners such as a Nurse Practitioner (NP or CNP), Physician Assistant (PA) or Dentist | | | |

| | | | |
|---|---|---|---|
| b. clinical recommendations made by registered/licensed clinicians who are either members of the IDT or clinicians who have performed an evaluation such as a video-fluoroscopy<br>c. health related recommendations or suggestions from oversight activities such as the Individual Quality Review (IQR) or other DOH review or oversight activities; and<br>d. recommendations made through a Healthcare Plan (HCP), including a Comprehensive Aspiration Risk Management Plan (CARMP), or another plan.<br><br>2. When the person/guardian disagrees with a recommendation or does not agree with the implementation of that recommendation, Provider Agencies follow the DCP and attend the meeting coordinated by the CM. During this meeting:<br>a. Providers inform the person/guardian of the rationale for that recommendation, so that the benefit is made clear. This will be done in layman's terms and will include basic sharing of information designed to assist the person/guardian with understanding the risks and benefits of the recommendation.<br>b. The information will be focused on the specific area of concern by the person/guardian. Alternatives should be presented, when available, if the guardian is interested in considering other options for implementation.<br>c. Providers support the person/guardian to make an informed decision.<br>d. The decision made by the person/guardian during the meeting is accepted; plans are modified; and the IDT honors this health decision in every setting. | | | |

| | | | |
|---|---|---|---|
| **Chapter 13 Nursing Services:** ***13.2.5 Electronic Nursing Assessment and Planning Process:*** The nursing assessment process includes several DDSD mandated tools: the electronic Comprehensive Nursing Assessment Tool (e-CHAT), the Aspiration Risk Screening Tool (ARST) and the Medication Administration Assessment Tool (MAAT). This process includes developing and training Health Care Plans and Medical Emergency Response Plans.<br>The following hierarchy is based on budgeted services and is used to identify which Provider Agency nurse has primary responsibility for completion of the nursing assessment process and related subsequent planning and training. Additional communication and collaboration for planning specific to CCS or CIE services may be needed.<br>The hierarchy for Nursing Assessment and Planning responsibilities is:<br>1. Living Supports: Supported Living, IMLS or Family Living via ANS<br>2. Customized Community Supports- Group; and<br>3. Adult Nursing Services (ANS):<br>a. for persons in Community Inclusion with health-related needs; or<br>b. if no residential services are budgeted but assessment is desired and health needs may exist.<br><br>***13.2.6 The Electronic Comprehensive Health Assessment Tool (e-CHAT)***<br>1. The e-CHAT is a nursing assessment. It may not be delegated by a licensed nurse to a non-licensed person.<br>2. The nurse must see the person face-to-face to complete the nursing assessment. Additional information may be gathered from members of the IDT and other sources.<br>3. An e-CHAT is required for persons in FL, | | | |

| | | | |
|---|---|---|---|
| SL, IMLS, or CCS-Group. All other DD Waiver recipients may obtain an e-CHAT if needed or desired by adding ANS hours for assessment and consultation to their budget.<br>4. When completing the e-CHAT, the nurse is required to review and update the electronic record and consider the diagnoses, medications, treatments, and overall status of the person. Discussion with others may be needed to obtain critical information.<br>5. The nurse is required to complete all the e-CHAT assessment questions and add additional pertinent information in all comment sections.<br><br>***13.2.7 Aspiration Risk Management Screening Tool (ARST)***<br><br>***13.2.8 Medication Administration Assessment Tool (MAAT):***<br>1. A licensed nurse completes the DDSD Medication Administration Assessment Tool (MAAT) at least two weeks before the annual ISP meeting.<br>2. After completion of the MAAT, the nurse will present recommendations regarding the level of assistance with medication delivery (AWMD) to the IDT. A copy of the MAAT will be sent to all the team members two weeks before the annual ISP meeting and the original MAAT will be retained in the Provider Agency records.<br>3. Decisions about medication delivery are made by the IDT to promote a person's maximum independence and community integration. The IDT will reach consensus regarding which criteria the person meets, as indicated by the results of the MAAT and the nursing recommendations, and the decision is documented this in the ISP.<br><br>**13.2.9 Healthcare Plans (HCP)*:*** | | | |

| | | | |
|---|---|---|---|
| 1. At the nurse's discretion, based on prudent nursing practice, interim HCPs may be developed to address issues that must be implemented immediately after admission, readmission or change of medical condition to provide safe services prior to completion of the e-CHAT and formal care planning process. This includes interim ARM plans for those persons newly identified at moderate or high risk for aspiration. All interim plans must be removed if the plan is no longer needed or when final HCP including CARMs are in place to avoid duplication of plans.<br>2. In collaboration with the IDT, the agency nurse is required to create HCPs that address all the areas identified as required in the most current e-CHAT summary report which is indicated by "R" in the HCP column. At the nurse's sole discretion, based on prudent nursing practice, HCPs may be combined where clinically appropriate. The nurse should use nursing judgment to determine whether to also include HCPs for any of the areas indicated by "C" on the e-CHAT summary report. The nurse may also create other HCPs plans that the nurse determines are warranted.<br><br>***13.2.10 Medical Emergency Response Plan (MERP):***<br>1. The agency nurse is required to develop a Medical Emergency Response Plan (MERP) for all conditions marked with an "R" in the e-CHAT summary report. The agency nurse should use her/his clinical judgment and input from the Interdisciplinary Team (IDT) to determine whether shown as "C" in the e-CHAT summary report or other conditions also warrant a MERP.<br>2. MERPs are required for persons who have one or more conditions or illnesses that present a likely potential to become a life-threatening situation. | | | |

| | | | |
|---|---|---|---|
| **Chapter 20: Provider Documentation and Client Records: 20.5.3 Health Passport and Physician Consultation Form:** All Primary and Secondary Provider Agencies must use the Health Passport and Physician Consultation form from the Therap system. This standardized document contains individual, physician and emergency contact information, a complete list of current medical diagnoses, health and safety risk factors, allergies, and information regarding insurance, guardianship, and advance directives. The Health Passport also includes a standardized form to use at medical appointments called the Physician Consultation form. | | | |

| Tag # LS25 Residential Health & Safety (Supported Living / Family Living / Intensive Medical Living) | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 10: Living Care Arrangements (LCA) 10.3.6 Requirements for Each Residence:** Provider Agencies must assure that each residence is clean, safe, and comfortable, and each residence accommodates individual daily living, social and leisure activities. In addition, the Provider Agency must ensure the residence:<br>1. has basic utilities, i.e., gas, power, water, and telephone<br>2. has a battery operated or electric smoke detectors or a sprinkler system, carbon monoxide detectors, and fire extinguisher<br>3. has a general-purpose first aid kit<br>4. has accessible written documentation of evacuation drills occurring at least three times a year overall, one time a year for each shift<br>5. has water temperature that does not exceed a safe temperature ($110^0$ F)<br>6. has safe storage of all medications with dispensing instructions for each person that are consistent with the Assistance with Medication (AWMD) training or each person's ISP<br>7. has an emergency placement plan for relocation of people in the event of an emergency evacuation that makes the residence unsuitable for occupancy<br>8. has emergency evacuation procedures that address, but are not limited to, fire, chemical and/or hazardous waste spills, and flooding<br>9. supports environmental modifications and assistive technology devices, including modifications to the bathroom (i.e., shower chairs, grab bars, walk in shower, raised | Based on observation, the Agency did not ensure that each individuals' residence met all requirements within the standard for 3 of 5 Living Care Arrangement residences.<br><br>Review of the residential records and observation of the residence revealed the following items were not found, not functioning or incomplete:<br><br>**Family Living Requirements:**<br><br>• Carbon monoxide detectors (#2)<br><br>• Poison Control Phone Number (#2, 8)<br><br>• General-purpose first aid kit (#4) | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| toilets, etc.) based on the unique needs of the individual in consultation with the IDT<br>10. has or arranges for necessary equipment for bathing and transfers to support health and safety with consultation from therapists as needed<br>11. has the phone number for poison control within line of site of the telephone<br>12. has general household appliances, and kitchen and dining utensils<br>13. has proper food storage and cleaning supplies<br>14. has adequate food for three meals a day and individual preferences and<br>15. has at least two bathrooms for residences with more than two residents. | | | |

| Standard of Care | Deficiencies | Agency Plan of Correction, On-going QA/QI, and Responsible Party | Completion Date |
|---|---|---|---|
| ***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 # IS25 Community Integrated Employment Services** | **Standard Level Deficiency** | | |
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 21: Billing Requirements: 21.4 Recording Keeping and Documentation Requirements:** DD Waiver Provider Agencies must maintain all records necessary to demonstrate proper provision of services for Medicaid billing. At a minimum, Provider Agencies must adhere to the following:<br>1. The level and type of service provided must be supported in the ISP and have an approved budget prior to service delivery and billing.<br>2. Comprehensive documentation of direct service delivery must include, at a minimum:<br>a. the agency name<br>b. the name of the recipient of the service<br>c. the location of the service<br>d. the date of the service<br>e. the type of service<br>f. the start and end times of the service<br>g. the signature and title of each staff member who documents their time; and<br>h. the nature of services.<br>3. A Provider Agency that receives payment for treatment, services, or goods must retain all medical and business records for a period of at least six years from the last payment date, until ongoing audits are settled, or until involvement of the state Attorney General is completed regarding settlement of any claim, whichever is longer.<br>4. A Provider Agency that receives payment for treatment, services or goods must retain all medical and business records relating to any of | Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Supported Employment Services for 1 of 1 individual.<br><br>Individual #2<br>March 2021<br>• The Agency billed 1 unit of Community Integrated Employment Services (T2025 HB U1) from 3/1/2021 through 3/31/2021. No documentation was found for 3/1/2021 through 3/31/2021 to justify the 1 unit billed. *(Note: Void/Adjust provided on-site during survey. Provider please complete POC for ongoing QA/QI.)*<br><br>April 2021<br>• The Agency billed 1 unit of Community Integrated Employment Services (T2025 HB U1) from 4/1/2021 through 4/30/2021. No documentation was found for 4/1/2021 through 4/30/2021 to justify the 1 unit billed. *(Note: Void/Adjust provided on-site during survey. Provider please complete POC for ongoing QA/QI.)* | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| the following for a period of at least six years from the payment date:<br>a. treatment or care of any eligible recipient<br>b. services or goods provided to any eligible recipient<br>c. amounts paid by MAD on behalf of any eligible recipient; and<br>d. any records required by MAD for the administration of Medicaid.<br><br>**21.9 Billable Units:** The unit of billing depends on the service type. The unit may be a 15-minute interval, a daily unit, a monthly unit, or a dollar amount. The unit of billing is identified in the current DD Waiver Rate Table. Provider Agencies must correctly report service units.<br><br>**21.9.1 Requirements for Daily Units:** For services billed in daily units, Provider Agencies must adhere to the following:<br>1. A day is considered 24 hours from midnight to midnight.<br>2. If 12 or fewer hours of service are provided, then one-half unit shall be billed. A whole unit can be billed if more than 12 hours of service is provided during a 24-hour period.<br>3. The maximum allowable billable units cannot exceed 340 calendar days per ISP year or 170 calendar days per six months.<br>4. When a person transitions from one Provider Agency to another during the ISP year, a standard formula to calculate the units billed by each Provider Agency must be applied as follows:<br>a. The discharging Provider Agency bills the number of calendar days that services were provided multiplied by .93 (93%).<br>b. The receiving Provider Agency bills the remaining days up to 340 for the ISP year. | | | |

| | | | |
|---|---|---|---|
| **21.9.2 Requirements for Monthly Units:** For services billed in monthly units, a Provider Agency must adhere to the following:<br>1. A month is considered a period of 30 calendar days.<br>2. At least one hour of face-to-face billable services shall be provided during a calendar month where any portion of a monthly unit is billed.<br>3. Monthly units can be prorated by a half unit.<br>4. Agency transfers not occurring at the beginning of the 30-day interval are required to be coordinated in the middle of the 30-day interval so that the discharging and receiving agency receive a half unit.<br><br>**21.9.3 Requirements for 15-minute and hourly units**: For services billed in 15-minute or hourly intervals, Provider Agencies must adhere to the following:<br>1. When time spent providing the service is not exactly 15 minutes or one hour, Provider Agencies are responsible for reporting time correctly following NMAC 8.302.2.<br>2. Services that last in their entirety less than eight minutes cannot be billed. | | | |

| Tag # IS30 Customized Community Supports Reimbursement | Standard Level Deficiency | | |
|---|---|---|---|
| Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019<br>**Chapter 21: Billing Requirements: 21.4 Recording Keeping and Documentation Requirements:** DD Waiver Provider Agencies must maintain all records necessary to demonstrate proper provision of services for Medicaid billing. At a minimum, Provider Agencies must adhere to the following:<br>1. The level and type of service provided must be supported in the ISP and have an approved budget prior to service delivery and billing.<br>2. Comprehensive documentation of direct service delivery must include, at a minimum:<br>a. the agency name<br>b. the name of the recipient of the service<br>c. the location of the service<br>d. the date of the service<br>e. the type of service<br>f. the start and end times of the service<br>g. the signature and title of each staff member who documents their time; and<br>h. the nature of services.<br>3. A Provider Agency that receives payment for treatment, services, or goods must retain all medical and business records for a period of at least six years from the last payment date, until ongoing audits are settled, or until involvement of the state Attorney General is completed regarding settlement of any claim, whichever is longer.<br>4. A Provider Agency that receives payment for treatment, services or goods must retain all medical and business records relating to any of the following for a period of at least six years from the payment date:<br>a. treatment or care of any eligible recipient<br>b. services or goods provided to any eligible recipient | Based on record review, the Agency did not provide written or electronic documentation as evidence for each unit billed for Customized Community Supports for 2 of 6 individuals.<br><br>Individual #5<br>March 2021<br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/1/2021 through 3/7/2021. Documentation received accounted for 20 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/8/2021 through 3/14/2021. Documentation received accounted for 36 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/15/2021 through 3/21/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/22/2021 through 3/28/2021. Documentation received accounted for 44 units.<br><br>• The Agency billed 72 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/29/2021 through 3/31/2021. Documentation received accounted for 24 units.<br><br>April 2021 | **Provider:**<br>**State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible, an overall correction?)*: →<br><br>**Provider:**<br>**Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)*: → | |

| | | | |
|---|---|---|---|
| c. amounts paid by MAD on behalf of any eligible recipient; and<br>d. any records required by MAD for the administration of Medicaid.<br><br>**21.9 Billable Units:** The unit of billing depends on the service type. The unit may be a 15-minute interval, a daily unit, a monthly unit, or a dollar amount. The unit of billing is identified in the current DD Waiver Rate Table. Provider Agencies must correctly report service units.<br><br>**21.9.1 Requirements for Daily Units:** For services billed in daily units, Provider Agencies must adhere to the following:<br>1. A day is considered 24 hours from midnight to midnight.<br>2. If 12 or fewer hours of service are provided, then one-half unit shall be billed. A whole unit can be billed if more than 12 hours of service is provided during a 24-hour period.<br>3. The maximum allowable billable units cannot exceed 340 calendar days per ISP year or 170 calendar days per six months.<br>4. When a person transitions from one Provider Agency to another during the ISP year, a standard formula to calculate the units billed by each Provider Agency must be applied as follows:<br>a. The discharging Provider Agency bills the number of calendar days that services were provided multiplied by .93 (93%).<br>b. The receiving Provider Agency bills the remaining days up to 340 for the ISP year.<br><br>**21.9.2 Requirements for Monthly Units:** For services billed in monthly units, a Provider Agency must adhere to the following:<br>1. A month is considered a period of 30 | • The Agency billed 48 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/1/2021 through 4/4/2021. Documentation received accounted for 16 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/5/2021 through 4/11/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/12/2021 through 4/18/2021. Documentation received accounted for 7 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/19/2021 through 4/25/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/26/2021 through 4/30/2021. Documentation received accounted for 40 units.<br><br>May 2021<br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/3/2021 through 5/9/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports | | |

| | | | |
|---|---|---|---|
| calendar days.<br>2. At least one hour of face-to-face billable services shall be provided during a calendar month where any portion of a monthly unit is billed.<br>3. Monthly units can be prorated by a half unit.<br>4. Agency transfers not occurring at the beginning of the 30-day interval are required to be coordinated in the middle of the 30-day interval so that the discharging and receiving agency receive a half unit.<br><br>**21.9.3 Requirements for 15-minute and hourly units**: For services billed in 15-minute or hourly intervals, Provider Agencies must adhere to the following:<br>1. When time spent providing the service is not exactly 15 minutes or one hour, Provider Agencies are responsible for reporting time correctly following NMAC 8.302.2.<br>2. Services that last in their entirety less than eight minutes cannot be billed. | (Individual) (H2021 HB U1) from 5/10/2021 through 5/16/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/17/2021 through 5/23/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/24/2021 through 5/30/2021. Documentation received accounted for 40 units.<br><br>*(Note: For units not justified this was due to the description of service not being associated to activities related to CCS-I per the Individual's ISP and/or meaningful day. Progress notes reviewed indicated activities related to Living Support Services and ADLs i.e., assisted with personal care, assisted with medication and meals, Individual watched TV and Individual slept, etc.).*<br><br>Individual #6<br>March 2021<br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/1/2021 through 3/7/2021. Documentation received accounted for 54 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/8/2021 | | |

| | | | |
|---|---|---|---|
| | through 3/14/2021. Documentation received accounted for 30 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/15/2021 through 3/21/2021. Documentation received accounted for 12 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/22/2021 through 3/28/2021. Documentation received accounted for 32 units.<br><br>• The Agency billed 72 units of Customized Community Supports (Individual) (H2021 HB U1) from 3/29/2021 through 3/31/2021. Documentation received accounted for 30 units.<br><br>April 2021<br>The Agency billed 48 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/1/2021 through 4/4/2021. Documentation received accounted for 4 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/5/2021 through 4/11/2021. Documentation received accounted for 24 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/12/2021 through 4/18/2021. Documentation received accounted for 40 units. | | |

| | | | |
|---|---|---|---|
| | • The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 4/26/2021 through 4/30/2021. Documentation received accounted for 40 units.<br><br>May 2021<br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/3/2021 through 5/9/2021. Documentation received accounted for 40 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/10/2021 through 5/16/2021. Documentation received accounted for 42 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/17/2021 through 5/23/2021. Documentation received accounted for 8 units.<br><br>• The Agency billed 120 units of Customized Community Supports (Individual) (H2021 HB U1) from 5/24/2021 through 5/30/2021. Documentation received accounted for 52 units.<br><br>*(Note: For units not justified this was due to the description of service not being associated to activities related to CCS-I per the Individual's ISP and/or meaningful day. Progress notes reviewed indicated activities related to Living Support* | | |

| | | | |
|---|---|---|---|
| | *Services and ADLs i.e., assisted with personal care, assisted with medication and meals, Individual watched TV and Individual slept, etc.).* | | |

NEW MEXICO
Department of Health
Division of Health Improvement

MICHELLE LUJAN GRISHAM
Governor

DAVID R. SCRASE, M.D.
Acting Cabinet Secretary

Date: October 27, 2021

To: Hector Johnson, State Director

Provider: Community Options, Inc.
Address: 2720 San Pedro NE
State/Zip: Albuquerque, New Mexico 87110

E-mail Address: Hector.Johnson@comop.org

CC: Angelita.Chavez@comop.org

Region: Metro
Survey Date: July 12 - 22, 2021

Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: ***2018:*** Supported Living, Family Living, Customized Community Supports, and Community Integrated Employment Services

Survey Type: Routine

Dear Mr. Johnson:

The Division of Health Improvement Quality Management Bureau received and reviewed the documents you submitted for your Plan of Correction. Your Plan of Correction is not closed.

**Your Plan of Correction will be considered for closure when a Verification survey confirms that you have corrected all survey deficiencies and sustained all corrections.**

The Quality Management Bureau will need to conduct a verification survey to ensure previously cited deficiencies have been corrected and that systemic Quality Improvement and Quality Assurance processes have been effective at sustaining corrections.

If the Verification survey determines survey deficiencies have been corrected and corrective measures have effectively maintained compliance with DDW Standards, your Plan of Correction will be considered for closure.

If the Verification survey identifies repeat deficiencies, the Plan of Correction process will continue and your case may be referred to the Internal Review Committee for discussion of possible civil monetary penalties possible monetary fines and/or other sanctions.

Thank you for your cooperation with the Plan of Correction process.

Sincerely,

Monica Valdez, BS

Monica Valdez, BS
Healthcare Surveyor Advanced/Plan of Correction Coordinator
Quality Management Bureau/DHI



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