



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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May 16, 2012

Sally Ball, Administrator
The Res/Hab Provider Agency
3705 South Montana Avenue
Caldwell, ID 83605

Dear Ms. Ball:

Thank you for submitting the Plan of Correction for The Res/Hab Provider Agency dated May 16, 2012, in response to the Residential Habilitation Agency recertification survey conducted by the Department on March 16, 2012. The Department has reviewed and accepted the Plan of Correction. As a result, we have issued The Res/Hab Provider Agency a full certificate effective May 1, 2012, through April 30, 2012, unless otherwise suspended or revoked (enclosed).

This certificate is contingent upon correction of deficiencies cited during the recertification survey. Your agency is required to submit documentation to substantiate that your Plan of Correction has been implemented. Please submit these documents in the order of citation listed on the Statement of Deficiencies (NOTE: Please assure that each document submitted as supporting documentation is directly referenced to a citation). Documentation must be submitted no later than **June 18, 2012**. You may submit supporting documentation as follows:

- Fax: (208) 364-1811
- E-mail: ALC@dhw.idaho.gov
- Mail: Attn: DD Certification Program
Licensing & Certification - DHW
P.O. Box 83720
Boise, ID 83720-0009
- Deliver: Licensing & Certification – DHW
3232 Elder Street, Boise, ID 83705

Thank you for your patience while accommodating us through the survey process. If you have any questions, you can reach me at (208) 364-1906.

Sincerely,

ERIC D. BROWN
Supervisor
Developmental Disabilities Certification Program

EDB/slm

Enclosure

Statement of Deficiencies

Residential Habilitation Agency

The Res/Hab Provider Agency
RHA-215

3705 S Montana Ave
Caldwell, ID 83605
(208) 455-8887

Survey Type: Recertification

Entrance Date: 3/13/2012

Exit Date: 3/16/2012

Initial Comments: Survey Team: Eric Brown, DDA/ResHab Certification Program Supervisor

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
16.03.10.705.01.a.vii	Staff Qualifications	16.03.10.705.01.a.vii
705.DD/ISSH WAIVER SERVICES - PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07) 01. Residential Habilitation. Residential habilitation services must be provided by an agency that is certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, "Rules Governing Residential Habilitation Agencies," and is capable of supervising the direct services provided. Individuals who provide residential habilitation services in their own home must be certified by the Department as a certified family home and must be affiliated with a Residential Habilitation Agency. The Residential Habilitation Agency provides oversight, training, and quality assurance to the certified family home provider. Individuals who provide residential habilitation services in the home of the participant	Review of agency documentation revealed that staff working with [Participant 2] were assisting him in performing range-of-motion exercises and indicated they were utilizing physical prompts and physical manipulation of joints. There was no physical therapy evaluation, training documentation, or recommendations in [Participant 2]'s file. Staff working with [Participant 2] were not trained physical therapists and had not been trained by a licensed physical therapist to do this activity.	<ol style="list-style-type: none"> All providers have been through a review training to review IDAPA rules pertaining to the proper way to assist participants with range of motion exercises. No physical contact may be made unless they have been certified to do so. Reviews will be made with each participant/provider to assure proper techniques are used and only verbal or modeling of range of motion is given to each participant. The Program Coordinator will collect data each month and review to make sure providers are in compliance. The Administrator will review paperwork and perform Quality Assurance monitoring. The Res-Hab Provider Agency has recently reviewed this deficiency with all providers. A review training was performed April 4, 2012.

(supported living), must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (3-19-07)
 a. Direct service staff must meet the following minimum qualifications: (3-19-07)
 vii. Have appropriate certification or licensure if required to perform tasks which require certification or licensure.

Scope and Severity: Isolated / No Actual Harm - Potential for More Than Minimal Harm

Date to be Corrected:

Administrator Initials:

Rule Reference/Text

16.04.17.202.03.b

202. ADMINISTRATOR. An administrator is responsible and accountable for implementing the policies and procedures approved by the governing authority. (3-20-04)
 03. Responsibilities. The administrator, or his designee, must assume responsibility for: (3-20-04)
 b. Developing and implementing policies and procedures for agency staff and provider training, quality assurance, evaluation, and supervision; (8-5-11)T

Category/Findings

Administrator

Review of the agency's documentation revealed that the CPR/First Aid certifications for [Staff 1, 3, and 6] had lapsed in April and May of 2011 and that [Staff 2 and 6] had not completed assistance with medication training. The agency administrator had not ensured that the identified agency staff had completed proper required training.

Plan of Correction (POC)

16.04.17.202.03.b

1-2 A review of all providers files will be made to assure that CPR/1st Aid and Assistance with Medication certifications are current and in providers files.
 3. The Res-Hab Provider Agency Administrator will review files and assure that all certifications are current and will made necessary arrangements for classes needed to assure all providers are current with their training.
 4. A chart has been developed to track training expiration dates.
 5. All updated training has been arranged and completion of courses will be within the next 30 days. A copy of the completed courses will be filed into the Providers files upon arrival to this Agency.

Scope and Severity: Pattern / No Actual Harm - Potential for Minimal Harm

Date to be Corrected: 5/1/12

Administrator Initials: B-T

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
16.04.17.301.03.d 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 agency, and must include at least the following: (8-5-11)T d. Other qualifications (if licensed in Idaho, the original license number and the date the current registration expires, or if certificated, a copy of the certificate); and (7-1-95)	Staff Qualifications Review of agency documentation revealed the staff files for [Staff 2 and 6] did not contain documentation that the staff had successfully completed Assistance with Medications training. Both staff currently assist participants with medications. This requirement can also be found in IDAPA 16.03.10.705.01.a.v.	16.03.10.705.01.a.v. 1. The Res-Hab Provider Agency will assure that all providers assisting participants with medications have successfully completed the "Assistance With Medication" course approved by the Idaho State Board of Nursing. 2. The Res-Hab provider Agency will assure that all providers assisting with medications have been through the "Medication Assistance course." 3. The Administrator will review files to assure that all participants who need assistance with medications are being given medications by properly trained providers. 4. A review of files will be made quarterly to assure proper training is current and up to date. 5. The staff that have not been through the "Assistance with Medication" Course have been signed up and will be finished with the course within 30 days.
Scope and Severity: Pattern / No Actual Harm - Potential for More Than Minimal Harm		Date to be Corrected: 5/1/12 Administrator Initials: B.T.

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
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 agency, and must include at least the following: (8-5-11)T	Staff Qualifications Review of agency files revealed that files for [Staff 1, 3, and 6] did not contain current CPR/First Aid certifications. [Staff 1]'s certification expired on April 23, 2011, [Staff 3]'s certification expired on May 22, 2011, and [Staff 6]'s certification expired on April 24, 2011.	

i. Evidence of current CPR and First Aid certifications; and (7-1-95)

This requirement is also found in IDAPA 16.03.10.705.01.a.iii.

16.03.10.705.01.a.iii

1. The Res-Hab Provider Agency Administrator will review all provider files on a quarterly basis to assure that providers are current on CPR/1st Aid training.
2. Arrangements will be made for training if needed to maintain current certifications.
3. The administrator will make necessary arrangements for trainings.
4. A chart has been developed to track necessary trainings.
5. After a review was made, all providers that were not current with their certificates have completed and updated their CPR/1st Aid training and a copy of their certification will be put in their files within 30 days.

Scope and Severity: Pattern / No Actual Harm - Potential for More Than Minimal Harm

Date to be Corrected: 5/1/12

Administrator Initials: B.T.

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
<p>16.04.17.301.03.j</p> <p>301. PERSONNEL.</p> <p>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 agency, and must include at least the following: (8-5-11)T</p> <p>j. Verification of satisfactory completion of criminal history checks in accordance with IDAPA 16.05.06, "Criminal History and Background Checks"; and (3-20-04)</p>	<p>Criminal History</p> <p>Review of agency documentation revealed that the file for [Staff 6] did not contain documentation that the staff had successfully completed an Idaho Department of Health and Welfare criminal history background check.</p> <p>This requirement can also be found in IDAPA 16.03.10.705.01.a.vi.</p>	<p>16.03.10.705.01.a.vi.</p> <ol style="list-style-type: none"> 1. The Res-Hab Provider Agency will assure that all staff will have a copy of the completion of a Criminal Background Check in their files. 2. A review of files will be made to determine if a copy is missing from providers/staff files.~ 3. The Administrator will review files .4. The Res-Hab Provider Administrator will review files to assure that a copy of the Criminal Background check is in each provider/staff file. 5. A review has been made and all providers/staff have completed a Criminal Background check. The Res-Hab Provider Agency is waiting for the completion to include in Staff # 6 file.

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Scope and Severity: Isolated / No Actual Harm - Potential for Minimal Harm **Date to be Corrected:** 5/1/12 **Administrator Initials:** B.T.

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
16.04.17.400.02.n 400. PARTICIPANT RECORDS. 02. Required Information. Records must include at least the following information: (3-20-04) n. Daily record of the date, time, duration, and type of service provided. (7-1-95)	Program Documentation (data/progress) Review of agency documentation revealed that program documentation for [Participant 1] did not include time in or time out, and only logged total hours for the day. The participant receives hourly supported living, which must be documented with time in/out information. This requirement can also be found in IDAPA 16.03.10.704.02.a.i, iv.	16.03.10.704.02.a.i.iv. 1. The Res-Hab Provider Agency conducted a review training on proper recording of paperwork. 2. All Providers will provide on paperwork the hours of service including In/Out times. 3. The Res-Hab Provider Agency Administrator will review paperwork to assure proper recording is being made. 4. All staff have received training on properly recording times they have worked, including the start and end times. 5. This practice has been implemented immediately.

Residential Habilitation Agency

The Res/Hab Provider Agency

3/16/2012

Scope and Severity: Isolated / No Actual Harm - Potential for Minimal Harm

Date to be Corrected: 5/1/12

Administrator Initials: B.T.

Administrator Signature (confirms submission of PDC):

[Handwritten Signature]

Date: 5/16/12

Team Leader Signature (signifies acceptance of PDC):

[Handwritten Signature]

Date: 5/16/12