



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

Agency:	A New Leaf	Region(s):	4
Agency Type:	DDA	Survey Dates:	5 Dec 2016 – 7 Dec 2016
Certificate(s):	4ANEWLEAF142-1 DDA-291	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)
<p>16.03.21.400.03.a. 400. GENERAL STAFFING REQUIREMENTS FOR AGENCIES. Each DDA is accountable for all operations, policy, procedures, and service elements of the agency.</p> <p>03. Clinical Supervisor Duties. A clinical supervisor must be employed by the DDA on a continuous and regularly scheduled basis and be readily available on-site to provide for:</p> <p>a. The supervision of service elements of the agency, including face to face supervision of agency staff providing direct care services; and (7-1-11)</p>	<p>Based on the review of agency records, the survey team was unable to verify that 1 out of 4 staff received the additional face to face supervision required for direct care services.</p> <p>For example: Employee #2 did not have documentation of weekly face-to-face supervision with the clinical supervisor for a period of six (6) months while delivering services.</p>	<ol style="list-style-type: none"> 1. <i>The Clinical Supervisor's have created a separate training log for new staff that don't have the 6 month's of experience. The log will document weekly training topics, require the staff's signature, and the date.</i> 2. <i>All new staff that lack the 6 months of experience will be added to the training log. Additional training will be provided to account for any missed weeks that are identified by the review.</i> 3. <i>The Clinical Supervisor's will be responsible for the training and for reviewing the training log on a weekly basis.</i> 4. <i>There will be a weekly review of the</i> 	12/12/2016



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		<i>training log to ensure new staff receive their required weekly training and face to face supervision.</i>	
<p>16.03.21.400.07.b. 400. GENERAL STAFFING REQUIREMENTS FOR AGENCIES. Each DDA is accountable for all operations, policy, procedures, and service elements of the agency. 07. Paraprofessionals. A person qualified to provide support services must meet the following minimum requirements: b. Have received instructions in the needs of the participant who will be provided the service; and (7-1-11)</p>	<p>Based on the review of agency records, the survey team was unable to verify that 1 out of the 4 staff records reviewed had received instructions in the needs of the participant who was receiving the provided service.</p> <p>For example: Employee #2 lacked documentation of client specific training.</p>	<p><i>1. The Clinical Supervisors have created a separate training log for all staff to ensure documentation of participant needs training is logged when working with a new participant. The log will document the staff, the participant, and the date the training occurred.</i></p> <p><i>2. The Clinical Supervisors will review through recent placements and ensure the staff have documented training on the needs of their new Participants. Going forward, all staff will receive training on the needs of their Participants prior to working with a new Participant.</i></p> <p><i>3. The Clinical Supervisors will be responsible for creating the training log, reviewing through current placements, providing needs training if missed, documenting any training, and for</i></p>	<p><i>12/12/2016</i></p>



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		<p><i>providing and documenting all future Participant needs training.</i></p> <p><i>4. There will be a weekly review of the training log to ensure all staff with new placements receive their Participant needs training.</i></p>	
<p>16.03.21.410.01.b.i 410. GENERAL TRAINING REQUIREMENTS FOR DDA STAFF. Each DDA must ensure that all training of staff specific to service delivery to the participant is completed as follows: 01. Yearly Training. The DDA must ensure that staff or volunteers who provide DDA services complete a minimum of twelve (12) hours of formal training each calendar year. Each agency staff providing services to participants must: b. Be certified in CPR and first aid within ninety (90) days of hire and maintain current certification thereafter; and i. The agency must ensure that CPR and</p>	<p>Based on the review of agency records, the survey team was unable to verify that a staff trained in CPR and first aid was present during the time services were provided.</p> <p>For example: Employee #2 completed CPR and first aid training on 8-20-2016 and provided direct service on 7-6-2016 without having verification that a trained CPR and first aid staff was present.</p>	<p><i>1. We are implementing that all DDA staff will be required to complete their CPR and first aid training prior to working with a Participant.</i></p> <p><i>2. A review was completed on all current DDA staff to ensure they have a current CPR and first aid training. All DDA staff that are working with Participants are current. Human resources monitors the spreadsheet documentation on a weekly basis to ensure all staff stay current on their CPR/first aid training. Any DDA new hires will be required to complete the CPR/first aid training prior to working with a Participant.</i></p> <p><i>3. Human Resources did the initial review of current DDA staff and they will</i></p>	<p><i>12/12/2016</i></p>



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<p>first-aid trained staff are present or accompany participants when services or DDA-sponsored activities are being provided. (7-1-11)</p>		<p><i>complete the on-going monitoring.</i> <i>4. The training dates are monitored through a staff spreadsheet that automatically alerts us 30 days prior to an expiration, so we have time to enter the staff into a training in order to remain current. By requiring all DDA new hires to complete CPR/first aid prior to working with a Participant, we alleviate the potential of a staff working with a Participant without a certified staff around.</i></p>	
<p>16.03.21.601.01.d. 601. Each DDA certified under these rules must maintain accurate, current, and complete participant and administrative records. These records must be maintained for at least five (5) years. Each participant record must support the individual's choices, interests, and needs that result in the type and amount of each service provided. Each participant record must</p>	<p>Based on a review of agency records, 2 out of the 3 participant's profile sheets were missing required information.</p> <p>For example: Participant #1's profile sheet lacked documentation of the living arrangement.</p> <p>Participant #2's profile sheet lacked documentation of a current medication.</p>	<p><i>1. The Clinical Supervisors are completing a full review of all DDA Participant files. Any profiles missing information will be filled in and completed.</i> <i>2. The review is being completed on all Participants to ensure all profiles are complete.</i> <i>3. The Clinical Supervisors are responsible for implementing the reviews and updating/completing the</i></p>	<p><i>1/13/2017</i></p>



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<p>clearly document the date, time, duration, and type of service, and include the signature of the individual providing the service, for each service provided. Each signature must be accompanied both by credentials and the date signed. Each agency must have an integrated participant records system to provide past and current information and to safeguard participant confidentiality under these rules.</p> <p>01. General Records Requirements. Each participant record must contain the following information:</p> <p>d. Profile sheet containing the identifying information reflecting the current status of the participant, including residence and living arrangement, contact information, emergency contacts, physician, current medications, allergies, special dietary or medical needs, and any other information required to provide safe and</p>		<p>profiles.</p> <p><i>4. Once the review is completed, all profiles will be up to date and filled in with the required documentation. Moving forward, the Clinical Supervisor's will ensure the profiles are completed and updated during new intakes and during annual eligibility.</i></p>	



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effective care; (7-1-11)			

Agency Representative & Title: Amy Wright, Administrator <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	Date Submitted: 12/30/2016
Department Representative & Title: Sandi Frelly, Medical Program Specialist <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: 12/30/2016