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 your 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 your 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*
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

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<tbody>
<tr>
<td>Tag # 1A06</td>
<td>Provider Agency Policy and Procedure Requirements</td>
<td>Scope and Severity Rating: C</td>
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<tr>
<td>Tag # 1A08</td>
<td>Agency Case File</td>
<td>Scope and Severity Rating: B</td>
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<td>Tag # 1A08.1</td>
<td>Agency Case File - Progress Notes</td>
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<td>Tag # 1A11.1 (CoP)</td>
<td>Transportation Training</td>
<td>Scope and Severity Rating: E</td>
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<td>Tag # 1A15</td>
<td>Healthcare Documentation - Nurse Contract/Employee</td>
<td>Scope and Severity Rating: F</td>
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<tr>
<td>Tag # 1A15.1</td>
<td>Nurse Availability</td>
<td>Scope and Severity Rating: E</td>
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<td>Tag # 1A15.2 &amp; 5I09 - Healthcare Documentation</td>
<td>Scope and Severity Rating: E</td>
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<td>Tag # 1A20</td>
<td>DSP Training Documents</td>
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<td>Tag # 1A26 (CoP)</td>
<td>COR / EAR</td>
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<tr>
<td>Tag # 1A27 (CoP)</td>
<td>Late &amp; Failure to Report</td>
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<td>Duty to Report - IR’s Filed During On-Site and/or IR’s Not Reported by Provider</td>
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<td>Tag # 1A28.1 (CoP)</td>
<td>Incident Mgt. System -</td>
<td>Scope &amp; Severity Rating: F</td>
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<tr>
<td>Personnel Training</td>
<td>Scope and Severity Rating: E</td>
<td>Completed</td>
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<tr>
<td>Tag # 1A28.2 (CoP) Incident Mgt. System - Parent/Guardian Training</td>
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<tr>
<td>Tag # 1A29 Complaints / Grievances – Acknowledgement</td>
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<td>Tag # 1A31 (CoP) Client Rights/Human Rights</td>
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<td>Tag # 1A32 (CoP) ISP Implementation</td>
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<td>Tag # 1A33.1 Board of Pharmacy - Lic</td>
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<td>Tag # 1A37 Individual Specific Training</td>
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<td>Tag # 5I36 CA Reimbursement</td>
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