



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

Agency:	Progressive Behavior Systems	Region(s):	4
Agency Type:	Residential Habilitation Agency	Survey Dates:	3/7/16-3/8/16
Certificate(s):	RHA-5205	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)
16.04.17.201.03.d. 201. ADMINISTRATION. 03. Responsibilities. The governing authority must assume responsibility for: d. Assuring that appropriate training, space requirements, support services, and equipment for residential habilitation agency staff are provided to carry out assigned responsibilities; and (3-29-12)	<p>Review of agency documentation determined that the governing authority failed to assure that appropriate training for residential habilitation agency staff has been provided to carry out assigned responsibilities.</p> <p>The review team was unable to verify that the staff were trained on specific participants worked with through the documentation provided.</p>	<ol style="list-style-type: none"> 1. Staff have been trained on needs that are specific to the participant(s) that they work with. The agency is working on a more comprehensive form that will outline needs that are specific to the participant(s) in order to train the staff. 2. The agency will ensure that the new form is created for each participant. This form will be used while training staff to work with a participant to ensure that they have a good understanding of their specific needs. 3. Administrator/Program Director/QIDP. The QIDP will be responsible for ensuring that staff are trained with participants that they are 	4/1/2016



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		<p><i>working with which they are working.</i></p> <p><i>4. Training specific to the participant will occur for new staff as well as prior existing staff working with a new participant.</i></p>	
<p>16.04.17.202. 202. ADMINISTRATOR. An administrator is responsible and accountable for implementing the policies and procedures approved by the governing authority. (3-20-04)</p>	<p>Review of agency documentation revealed that the administrator has failed to ensure the implementation of policies and procedures approved by the governing authority.</p> <p>For example:</p> <p>The policy and procedure manual notes that the participant's plan of service will be maintained in the home. Participant #3 did not have a plan of service maintained in the home at the time of review.</p> <p>The policy and procedure manual also notes methodology for complete participant records. Medication</p>	<p><i>1. The plan of service is now in the home of this participant.</i></p> <p><i>2. The agency will ensure that each participant has the plan of service in the participant's home. This will be monitored on an at least quarterly basis through the use of the quarterly QA document. Current plans of services and amended plans of services will replace outdated/expired plans as the time arises. Further, Administrator will retrain the Program Director(s) and QIDP(s) on the policy and procedures to ensure implementation of required services.</i></p> <p><i>3. Administrator, QA, QIDP; the QIDP will review the paperwork sent to the home to ensure that a current plan of service is included. QA will review new</i></p>	<p><i>3/7/2016</i></p>



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	Administration Records for participant #3 reflect incomplete medication documentation for the month of February 2016.	<i>participant/new plan year paperwork to ensure that the plan of service is included. 4. This will occur for each new participant as well as for when plans change and/or renew.</i>	
16.04.17.302.04. 302. SERVICE PROVISION PROCEDURES. 04. Medication Standards. The agency must maintain a policy describing the program's system for handling participant medications which is in compliance with the IDAPA 23.01.01, "Rules of the Board of Nursing." (3-20-04)	Review of agency documentation revealed that the agency failed to maintain their policy with regard to expired participant medications.	<ol style="list-style-type: none"> 1. <i>The expired medication has been removed from the home. Staff will be trained and retrained as necessary on how to check for expired medications and to dispose of them.</i> 2. <i>Staff will be retrained on their process of administering medications. QIDP will work with staff in the participant's home to check for expired medications and how to properly dispose of them.</i> 3. <i>Administrator, Program Director, QIDP</i> 4. <i>The QIDP will check medications on a quarterly basis.</i> 	3/7/2016
16.04.17.404.04. 404. COMMUNICATION WITH PARTICIPANTS, PARENTS, LEGAL	Review of agency documentation revealed that the agency failed to notify the Department within twenty-four (24)	1. <i>Program Director and QIDP(s) have been trained on the importance of submitting critical incident reports within</i>	3/7/2016



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<p>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 participant's condition, including serious illness,</p>	<p>hours of a significant incident. For example: Records reviewed for participant #1 revealed that an incident occurred 12/14/15; however the incident was not reported until 12/18/15. Records reviewed for participant #4 revealed that an incident occurred 7/3/15; however the incident was not reported until 7/5/15.</p>	<p><i>24 hours of the incident.</i> <i>2. The agency will ensure that all future critical incident reports are sent to the department within the 24-hour time period.</i> <i>3. Administrator, Program Director, QIDP.</i> <i>4. Each incident shall be reported within 24 hours for future incidents.</i></p>	



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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. (3-29-12)			

Agency Representative & Title: Branden Smalley Administrator <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	Date Submitted: 3/28/2016
Department Representative & Title: <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: 4/1/2016