



SUSANA MARTINEZ, GOVERNOR

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

Date: January 19, 2011

To: Manish Gaur, Executive Director
Provider: People Centered Day Habilitation Services
Address: 1382 Vegas Verdes Drive
State/Zip: Santa Fe, New Mexico 87507

E-mail Address: manishgaur@netzero.com

Region: Northeast
Routine Survey: March 28 – 31, 2011
Verification Survey : January 5 – 6, 2012
Program Surveyed: Developmental Disabilities Waiver
Service Surveyed: Community Inclusion (Adult Habilitation, Community Access & Supported Employment)
Survey Type: Verification
Team Leader: Nadine Romero, LBSW, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau
Team Members: Erica Nilsen, BA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Mr. Gaur,

The Division of Health Improvement/Quality Management Bureau has completed a verification survey of the services identified above. The purpose of the survey was to determine compliance with you Plan of Correction submitted to DHI regarding the Routine Survey on *March 28 - 31, 2011*. The Division of Health Improvement, Quality Management Bureau has determined your agency is in:

Compliance with Conditions of Participation

The Division of Health Improvement/Quality Management Bureau has completed a verification survey of the services identified above. The purpose of the survey was to determine compliance with you Plan of Correction submitted to DHI regarding the Routine Survey on *March 28-31,, 2011*. There were no deficiencies noted. The Routine Survey and subsequent Plan of Correction process is now complete. The Division of Health Improvement, Quality Management Bureau has determined your agency is in:

This completes the Survey process. 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,

Nadine Romero, LBSW



DIVISION OF HEALTH IMPROVEMENT • QUALITY MANAGEMENT BUREAU
5301 Central Avenue NE, Suite 400 • Albuquerque, New Mexico • 87108
(505) 222-8623 • FAX: (505) 222-8661 • <http://www.dhi.health.state.nm.us>

Nadine Romero, LBSW
Team Lead/Healthcare Surveyor
Division of Health Improvement
Quality Management Bureau

Survey Process Employed:

Entrance Conference Date: January 5, 2012

Present: **Person Centered Day Habilitation Services**

Manish Gaur, Executive Director
Angelica Duran, Office Manager

DOH/DHI/QMB

Nadine Romero, LBSW, Team Lead/Healthcare Surveyor
Erica Nilsen, BA, Healthcare Surveyor

Exit Conference Date: January 5, 2012

Present: **Person Centered Day Habilitation Services**

Manish Gaur, Executive Director
Angelica Duran, Office Manager

DOH/DHI/QMB

Nadine Romero, LBSW, Team Lead/Healthcare Surveyor
Erica Nilsen, BA, Healthcare Surveyor

Administrative Locations Visited Number: 1

Total Sample Size Number: 6
1 - *Jackson* Class Members
7 - Non-*Jackson* Class Members
5 - Adult Habilitation
1 - Community Access
1 - Supported Employment

Person Served Records Reviewed Number: 6

Direct Service Professionals Interviewed Number: 6

Direct Service Professionals Record Review Number: 12

Service Coordinator Record Review Number: 1

Administrative Files Reviewed

- Billing Records
- Medical Records
- Incident Management Records
- Personnel Files
- Training Records
- Agency Policy and Procedure
- Caregiver Criminal History Screening Records
- Employee Abuse Registry
- Evacuation Drills
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement
DOH - Developmental Disabilities Supports Division
DOH - Office of Internal Audit
HSD - Medical Assistance Division

Agency: People Centered Day Habilitation Services - Northeast Region
Program: Developmental Disabilities Waiver
Service: Community Inclusion (Adult Habilitation, Community Access & Supported Employment)
Monitoring Type: Verification Survey
Routine Survey: March 28 – 31, 2011
Verification Survey: January 5 – 6, 2012

Standard of Care	March 28 - 31, 2011 Deficiencies	January 5 – 6, 2012 Verification Survey – New and Repeat Deficiencies
Tag # 1A06 Provider Agency Policy and Procedure Requirements	Scope and Severity Rating: C	Completed
Tag # 1A08 Agency Case File	Scope and Severity Rating: B	Completed
Tag # 1A08.1 Agency Case File - Progress Notes	Scope and Severity Rating: A	Completed
Tag # 1A11.1 (CoP) Transportation Training	Scope and Severity Rating: E	Completed
Tag # 1A15 Healthcare Documentation - Nurse Contract/Employee	Scope and Severity Rating: F	Completed
Tag # 1A15.1 Nurse Availability	Scope and Severity Rating: E	Completed
Tag # 1A15.2 & 5I09 - Healthcare Documentation	Scope and Severity Rating: E	Completed
Tag # 1A20 DSP Training Documents	Scope and Severity Rating: F	Completed
Tag # 1A26 (CoP) COR / EAR	Scope and Severity Rating: F	Completed
Tag # 1A27 (CoP) Late & Failure to Report	Scope and Severity Rating: D	Completed
Tag # 1A27.2 (CoP) Duty to Report - IR's Filed During On-Site and/or IR's Not Reported by Provider	Scope and Severity Rating: D	Completed
Tag # 1A28.1 (CoP) Incident Mgt. System -	Scope & Severity Rating: F	Completed

Personnel Training		
Tag # 1A28.2 (CoP) Incident Mgt. System - Parent/Guardian Training	Scope and Severity Rating: E	Completed
Tag # 1A29 Complaints / Grievances – Acknowledgement	Scope and Severity Rating: A	Completed
Tag # 1A31 (CoP) Client Rights/Human Rights	Scope and Severity Rating: D	Completed
Tag # 1A32 (CoP) ISP Implementation	Scope and Severity Rating: E	Completed
Tag # 1A33.1 Board of Pharmacy - Lic	Scope and Severity Rating: C	Completed
Tag # 1A37 Individual Specific Training	Scope and Severity Rating: E	Completed
Tag # 5I11 Reporting Requirements (Community Inclusion Quarterly Reports)	Scope and Severity Rating: A	Completed
Tag # 5I22 SE Agency Case File	Scope and Severity Rating: B	Completed
Tag # 5I36 CA Reimbursement	Scope and Severity Rating: B	Completed
Tag # 5I44 AH Reimbursement	Scope and Severity Rating: C	Completed