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Statement of Deficiencies

Residential Habilitation Agency

Community Connections of Pocatello
RHA-1132

771 Yellowstone Ave
Pocatello, ID 83201
(208) 377-9814

Survey Type: Investigation

Entrance Date: 5/23/2011

Exit Date: 6/7/2011

Initial Comments: Assigned Investigator: Pam Loveland-Schmidt, Medical Program Specialist, Licensing and Certification.

Focused investigation; no observations were conducted.

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
16.03.10.705.01.a.vii	Provider Records	1. What corrective action will be taken? Program Director has been retrained on the standards of care on medication assistance per nursing rule requirements. Any participant's who are prescribed Behavior Modifying PRN's will be recommended to add Nursing Services to their ISP. 2. How will the agency identify participants who may be affected by the deficiency? All Residential Habilitation Participants who need assistance with their Medications. 3. Who will be responsible for implementing corrective action? Brian Fay, Administrator 4. How will the corrective action be monitored to ensure consistent compliance with IDAPA rules? Conducting regular, on-going Quality Assurance reviews and at minimum quarterly.
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.	One of one employee record reviewed ([Employee 1]) lacked documentation that the employee met the rule requirements to delegate, assess, and supervise medication assistance per nursing rule requirements. For example, the individual monitoring and supervising assistance with medications was the Program Manager, who did not meet the licensed nurse requirements. [Participant 1] required multiple PRN medications. The medication log gave direction to take one medication, Zydis 10 mg, one tablet by mouth as needed for extreme agitation. There was no documentation that a licensed nurse was notified to assess whether or not a PRN medication should be given, only the Program Manager was notified. In addition, there were notes from the Program Manager stating, "Do not give lithium"; "Do not give Zydis unless	

Individuals who provide residential habilitation services in the home of the participant (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.	specifically instructed by Program Manager," etc. The nursing rules, IDAPA 23.01.01, state under "assistance with medication and delegation" that a licensed nurse must monitor delegation, determine the degree of supervision required, and evaluate whether the activity is completed in a manner that meets acceptable outcomes.	

Scope and Severity: Pattern / No Actual Harm - Potential for More Than Minimal Harm | **Date to be Corrected:** 2011-06-01 | **Administrator Initials:** PJF

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
16.04.17.302.04	Medication	1. What corrective action will be taken? All Pocatello CCI Residential Habilitation Employees were retrained on Medication Procedures, Prescription Changes, and Appointments. 2. How will the agency identify participants who may be affected by the deficiency? All Residential Habilitation Participants who need assistance with their Medications. 3. Who will be responsible for implementing corrective action? Vandy Twitchell, Adult Program Director 4. How will the corrective action be monitored to ensure consistent compliance with IDAPA rules? Pocatello CCI Residential Habilitation Employees signed and dated the training report. Monitored through weekly home checks, participant specific training, and quarterly quality assurance reviews.
302. SERVICE PROVISION PROCEDURES. 04. Medication Standards. The agency must maintain a policy describing the program's system forhandling participant medications which is in compliance with the IDAPA 23.01.01, "Rules of the Board of Nursing." (3-20-04)	One of one participant record reviewed ([Participant 1]) lacked evidence the agency followed rule requirements and its own policy and procedures when assisting with medication. For example, [Participant 1]'s record lacked evidence the agency's policy and procedures based upon rule requirements were followed when monitoring and supervising the staff with medications in the following areas: • The individual monitoring and supervising assistance with medications was the Program Manager, who did not meet the licensed nurse requirements. • When documenting medications, the staff did not follow agency policy and procedures, which included notifying the Program Director when medication changes were made. There was no documentation on the agency medication log stating medication dosage changes, yet the agency lined through three days of medication	

for the 7:00 p.m. medications from April 13 through April 17, 2011, and transferred to another medication log that had a different amount of tabs to take for Amlodipine. The original log directed to take one tablet, and the new log directed to take two tablets with no documentation on either medication log stating medications had changed.

• This participant required multiple PRN medications. The medication log gave direction to take one medication, Zydis 10 mg, one tablet by mouth as needed for extreme agitation. There was no documentation that a licensed nurse was notified to assess whether or not a PRN medication should be given, only the Program Manager was notified. In addition, there were notes from the Program Manager stating, "Do not give lithium"; "Do not give Zydis unless specifically instructed by Program Manager," etc. The nursing rules, IDAPA 23.01.01, state under "assistance with medication and delegation" that a licensed nurse must monitor delegation, determine the degree of supervision required, and evaluate whether the activity is completed in a manner that meets acceptable outcomes.

• When the participant transitioned to another agency, the SC and Program Director conducted an inventory of the participant's medications and documented 60 Depakote. This medication should have been given one time per day. There was no documentation as to why the medication was not given as prescribed, or was disposed of.

Scope and Severity: Pattern / No Actual Harm - Potential for More Than Minimal Harm | **Date to be Corrected:** 2011-06-01 | **Administrator Initials:** PK

Administrator Signature (confirms submission of POC): Pri Ku | **Date:** 6-30-11

Team Leader Signature (signifies acceptance of POC): Pam Lowe Land-Schmidt | **Date:** 8/16/11