



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

Agency:	Pearl Group Homes, Inc.	Region(s):	7
Agency Type:	Res Hab	Survey Dates:	10/07/15-10/08/15
Certificate(s):	RHA-2498	Certificate(s) Granted:	<input type="checkbox"/> 6 - Month Provisional <input type="checkbox"/> 1 - Year Full <input checked="" 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)
16.04.17.101.04 101.CERTIFICATION - ISSUANCE OF CERTIFICATES. 04. Expiration of Certificate. An agency must request renewal of its certificate no less than ninety (90) days before the expiration of the certificate to ensure there is no lapse in certification. After initial certification the Department may issue a certificate that is in effect for up to three (3) years based upon an agency's substantial compliance with this chapter of rules.	The agency lacked documentation recertification was requested 90 days prior to the expiration of the certificate.	<ol style="list-style-type: none"> <i>1. A request for re-certification was sent on 10.14.2015. It was past due, but has now been sent in to the Department. We have evaluated our process and have created internal reminders within our calendar system as well as future send emails to Pearl Group Homes emails as reminders for re-certification. We also have scheduled quarterly reviews of our policy and procedures and have added a section reminding us to check on the completion of the re-certification for licensure.</i> <i>2. Without a license Pearl Group homes cannot operate and this in turn affects all participants, staff and systems. With</i> 	<i>11/14/2015</i>



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		<p><i>reviews of policy and procedure our management team can ensure that we follow IDAPA rules to continue providing quality services to our participants.</i></p> <p><i>3. Quarterly reviews are conducted by our QIDP as well as our administrative assistant. Pearl Group Homes director will be a third check to insure the request is sent in a timely fashion.</i></p> <p><i>4. We have created internal reminders within our calendar system as well as delayed-send e-mails to Pearl Group Homes e-mail accounts as reminders for re-certification. We also have scheduled quarterly reviews of our policy and procedures and have added a section reminding us to check on the completion of the re-certification for licensure.</i></p>	
<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.</p>	<p>Three of four participant record review lacked documentation a review of services and participant satisfaction was conducted at least quarterly or more often if required by the participant's</p>	<p><i>1. Effective 10.20.2015 our QIDP and administrative assistant have pulled out archived files that included participant quarterly reviews that are affected and included them in our participant files.</i></p>	<p><i>10/23/2015</i></p>



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	<p>condition or program.</p> <p>For example: Participant 1's record lacked documentation of periodic review for the third and fourth quarter of 2014. Participant 2's record lacked documentation of periodic review between 07/11/13 and 09/18/14. Then there is no documentation of periodic review between 09/18/14 and 05/22/15. Participant 3's record includes a periodic review, but it is not dated and unable to verify when the review was conducted.</p>	<p><i>We have also currently implemented a new procedure for QAing our program/participant files that includes a new tracking sheet for each participant on a quarterly basis, along with double signatures from QIDP and administrative assistant. We have also created a new section in our QA specific to participant files and reviews.</i></p> <p><i>2. Participants are part of the quarterly review and it is impossible to monitor and track their progress and help them become more independent without these reviews. Modifications to ISPs and goals are often based on these reviews as well. Part of our new QA process will also include double checking that the participant has signed and correctly dated their quarterly review sheet by the QIDP and Admin Assistant.</i></p> <p><i>3. QIDP, program coordinator and administrative assistant</i></p> <p><i>4. A new tracking page has been created</i></p>	



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		<i>and added to each Participant File and our internal QA book for monthly review. (see attached tracking page)</i>	
<p>16.04.17.404.04. 404.COMMUNICATION WITH PARTICIPANTS, PARENTS, LEGAL GUARDIANS, AND OTHERS. The residential habilitation agency must promote participation of participants, legal guardians, relatives and friends in the process of providing services to a participant unless their participation is unobtainable or inappropriate as prescribed by the plan of service; and The residential habilitation agency must promote participation of participants, legal guardians, relatives and friends in the process of providing services to a participant unless their participation is unobtainable or inappropriate as prescribed by the plan of service; and 04. Notification to Department of a Participant's Condition. Through a Department approved process, the agency must notify the Department within twenty-four (24) hours of any significant incidents affecting health and safety or changes in a</p>	<p>The agency lacked evidence it had a process to notify the Department within 24 hours of any significant incidents affecting health and safety or changes in a participant's condition including serious illness, accident, death, emergency medical care, hospitalization, adult protective services contact and investigation or if the participant is arrested, contacted by or under investigation by law enforcement or involved in any legal proceedings. The events and the agency response to the events must be documented in the participant file.</p> <p>The agency corrected the deficiency during survey. The agency is required to complete questions 2-4 on the plan of correction.</p>	<p><i>1. finding included our need to only complete section 2-4</i> <i>2. As management we have re-evaluated our policies and procedures manual to include a new section specifically for the notification of the department within 24 hours of any significant incident. We have added this to our new employee orientation, have provided each staff member (new and old) the new policy and are providing group meeting training on this topic to each employee. During their weekly visits with our Program Coordinator, she will go over the new policy with each participant as well.</i> <i>3. Program Director was responsible for the writing the new policy and procedure, our staffing manager, and program coordinator (all three of which</i></p>	<p><i>10/8/2015</i></p>



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<p>participant's condition, including serious illness, accident, death, emergency medical care, hospitalization, adult protective services contact and investigation, or if the participant is arrested, contacted by, or under investigation by law enforcement, or involved in any legal proceedings. The events and the agency response to the events must be documented in the participant file.</p>		<p><i>are QIDPs) are responsible for the training of individual staff and participants.</i></p> <p><i>4. Quarterly reviews of our policy and procedures manual will be completed to ensure that this and any other policy will be up to date and that we are in compliance with IDAPA rules. On-going monthly training will also be given to staff and participants to review the information found in the policy.</i></p>	
<p>16.04.17.405.07. 405. The residential habilitation agency must develop and implement written policies and procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 07. Proper Treatment of Participants. Participants must be treated with dignity and respect and their personal choices and preferences are respected and honored whenever possible and consistent with their well-being and their plan of service.</p>	<p>The agency lacked documentation of a policy and procedure for this rule requirement.</p> <p>For example: The agency had a policy and procedure, but it did not include consistent with their plan of service.</p> <p>The agency corrected the deficiency during survey. The agency is required to complete questions 2-4 on the plan of</p>	<p><i>1. finding included our need to only complete section 2-4</i></p> <p><i>2. As management we have re-evaluated our policies and procedures manual to include a new section specifically entitled Treatment of Participants. This section meets criteria for 16.04.17.405.07 of IDAPA Code. We have added this section to our new employee orientation program, have provided each staff member (new and old) the new policy and are providing</i></p>	<p><i>10/8/2015</i></p>



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	correction.	<p><i>group meeting training on this topic to each employee. During their weekly visits with our Program Coordinator, she will go over the new policy with each participant as well.</i></p> <p><i>3. Program Director was responsible for the writing the new policy and procedure, our staffing manager, and program coordinator (all three of which are QIDPs) are responsible for the training of individual staff and participants.</i></p> <p><i>4. Quarterly reviews of our policy and procedures manual will be completed to ensure that this and any other policy will be up to date and that we are in compliance with IDAPA rules. On-going monthly training will also be given to staff and participants to review the information found in the policy.</i></p>	
16.04.17.405.08.d. 405. The residential habilitation agency must develop and implement written policies and	The agency lacked documentation of a policy and procedure for this rule requirement.	<p><i>1. finding included our need to only complete section 2-4</i></p> <p><i>2. As management we have re-</i></p>	10/8/2015



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<p>procedures including definitions that prohibit mistreatment, neglect or abuse of the participant to include at least the following: 08. Use of Restraint on Participants. No restraints, other than physical restraint in an emergency, must be used on participants prior to the use of positive behavior interventions. The following requirements apply to the use of restraint on participants: d. Seclusionary Time Out. Seclusionary time out may be used only when a written behavior change plan is developed by the participant, his service coordinator his team, and a QMRP or a behavior consultant/crisis management consultant as qualified in IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Informed participant consent is required.</p>	<p>The agency corrected the deficiency during survey. The agency is required to complete questions 2-4 on the plan of correction.</p>	<p><i>evaluated our policies and procedures manual to include a new section specifically entitled Treatment of Participants. This section meets criteria for 16.04.17.405.07 of IDAPA Code. We have added this section to our new employee orientation program, have provided each staff member (new and old) the new policy and are providing group meeting training on this topic to each employee. During their weekly visits with our Program Coordinator, she will go over the new policy with each participant as well</i></p> <p><i>3. Program Director was responsible for the writing the new policy and procedure, our staffing manager, and program coordinator (all three of which are QIDPs) are responsible for the training of individual staff and participants.</i></p> <p><i>4. Quarterly reviews of our policy and procedures manual will be completed to</i></p>	



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		<i>ensure that this and any other policy will be up to date and that we are in compliance with IDAPA rules. On-going monthly training will also be given to staff and participants to review the information found in the policy.</i>	

Agency Representative & Title: Jaxson Stark, LCPC, QIDP, Director of Pearl Supportive Living dba Pearl Group Home <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	Date Submitted: 10/26/2015
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: 10/27/2015