



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

Agency:	The Res Hab Provider Agency, LLC	Region(s):	3
Agency Type:	Res Hab	Survey Dates:	08/25/2015-08/27/2015
Certificate(s):	RHA-215	Certificate(s) Granted:	<input type="checkbox"/> 6 - Month Provisional <input checked="" type="checkbox"/> 1 - Year Full <input type="checkbox"/> 3 - Year Full

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)
16.04.17.202.03.b. 202.ADMINISTRATOR. 03. Responsibilities. The administrator, or his designee, must assume responsibility for: b. Developing and implementing policies and procedures for agency staff and provider training, quality assurance, evaluation, and supervision; (3-29-12)	<p>The administrator lacked evidence she has assumed responsibility for developing and implementing policies and procedures.</p> <p>For example: The agency record lacks documentation rule required policies & procedures have been developed and implemented. See deficiencies addressing policies and procedures within this statement of deficiency.</p> <p>The agency administrator stated during survey that they are unable to locate their Policies and Procedures.</p> <p>Repeat deficiency from 03/20/15 survey and</p>	<p>1-2. <i>The Administrator will review and revise the policy manual to include required language to cover needed policies and to write procedures how to implement policies.</i></p> <p>3. <i>The Administrator will be responsible for the corrections needed.</i></p> <p>4. <i>An annual review of policy and procedure manual will be made and updated as needed.</i></p>	10/25/2015



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	<p>03/16/12.</p> <p>Failure to comply with agency plan of correction.</p>		
<p>16.04.17.300.04. 300.POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 04. Required Services. Procedures that must be performed by each service. (7-1-95)</p>	<p>The policies and procedures standard do not meet rule requirements.</p> <p>For example: The agency's services policy and procedures does not address all supported living services per rule requirements and does not address procedures to perform each service.</p>	<p>1-2. <i>The Policy and Procedure manual will be reviewed to assure procedures are included with the policies for supported living services.</i></p> <p>3. <i>The Administrator will review and revise necessary areas in the policy and procedure manual to make sure required services are covered in policies and procedures.</i></p> <p>4. <i>IDAPA rules will be used to ensure all areas are addressed.</i></p>	<p>10/25/2015</p>
<p>16.04.17.300.05. 300.POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the</p>	<p>The policies and procedures standard do not meet rule requirements.</p> <p>For example: The agency's policies and procedures does not address participant safety. The QA</p>	<p>1-2. <i>A policy and procedure will be written to address participant's safety as listed in the companies quality assurance protocol.</i></p> <p>3. <i>The Res- Hab Administrator will write the participant safety policy and</i></p>	<p>10/25/2015</p>



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governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 05. Participant Safety. Participant safety assessment procedures. (3-20-04)	section states reviews will follow these guidelines, but no policy or procedure.	<i>procedure.</i> 4. IDAPA rules will be used as the guideline to follow in the writing of the policy and procedure.	
16.04.17.300.06. 300.POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 06. Emergency Care. Emergency care measures and crisis and emergency planning. (7-1-95)	The policies and procedures standard do not meet rule requirements. For example: The agency's policies and procedures does not address emergency care. The QA section states reviews will follow these guidelines, but no policy or procedure.	1-2. A Policy and Procedure will be written to address Emergency Care/ crisis for participants. 3. The Administrator will be responsible for writing the policy and procedure for Emergency/ Crisis planning. 4. IDAPA rules and guidelines will be used to write the policy to try to address how to handle emergencies and crisis.	10/25/2015
16.04.17.300.07. 300.POLICY AND PROCEDURE MANUAL.	The policies and procedures standard do not meet rule requirements.	1-2. A policy and procedures will be written on Administrative record	10/25/2015



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<p>A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 07. Administrative Records. Administrative records to be maintained. (7-1-95)</p>	<p>For example: The agency's policies and procedures does not address administrative records.</p>	<p><i>keeping.</i> 3. <i>The Administrator will write policy and procedures on Administrative record keeping and maintenance.</i> 4. <i>IDAPA rules and guidelines will be used to write policy and procedures on Administrative record keeping/maintenance and reviewed annually and changed if necessary.</i></p>	
<p>16.04.17.300.08. 300.POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 08. Personnel. Personnel qualifications, responsibilities, and job description. (7-1-95)</p>	<p>The policies and procedures standard do not meet rule requirements.</p> <p>For example: The agency's policies and procedures does not address personnel qualifications, responsibilities and job description.</p> <p>Repeat deficiency from 03/20/15 survey.</p> <p>Failure to comply with agency plan of correction.</p>	<p><i>1-2. Revisions to the Policy and Procedures on Personnel qualifications, responsibilities and job description will be made to address all the necessary areas required under IDAPA rules.</i> <i>3-4. The administrator will revise their Policy and Procedures manual to include all the necessary qualifications, responsibilities and job descriptions required for an agency to be implemented.</i></p>	<p>10/25/2015</p>



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<p>16.04.17.300.09. 300.POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: 09. Participant Rights. Personal, civil, and human rights and dissemination of participant rights policies. (3-20-04)</p>	<p>The policies and procedures standard do not meet rule requirements.</p> <p>For example: The agency's policies and procedures does not address participant rights. The agency has a form with some of the rights rule requirements, but does not address all of the requirements addressed in IDAPA 16.04.17.402.01.a-g</p>	<p>1-2. <i>The Participant Rights policy and procedure will be rewritten to include all rights given to participants per IDAPA rules.</i></p> <p>3. <i>The Administrator will rewrite the current policy to include all the rights listed in IDAPA rule 16.04.17.300.09.</i></p> <p>4. <i>An annual review of policies and procedures will be made annually to address any changes that are necessary.</i></p>	<p>10/25/2015</p>
<p>16.04.17.301.01. 301. PERSONNEL. 01. Policies. The agency is responsible for the recruitment, hiring, training, supervision, scheduling, and payroll for its employees, subcontractors or agents.</p>	<p>The policies and procedures standard do not meet rule requirements.</p> <p>For example: The agency's policies and procedures does not address the personnel rule requirements.</p>	<p>1-2. <i>A review of the policy on personnel requirements will be made to ensure all areas required by IDAPA rules are covered.</i></p> <p>3. <i>The Administrator will review and make necessary changes to policy to include all areas.</i></p> <p>4. <i>A review and revision of policy will be</i></p>	<p>10/25/2015</p>



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		<i>made to cover personnel rule requirements.</i>	
<p>16.04.17.301.02. 301. PERSONNEL. 02. Work Schedules. Coverage is scheduled to assure compliance with the Individual Support and Implementation Plans and all work schedules must be kept in writing. The agency must specify provisions and procedures to assure back-up coverage for those work schedules. (3-20-04)</p>	<p>The agency lacks specific provisions and procedures to assure back-up coverage for work schedules that meet the individual's Support and Implementation Plans.</p> <p>For example: No provisions or procedure addressing work schedules and participant 2 and 3's direct care staff and family stated that when they are not available natural supports fill in for the 24 hour service.</p> <p>Repeat deficiency from 03/20/15 survey.</p> <p>Failure to comply with agency plan of correction.</p>	<p><i>1-2. A policy and procedure will be written on work schedules and back up coverage.</i></p> <p><i>3. The Administrator will write policy and procedures for the Agency on work schedule and back up coverage.</i></p> <p><i>4. The Policy and Procedure manual will be reviewed and necessary changes and updates will be made.</i></p>	<p>10/25/2015</p>
<p>16.04.17.301.03.i 301. PERSONNEL. 03. Personnel Records. A record for each employee must be maintained from date of hire for not less than one (1) year after the employee is no longer employed by the</p>	<p>One of five employee record review lacked evidence of current CPR and First Aid certification.</p> <p>For example: Employee 2's record lacked documentation</p>	<p><i>2. The agency will revise their policy to include that if the certification is getting close to expire they will get written documentation from instructor that</i></p>	<p>10/25/2015</p>



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<p>agency, and must include at least the following: i. Evidence of current CPR and First Aid certifications; and (7-1-95)</p>	<p>of current 1st Aid. The agency corrected during survey. The agency is required to complete questions 2-4 on the agency's plan of correction.</p>	<p><i>certification was made to put that documentation in their file so that there is not a time lapse waiting for a certification card to be received by mail. 3-4. The office manager/administrator will monitor files to make sure documentation is current.</i></p>	
<p>16.04.17.302.02. 302.SERVICE PROVISION PROCEDURES. 02. 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)</p>	<p>One of four participant record lack documentation each participant's implementation plan includes goals and objectives specific to his plan of service. For example: Participant 4's ISP authorizes a healthy lifestyle goal, but does not correlate with the drink a bottle of water per day. The goal on the ISP addresses keeping her living space clean and exercising. Repeat deficiency from 03/20/15 survey. Failure to comply with agency plan of correction.</p>	<p><i>1. A review of Individual Support plans will be made to identify goals of participant. 2-4. The Program Coordinator will review Individual Support plans to identify goals and write implementations plans that include goals and objectives for participants.</i></p>	<p>10/25/2015</p>



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<p>16.04.17.400.02.o. 400.PARTICIPANT RECORDS. 02. Required Information. Records must include at least the following information: o. The plan of service including implementation plans maintained by the agency and data-based progress notes. (3-20-04)</p>	<p>One of four participant record lacked documentation of the plan of service including implementation plans maintained by the agency and data-based progress notes. For example: Participant 3's record lacked documentation of a plan of service (ISP).</p> <p>The deficiency was corrected during survey. The agency is required to complete questions 2-4 on the agency's plan of correction.</p>	<p><i>2. A review of files will be made to determine that necessary information and documents are in file and request necessary information to complete file.</i> <i>3. The office manager/Administrator will maintain files of necessary documents.</i> <i>4. Periodic reviews of files will be made to make sure necessary documents are in the participant's files.</i></p>	<p>10/25/2015</p>
<p>16.04.17.402.01.c. 402.PARTICIPANT RIGHTS. 01. Responsibilities. Each residential habilitation agency must develop and implement a written policy outlining the personal, civil, and human rights of all participants. The policy protects and promotes the rights of each participant and includes the following: c. Inform each participant, or legal guardian,</p>	<p>Four of four participant record lack documentation the agency informed each participant, or legal guardian, of the services to be received, the expected benefits and attendant risks of receiving those services, and of the right to refuse services, and alternative forms of services available. For example: The agency lacks documentation of a policy</p>	<p><i>1-2. A revision to the participants rights form the agency uses will be made to include the expected benefits, attendant risks of receiving services, and the right to refuse services.</i> <i>3. The Administrator will revise the rights form and write Policy to include necessary rights required by IDAPA rules.</i> <i>4. Policy and Procedures and rights form</i></p>	<p>10/25/2015</p>



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of the services to be received, the expected benefits and attendant risks of receiving those services, and of the right to refuse services, and alternative forms of services available; (3-20-04)	and procedure addressing this rule requirement. In addition, the rights form does not address this rule requirement.	<i>will be revised and participants will be given their rights.</i>	
16.04.17.405. 405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant.	The agency lacks documentation it developed and implemented written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include IDAPA 16.04.17.405.01-08. Repeat deficiency from 03/20/15 survey. Failure to comply with agency plan of correction.	1-2. <i>The policy on client abuse will be revised to include definitions of mistreatment, neglect or abuse.</i> 3. <i>The Administrator will revise policy to included necessary language per IDAPA rules.</i> 4. <i>New policy will be included in the policy and procedure manual and reviewed annually or when necessary.</i>	10/25/2015
501. ENFORCEMENT PROCESS. The Department may impose a remedy or remedies when it determines a residential habilitation agency is not in compliance with these rules. (3-29-12) 06. Failure to Comply. The Department may impose one (1) or more of the remedies specified	A review of agency records has determined that the agency failed to correct deficiencies found during the agency's previous surveys 2012 and 03/20/15 survey. See Repeat Deficiencies.	1-2. <i>New revisions will be made to policies and procedures.</i> 3-4. <i>The Administrator will review the policy and procedure manual and make necessary updates/revisions to necessary policies to make sure they are in line with</i>	10/25/2015



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in Subsection 501.02 of this rule if: (3-29-12) b. The residential habilitation agency has failed to correct the deficiencies stated in the agency's accepted plan of correction and as verified by the Department, via resurveys. (3-29-12)		<i>IDAPA rules and requirements.</i>	

Agency Representative & Title: Beverly Teichert <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	Date Submitted: 9/17/2015
Department Representative & Title: Pam Loveland-Schmidt, Licensing & Certification <i>* By entering my name and title, I approve of this plan of correction as it is written on the date identified.</i>	Date Approved: 9/22/2015