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
CC: Diane Fisher, Board Chair
E-Mail Address: 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.
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
Survey Process Employed:

Entrance Conference Date: October 12, 2011

Present:

**ARCA**
Edward Kaul, Director-Community Services

**DOH/DHI/QMB**
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 - Jackson Class Members
- 6 - Non-Jackson 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
- Medication Administration Records
- Medical Records/Nursing Notes
- Program Books
- Agency Policy and Procedure
- QA/QI Monitoring

CC: Distribution List:

DOH - Division of Health Improvement
DOH - Developmental Disabilities Supports Division
DOH - Office of Internal Audit
HSD - Medical Assistance Division