

SUSANA MARTINEZ, GOVERNOR



CATHERINE D. TORRES, M.D., CABINET SECRETARY

Date: October 24, 2011

To: Edward Kaul, Director-Community Services  
Provider: ARCA  
Address: 11300 Lomas Blvd. NE  
State/Zip: Albuquerque, NM 87112

E-mail Address: [ekaul@arc-a.org](mailto:ekaul@arc-a.org)

CC: Diane Fisher, Board Chair  
E-Mail Address: [dfisher@phs.org](mailto:dfisher@phs.org)

Region: Metro  
Focused Survey: May 9 - 12, 2011  
Verification Survey: October 12 - 14, 2011  
Program Surveyed: Developmental Disabilities Waiver  
Service Surveyed: Community Living (Supported Living, Independent Living & Family Living) & Community Inclusion (Adult Habilitation)

Survey Type: Verification  
Team Leader: Cynthia Nielsen, MSN, RN, ONC, CCM, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau  
Team Members: William Bazinet, BSN, RN, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Mr. Kaul:

The Division of Health Improvement Quality Management Bureau has completed a Plan of Correction Verification Survey of the services identified above. The purpose of the survey was to determine compliance with your Plan of Correction submitted to DHI/DDSD regarding the Focused Survey on **May 9 - 12, 2011**.

**There were no deficiencies noted.**

**The Focused Survey and subsequent Plan of Correction process is now complete.**

To maintain ongoing compliance with Standards and regulations, continue to use the Quality Assurance processes described in your Plan of Correction. Again, all verification survey results will be shared with the Internal Review Committee.

Please call the Plan of Correction Coordinator at 505-222-8647, if you have questions about the survey or the report.



**Division of Health Improvement • Quality Management Bureau**  
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QMB Report of Findings – ARCA – Metro Region – October 12 - 14, 2011

Survey Report #: Q12.02.D0085.METRO.VS.01

Thank you for your cooperation and for the work you perform.

Sincerely,

*Cynthia Nielsen, MSN, RN, ONC, CCM*

Cynthia Nielsen, MSN, RN, ONC, CCM  
Team Lead/Health Care Surveyor  
Division of Health Improvement  
Quality Management Bureau  
[cynthia.nielsen@state.nm.us](mailto:cynthia.nielsen@state.nm.us)

## Survey Process Employed:

Entrance Conference Date:	October 12, 2011
Present:	<b><u>ARCA</u></b> Edward Kaul, Director-Community Services
	<b><u>DOH/DHI/QMB</u></b> Cynthia Nielsen, MSN, RN, ONC, CCM, Team Lead/Healthcare Surveyor William Bazinet BSN, RN, Healthcare Surveyor
Exit Conference Date:	None
Homes Visited	Number: 2
❖ Supported Homes Visited	Number: 2
Administrative Locations Visited	Number: 1
Total Sample Size	Number: 12
	6 - <i>Jackson</i> Class Members 6 - <i>Non-Jackson</i> Class Members 10 - Supported Living 2 - Family Living 2 - Adult Habilitation
Persons Served Observed	Number: 2 (12 Individuals were not seen as they did not have previous issues to address)
Direct Service Personnel Interviewed	Number: 2
Records Reviewed (Persons Served)	Number: 7
Administrative Files Reviewed	<ul style="list-style-type: none"><li>• Medication Administration Records</li><li>• Medical Records/Nursing Notes</li><li>• Program Books</li><li>• Agency Policy and Procedure</li><li>• QA/QI Monitoring</li></ul>
CC: Distribution List:	DOH - Division of Health Improvement DOH - Developmental Disabilities Supports Division DOH - Office of Internal Audit HSD - Medical Assistance Division