



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

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DIVISION OF LICENSING & CERTIFICATION  
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March 12, 2014

Heather Walker, Administrator  
Developmental Concepts, Inc.  
8150 West Emerald Street  
Boise, ID 83704

Dear Ms. Walker:

Thank you for submitting the Plan of Correction for Developmental Concepts, Inc. dated March 10, 2014, in response to the complaint investigation survey concluded on August 13, 2013. The Department has reviewed and approved the Plan of Correction.

Pursuant to the administrative review decision, Developmental Concepts, Inc. was issued a provisional certificate for its residential habilitation agency. The provisional certificate is effective March 6, 2014, through September 6, 2014.

As stated in Tamara Priscock's letter of March 6, 2014, the Department will monitor your continued compliance, including the implementation of your Plan of Correction. Before the end of the provisional certification period, the Department will determine whether areas of concern have been corrected and whether the agency is in substantial compliance with IDAPA 16.04.17. If the Department verifies you have satisfactorily addressed the specific concerns outlined in the Statement of Deficiencies and meet all of the requirements for a Residential Habilitation Agency, a full certificate will be issued.

Sincerely,

ERIC D. BROWN  
Manager  
DDA/ResHab Certification Program

EDB/slm

Enclosure

1. Approved Plan of Correction



# Statement of Deficiencies

Residential Habilitation Agency

Developmental Concepts, Inc.  
RHA-221

8150 W Emerald St  
Boise, ID 83704  
(208) 323-6601

**Survey Type:** Investigation

**Entrance Date:** 8/13/2013

**Exit Date:** 8/13/2013

**Initial Comments:** The results of this investigation were amended as a result of administrative review.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>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; (3-29-12)</p>	<p>You must more effectively manage the performance of the supervisors and managers who report directly to you.</p>	<p>1. Quarterly training meetings for the agency's professionals will be implemented to refresh their awareness of the agency's policies and procedures and provide an additional opportunity for issues and questions to be raised to the Administrator. 2. The Administrator will continue having weekly meetings with ResHab team to provide a regular forum for discussion of participant needs and concerns of any nature related to the ResHab program. 3. The Administrator will ensure the meetings transpire and professionals' attendance at the meetings is documented. 4. If the Administrator notes any concern about a professional's performance, a meeting with the professional to discuss the concern will be held and appropriate action taken by the Administrator. Performance Reviews of professionals will be conducted by the Administrator on a semi-annual basis rather than annual, starting in May, 2014.</p>	<p>2014-04-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.203.03</p> <p>203. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING.</p> <p>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</p>	<p>Your agency's training plan for current and new staff must include the protocol for handling medical emergencies.</p> <p>Also see IDAPA 16.03.10.703.01.a.iii:</p> <p>703. ADULT DD WAIVER SERVICES: COVERAGE AND LIMITATIONS.</p> <p>01. Residential Habilitation. Residential habilitation services consist of an integrated array of individually tailored services and supports furnished to eligible participants. These services and supports are designed</p>	<p>1. The agency will continue to ensure initial and ongoing training occurs in compliance with IDAPA, and that training logs documenting the required training are maintained.</p> <p>2. Specific Emergency Protocol instruction has been given to all existing ResHab staff, and their understanding of said protocol was documented. All new hires are trained on the Emergency Protocol as well and their understanding of said protocol is also documented.</p> <p>3. The agency's Office Manager ensures that the training and documentation occurs.</p>	<p>2014-04-01</p>

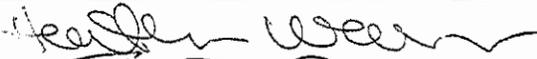
employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas: (3-29-12)  
03. Understanding of Participants' Needs. A basic understanding of the needs, desires, goals and objectives of participants served. (3-20-04)

to assist the participants to reside successfully in their own homes, with their families, or in certified family homes. The services and supports that may be furnished consist of the following: (4-4-13)  
a. Habilitation services aimed at assisting the individual to acquire, retain, or improve his ability to reside as independently as possible in the community or maintain family unity. Habilitation services include training in one (1) or more of the following areas: (3-19-07)  
iii. Daily living skills including training in accomplishing routine housekeeping tasks, meal preparation, dressing, personal hygiene, self-administration of medications, and other areas of daily living including proper use of adaptive and assistive devices, appliances, home safety, first aid, and emergency procedures; (3-19-07)

4. By April 1, 2014, the agency will provide Eric Brown with copies of the training logs for all of the agency's employees existing as of March 15, 2014, to document that all IDAPA training requirements are current. By April 1, 2014, the agency will also provide Eric Brown with a copy of those employees' signatures on the Emergency Protocol for which they have been trained. By August 1, 2014, the agency will provide Eric Brown with copies of the training logs and documentation of Emergency Protocol training for any employees hired from March 15, 2014-July 15, 2014.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.300.06</p> <p>300. POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following:(3-20-04)</p> <p>06. Emergency Care. Emergency care measures and crisis and emergency planning. (7-1-95)</p>	<p>Your agency's written policies and procedures must include the protocol for handling medical emergencies.</p>	<ol style="list-style-type: none"> <li>1. The agency will provide Eric Brown with a copy of the Emergency Protocol which the agency has implemented and instructed its employees to follow.</li> <li>2. The agency will review its Policy and Procedures to ensure that the Emergency Protocol is properly incorporated and that each employees has acknowledged they have been trained concerning the Emergency Protocol.</li> <li>3. The Administrator will ensure that the above actions are taken..</li> <li>4. The Administrator will continue to review the agency's Policies and Procedures at least annually to confirm that they contain instructions for emergency care measures, crisis, and emergency planning.</li> </ol>	<p>4-1-14</p>

Administrator/Provider Signature:



Date:

3-10-14

Department POC Approval Signature:



Date:

3/11/14

If deficiencies are cited, an approved plan of correction is requisite to continued program participation.