



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies - Recertification

Agency:	Aspire Human Services LLC-Chubbuck	Region(s):	VI
Agency Type:	Res Hab	Survey Dates:	June 3, 2015
Certificate(s) Renewed:	RHA-4074	Certificate(s) Granted:	<input type="checkbox"/> 6 - Month Provisional <input type="checkbox"/> 1 - Year Full <input checked="" type="checkbox"/> 3 - Year Full (09/01/15-08/31/18)

Rule Reference/Text	Findings	Agency's Plan of Correction (Please refer to the Statement of Deficiencies cover letter for guidance)	Date to be Corrected (mm/dd/yyyy)
<p>16.04.17.203.05. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING. Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Training is to be a part of the orientation training and is required initially prior to accepting participants. All required training must be completed within six (6) months of employment with a residential habilitation agency and documented in the employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas:</p> <p>05. Review of Services. A review of the specific services that the participant</p>	<p>Three of three employee record review lacked documentation the employee receive training on a review of the specific services that the participant requires.</p> <p>For example: Employee 1's record lacks documentation of specific services training for participant 2 prior to working with him. Employee 2's record lacks documentation of specific services training for participant 1 and 2. Employee 3's record lacks documentation of specific services training for participant 1 and 2.</p>	<p>1. Each staff will receive specific training and related information to each participant that they're assigned to work with prior to working with that participant. Additionally, annual training will be provided within 30 days from annual plans and/or any major changes that occur within the plan year.</p> <p>2. A review will be conducted by the QIDP in order to identify any missing training and/or documentation that given staff are not in compliance with related to participant specific training.</p> <p>3. The assigned QIDP will be responsible for ensuring that all client specific training is up to date for each staff on their participant caseload,</p>	8/31/2015



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requires. (3-20-04)		4. Monthly reviews of all staff training will occur by the QIDP to ensure that compliance is maintained. A tracking system will be created and implemented by 8/31/15.	
16.04.17.302.02. SERVICE PROVISION PROCEDURES. 02. Implementation Plan. Each participant must have an implementation plan that includes <u>goals and objectives specific to his plan of service</u> residential habilitation program. (3-20-04)	One of two participant record review lacked documentation the implementation plan includes goals and objectives specific to the participant's plan of service. For example: Participant 2's implementation plans include track expenditures and exercise 20 minutes daily, but not on the authorized plan and not addressed on the participant's provider status review.	1. Upon receipt of the participants ISP, each QIDP will do a thorough review of the IP to ensure that all goals and objectives match are in accordance with what was agreed upon at the participants PCP meeting. Additionally, as goals are changed or modified the QIDP will ensure that said changes are reflected on the Provider Status Review.. 2. An audit will be conducted by the QIDP to ensure that all plans for each participant match the ISP or that there are updates to the Provider Status Review to reflect any changes. 3. The QIDP at each branch location 4. On a quarterly basis the QIDP will do a review of each participants records and Provider Status Review to ensure that all changes are noted and updated and that staff are trained on said changes.	8/31/2015



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<p>16.04.17.302.03. 302. SERVICE PROVISION PROCEDURES. 03. Periodic Review. Review of services and participant satisfaction must be conducted at <u>least quarterly</u> or more often if required by the participant's condition or program. (3-20-04)</p>	<p>Two of two participant record review lacked documentation periodic reviews were conducted.</p> <p>For example: Participant 1 and 2's record only contained quarterly satisfaction completed for 1st quarter 2015. No documentation the agency conducted quarterly review of participant satisfaction and review of services.</p>	<p>1. A process will be created at each location in which the QIDP will meet face to face with each participant on a quarterly basis to measure their satisfaction with the program. Each QIDP will fill out a satisfaction survey with the participant and track accordingly.</p> <p>2. A review will be conducted to evaluate which participants were missed and a schedule will be created on a quarterly basis going forward that will reflect needed follow up.</p> <p>3. QIDP at each branch location.</p> <p>4. Each QIDP will utilize a tracking spreadsheet that will be accessible to the Program Manager and have it updated by the 15th of the month after the quarter ends for review. This will be implemented starting 3rd quarter of 2015.</p>	<p>7/1/2015</p>

Agency Representative & Title: Shawn Sayer, Program Manager

* By entering my name and title, I agree to implement this plan of correction as stated above.

Date Submitted: 6/26/15



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Department Representative & Title: Pam Loveland-Schmidt, Licensing & Certification

Date Approved: 6/30/2015

* By entering my name and title, I approve of this plan of correction as it is written on the date identified.