



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

<b>Agency:</b>	Phoenix Management, LLC	<b>Region(s):</b>	6
<b>Agency Type:</b>	Res Hab	<b>Survey Dates:</b>	10/05/15-10/06/15
<b>Certificate(s):</b>	RH-5355	<b>Certificate(s) Granted:</b>	<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)
16.04.17.203.03. 203.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:	Three of three employee record review lacked documentation of training addressing the needs, desires, goals and objectives of participants served.  For example: Employee 1, 2 and 3 work with participants and no documentation they received training regarding the participants served.	<i>1. During initial orientation training, the QIDP will train all new hired employees specifically on the individuals the employee will be providing care for. This training will include all participants which the employee may work with. This training will include a brief history of the individual as well as the unique needs, desires, goals and objectives of each individual. This training will be titled "Individual Profiles" and employees will sign a training form upon completion. All employees will be assigned a form during orientation which tracks the date of each training received, including training which must be completed before working</i>	12/1/2015



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03. Understanding of Participants' Needs. A basic understanding of the needs, desires, goals and objectives of participants served.		<p><i>with individuals. Every formal training will also be documented on a form signed by all employees in attendance. Each employee's training for will be kept in an "uncompleted" file until all required trainings have been documented. When a new participant is admitted, the QIDP will assure that all employees working with the individual receive the "Participant Profiles" training before working with the participant.</i></p> <p><i>2. The QIDP and Administrator will review all employee files to assure all current employees have documentation showing they have received this training for every participant they work with. Any employee found to be lacking this documentation will be contacted by the QIDP and this training will be provided and documented.</i></p> <p><i>3. The Qualified Intellectual Disabilities Professional will be responsible for providing this training. The Administrator</i></p>	



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		<p><i>will be responsible for reviewing employee files and assuring the training has been completed and documented.</i></p> <p><i>4. The Administrator will assure that all new employees have all required trainings documented before being scheduled to work with any individual. The Administrator will review the "uncompleted trainings" folder monthly and contact each employee to make arrangements to complete needed trainings. Once the form is completed, it will be filed in the employee file. A digital spreadsheet will also be created and maintained to show all employees and needed or completed trainings at a glance. This will be updated as trainings are completed and filed.</i></p>	
<p>16.04.17.203.05. 203.STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING. Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced</p>	<p>Three of three employee record review lacked documentation of training addressing a review of the specific services the participant requires.</p>	<p><i>1. During initial orientation training, the QIDP will train all new hired employees specifically on the individuals the employee will be providing care for. This training will include all participants</i></p>	<p>12/1/2015</p>



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<p>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: 05. Review of Services. A review of the specific services that the participant requires.</p>	<p>For example: Employee 1, 2 and 3 work with participants and no documentation they received training regarding specific services the participant requires.</p>	<p><i>which the employee may work with. This training will include the specific services each participant requires. This training will be titled "Individual Profiles" and employees will sign a training form upon completion. All employees will be assigned a form during orientation which tracks the date of each training received, including training which must be completed before working with individuals. Every formal training will also be documented on a form signed by all employees in attendance. Each employee's training for will be kept in an "uncompleted" file until all required trainings have been documented. When a new participant is admitted, the QIDP will assure that all employees working with the individual receive the "Participant Profiles" training before working with the participant. 2. The QIDP and Administrator will review all employee files to assure all</i></p>	



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		<p><i>current employees have documentation showing they have received this training for every participant they work with. Any employee found to be lacking this documentation will be contacted by the QIDP and this training will be provided and documented.</i></p> <p><i>3. The Qualified Intellectual Disabilities Professional will be responsible for providing this training. The Administrator will be responsible for reviewing employee files and assuring the training has been completed and documented.</i></p> <p><i>4. The Administrator will assure that all new employees have all required trainings documented before being scheduled to work with any individual. The Administrator will review the "uncompleted trainings" folder monthly and contact each employee to make arrangements to complete needed trainings. Once the form is completed, it will be filed in the employee file. A digital</i></p>	



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		<p><i>spreadsheet will also be created and maintained to show all employees and needed or completed trainings at a glance. This will be updated as trainings are completed and filed.</i></p>	
<p>16.04.17.302.02. 302.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.</p>	<p>Two of two participant record review lacked documentation the implementation plan includes goals and objectives specific to his plan of service residential habilitation program.</p> <p>For example: Participant 1 and 2 both had implementation plans for "Meal planning (healthy choices), but not listed on the plan of service.</p>	<ol style="list-style-type: none"> <li>1. Upon admission, the QIDP will review any prior implementation plans which are currently in place. Tracking sheets will be placed in the participant program book for staff to document and gather baseline data for the first 14 days. The QIDP will use this data to develop and implement formal programming to address all goals and objectives specific to the plan of service.</li> <li>2. The QIDP will review all current participant implementation plans and assure that all identified goals and objectives are being addressed through formal programming. Formal programs will be implemented for any missing goals and objectives.</li> <li>3. The Qualified Intellectual Disabilities</li> </ol>	<p>12/1/2015</p>



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		<i>professional</i> 4. The QIDP will monitor all formal programming for all participants on a monthly basis. Data will be collected and tracked on the 6 month Status Review Form. The QIDP will assure that the identified goals and objectives are being addressed through formal programming when collecting this data.	

<b>Agency Representative &amp; Title:</b> Rob Freeman Administrator/ QIDP <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	<b>Date Submitted:</b> 10/30/2015
<b>Department Representative &amp; Title:</b> 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>	<b>Date Approved:</b> 11/2/2015