

Developmental Disabilities Adult Service and Children's Group Home
Annual Quality Assurance Review

Agency Name: Eastern Montana Industries
 Evaluator(s): Kathleen Kaiser
 Date Covered by Review: July 2009 thru June 2010

Agency Overview
DESK REVIEW

QAOS #

<p>Brief Agency Description: Eastern Montana Industries provides a wide variety of services throughout several eastern Montana counties.</p> <p>Work/Activities services: Providing a sheltered setting in which persons with developmental disabilities can receive vocational training and work experience.</p> <p>Vocational Evaluation: This service assesses vocational capabilities of individuals referred.</p> <p>Extended Employment: This service is for individuals who are not developmentally disabled, but who need sheltered vocation training on a long term basis.</p> <p>Job Search Assistance: Individuals are referred for this service in order to obtain assistance in securing an employment position.</p> <p>Transportation: Transportation is provided to all persons served by EMI.</p> <p>Intensive Day Services: The focus of these programs in Miles City and Glendive is to teach basic self-help skills and prevocational skills to persons with severe developmental disabilities.</p> <p>Job Readiness Training: This program focuses on the individual's acquisition of positive work traits that are common to all work environments.</p> <p>Supported Employment: Supported employment is the process of placing people with disabilities into existing jobs which are available within the community.</p> <p>Adult Group Home: The three regular adult group homes provide residential services to 24 individual with developmental disabilities. The focus of these homes, is to provide the assistance necessary in basic living skills and community access to gain residential independence.</p> <p>Intensive Adult Group Homes: EMI has five barrier-free intensive group homes, 2 in Miles City and 3 in Glendive. These group homes provide residential service to 24 individual with severe developmental disabilities. These individuals receive training in areas such as self-help skills and community living skills.</p> <p>Community Supports: This service includes any individually designed service, or assessment of need for service, that will assist a consumer to live more independently in the community.</p> <p>Supported Living: Supported living training is available to individuals who are able to live in the community with minimal assistance. They receive training designed to promote their independence in daily living skills.</p>	
<p>Agency Strengths/Significant Events: Eastern Montana Industries' strongest asset is their staff, from the Executive Director to administration and on down to the part-time substitutes. Throughout the past year I have had many occasions to interact with the staff at EMI and without exception all of them have been very positive and professional. All of the interactions I have observed</p>	<p>3-10 4-10</p>

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<p>throughout the year have always had care giving qualities about them which is very positive for the staff and the consumer. QAOS #3-10 EMI has 35 goals stated in their annual review and they meet the goals documenting progress and completion information. Goals involve newsletter completion and newspaper articles. There are goals seeking grants for several items, foundation development, staffing, and billing issues. By completing a strategic plan EMI is comparing where they are today with where they want to see their organization in the future. QAOS #4-10 EMI successfully purchase the Mullen office building located next to the Miles City EMI Work activity and they plan to expand their administrative office into the new building. EMI has established a public relations committee to improve positive community awareness, they have also publishes a quarterly newsletter and submits quarterly newspaper articles. A new website has also been established. EMI has researched and submitted 4 grants, and has developed a foundation EMI has obtained CPR equipment for the Glendive program through a grant. EMI has completed group home manager orientation training and has improved in-service training in Glendive by including Miles City staff. A revised and individualized direct care orientation process and checklist, has been implemented for each new hire. EMI has increased overall DDP invoicing percentages from 93.4% to 95.5% EMI has implemented an e-waste recycling program for computer, cell-phones and ink-cartridges.</p>	
<p>Summary Findings: In summary all of the findings have been responded to and correctly in a very timely manner and no findings are still open. The majority of the finding were lack of accurate documentation, in many cases the activity had most likely occurred but was not accurately documented. There were only a few health and safety issues identified and they were corrected promptly. These issues were inaccurate bathing procedures, high water temperature and medication errors.</p>	
<p>Policies and Administrative (DDP) Directives: No new policies were created and no policies were revised in this last fiscal year. EMI has committed to writing a new policy covering consumer inventory making it more specific and with new timelines.</p>	
<p>Agency Communication Systems: EMI is a large corporation with satellite offices and programs in different communities. Department Heads meetings are held on a monthly basis with representatives from each of the program sites in attendance. It is felt that EMI does a good job of maintaining internal communications over a wide geographic area.</p>	

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Incident Management Requirements

Key (mark "+" or "X" if requirement is met or "no" if not)

Incident Management Policy followed	X		
Regular Incident Management Meetings	X		
Agency Completes Monthly Trend Report	X		5-10
Agency Enters Data in Therap Regularly	X		
Agency Keeps Minutes of the IM Meetings	X		

Comments: Over the last year EMI has fully implemented the Therap system for Incident Management documentation and reporting.

EMI is also commended for having a fully functioning Incident Management team that meets weekly to address all incident reports. These meetings are effective because they are well attended by members of the committee and the committee members come prepared to discuss any of the issues in the incident reports.

Having staff members trained to conduct investigations in both Miles City and Glendive helps assure prompt and thorough review of incidents when necessary.

The Incident Management Team meeting notes do a good job of recording the issues that are discussed and the follow up to concerns.

EMI is also commended for completing monthly trend reports. QAOS 5-10

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Staff Related	Key (mark "+" or "X" if completed or "-" or "no" if not)							QAOS #
College of Direct Support								
Staff Initials	KS	RH	MM	DB	KB	JA		
Tier One-completion within 6 months	X	X	X	X	X	X		2-10
Tier Two – completion within 12 months								
Note where evidence was found:								
Staff Initials	KS	RH	MM	DB	KB	JA		
Evidence of Criminal Background Check	X	X	X	X	X	X		
Note where evidence was found: In staff files in HR office								
Performance Measures:								
<p>Comments: On 11-14-09, consumer #21, slid off the couch and became unresponsive. There is an EMI medical and accident procedure posted on the wall in the Group Home that states to call 911 for an ambulance and the staff called a supervisor instead. When the supervisor arrived then she called 911. The emergency procedure should have been followed and 911 called immediately.</p> <p>Both staff are currently certified in CPR. In the CPR curriculum it states that you are to check for unresponsiveness and then call 911 and then begin CPR. Neither staff called 911, instead one staff called the supervisor on shift. The CPR curriculum should have been followed and 911 should have been called instead of the supervisor. QAOS # 2-10</p>								

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Staff Related

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QAOS #

Evidence Found of Staff Training										
Staff Initials	KS	RH	MM	DB	KB	JA				
CPR	no	no	no	no	X	no				
1 st Aid	X	X	X	X	X	X				
Abuse Prevention	X	X	X	X	X	x			11-10	
Client Rights	X	X	X	X	X	X				
Incident Reporting	X	X	X	X	X	X				
Confidentiality	X	X	X	X	X	X				
PSP Training	X	X	X	X	X	X				
911 Medical Memo Training	X	X	X	X	X	X				
Medication Certification										
Note where evidence was found: In staff file, in HR office										
	Yes	No								13-10
Licensure Requirements Met	X									
Note where evidence was found:										
Performance Measures:										
<p>Comments: During the staff surveys, for the questions concerning: abuse, neglect and exploitation, 8 of the 12 staff had part of the answer correct, but 8 of the staff did not know that they are required to report suspected abuse, neglect or exploitation to APS. The staff said they would tell the Supervisor and did not know where to go from there. Some stated they would continue up the chain of command, but none of the 8 would contact APS. The EMI Policy on Abuse and Neglect that is posted includes the phone numbers of the people to call. The staff survey included all areas in both Miles City and Glendive and all programs from work shop, group home and supported living staff. QAOS # 11-10</p> <p>In reviewing documentation of monthly fire drills for the Stephanie Group Home the fire drill records are missing for the year 2009. This was also documented in the licensing deficiencies. QAOS #13-10 In the response from EMI 4 of last year's fire drill have been located.</p>										

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Plan of Care	Key (mark "+" or "X" if present or "-" or "no" if not)					QAOS #		
	Note Site Reviewed					Add Sites as needed		
	SE	Hafla	Steph	BE	Gordon			
Consumers Initials	#11	#9	#10	#8	#2			
ON SITE								
Consumer/Family Survey	X	X	X	X	X			
50/50 Rule	X	X	X	X	X			
PSP Actions Implemented	X	X	X	X	no			15-10
Actions Support Outcomes	X	X	X	X	X			
Data Internally Monitored	X	X	X	X	no			21-10
Pre-Voc Outcomes Written	X	X	X	X	X			
Consumer Informed of Grievance Procedure	X	X	X	X	X			
SL consumer has choice of SL Staff	NA	NA	NA	NA	NA			
Rights Restriction	NA	NA	NA	NA	NA			
PSP Completed Annually	X	X	X	X	X			
Individual Needs Addressed	X	X	X	X	X			
Assessment Based?	X	X	X	X	X			
Quarterly Reports?	X	X	X	X	X			
Incident Reports Addressed?	X	X	X	X	X			
Behavioral Supports Addressed?	X	X	X	X	X			
Functional Analysis, if needed?	NA	NA	NA	NA	NA			
Performance Measures:								
<p>Comments: For consumer #2 at Gordon Group Home when doing a file review the actions for 1800 calorie, exercise 4 times, cook a healthy meal, social outing were missed 13 times in January and February. QAOS # 15-10 QAOS sheets #15-10, 18-10, 20-10, and 21-10 are all about issues where a PSP was not implemented as specified in the plan. Internal controls are needed which will effectively identify and correct situations where services specified in a Personal Support Plan are not being delivered. QAOS #21-10</p>								

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	Note Site Reviewed				Add Sites as needed			
	CSP	CSP	CSP	CSP	CSP	SE		
Consumers Initials	#12	#4	#13	#14	#15	#3		
ON SITE								
Consumer/Family Survey	X	X	X	X	X	X		
50/50 Rule	X	X	X	X	X	X		
PSP Actions Implemented	X	no	X	X	X	no		21-10
Actions Support Outcomes	X	X	X	X	X	X		
Data Internally Monitored	X	no	X	X	X	no		22-10
Pre-Voc Outcomes Written	X	X	X	X	X	X		
Consumer Informed of Grievance Procedure	X	X	X	X	X	X		
SL consumer has choice of SL Staff	NA	NA	NA	NA	NA	NA		
Rights Restriction	NA	NA	NA	NA	NA	NA		
PSP Completed Annually	X	X	X	X	X	X		
Individual Needs Addressed	X	X	X	X	X	X		
Assessment Based?	X	X	X	X	X	X		
Quarterly Reports?	X	X	X	X	X	X		
Incident Reports Addressed?	X	X	X	X	X	X		
Behavioral Supports Addressed?	X	X	X	X	X	X		
Functional Analysis, if needed?	NA	NA	NA	NA	NA	NA		
Performance Measures:								
Comments:								
Consumer # 3 (with adult waiver) has 2 PSP actions that he will meet with Supported Employment Staff at least monthly. There is no documentation of these meetings from May 09 through November 09.								
Consumer #4 (with community supports) has 5 actions with the vocational specialist and there is no documentation from February 09 until November 09. QAOS #21-10 In EMI response July thru November were located and copies sent to this office.								

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	Note Site Reviewed				Add Sites as needed			
	SL	SL	MC-WAC	MC-WAC	MC-WAC			
Consumers Initials	#17	#16	#18	#20	#19			
ON SITE								
Consumer/Family Survey	X	X	X	X	X			
50/50 Rule	X	X	X	X	X			
PSP Actions Implemented	X	X	X	X	X			
Actions Support Outcomes	X	X	X	X	X			
Data Internally Monitored	X	X	X	X	X			
Pre-Voc Outcomes Written	X	X	X	X	X			
Consumer Informed of Grievance Procedure	X	X	X	X	X			
SL consumer has choice of SL Staff	X	X	NA	NA	NA			
Rights Restriction	NA	NA	NA	NA	NA			
PSP Completed Annually	X	X	X	X	X			
Individual Needs Addressed	X	X	X	X	X			
Assessment Based?	X	X	X	X	X			
Quarterly Reports?	X	X	X	X	X			
Incident Reports Addressed?	X	X	X	X	X			
Behavioral Supports Addressed?	X	X	X	X	X			
Functional Analysis, if needed?	NA	NA	NA	NA	NA			
Performance Measures:								
Comments:								

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	Note Site Reviewed				Add Sites as needed			
	Wyom	Brock	Nolan	G-WAC				
Consumers Initials	#6	#!	#1	#7				
ON SITE								
Consumer/Family Survey	X	X	X	X				
50/50 Rule	X	X	X	X				
PSP Actions Implemented	X	no	no	X				18-10
Actions Support Outcomes	X	X	X	X				20-10
Data Internally Monitored	X	no	no	X				22-10
Pre-Voc Outcomes Written	X	X	X	X				
Consumer Informed of Grievance Procedure	X	X	X	X				
SL consumer has choice of SL Staff	NA	NA	NA	NA				
Rights Restriction	NA	NA	NA	NA				
PSP Completed Annually	X	X	X	X				
Individual Needs Addressed	X	X	X	X				
Assessment Based?	X	X	X	X				
Quarterly Reports?	X	X	X	X				
Incident Reports Addressed?	X	X	X	X				
Behavioral Supports Addressed?	X	X	X	X				
Functional Analysis, if needed?	NA	NA	NA	NA				
Performance Measures:								
Comments:								
<p>In the PSP plan for the Nolan Group Home there are 2 Actions that are not run consistently. The first is #1 will follow a daily checklist (missed a total of 43 times in January and February) and the 2nd is #1 will complete daily living skills (missed 8 times in February and March). The use of the Gait trainer was also missed 5 times from January thru March. QAOS 18-10</p> <p>In the PSP at the Glendive WAC for consumer #1 there are 2 Actions that are not run consistently. The first is #1 will follow a daily checklist (missed 16 times from October 2009 through March 1010) and the 2nd is #1 will complete daily living skills (missed 14 times from October 2009 through March 1010).</p> <p>In the PSP at the Glendive WAS for consumer #5 there are 3 actions that are not run consistently. The first is "perform daily living</p>								

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skill", this was missed 14 times in March. The next is "complete a vocational activity" and that was missed 14 times in January thru March. The last action was "#1 will complete and out of chair activity", this action was completed 8 times out of 21 in February and the data sheets are missing for January, March and April. QAOS #20-10

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Health and Safety

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QAOS#

Note Site Reviewed	SE	Hafla	Steph	BE	Gordon			
Bathing Procedures Posted	X	X	X	X	no			14-10
Clean/Sanitary Environment	X	X	X	X	X			
Egress	X	X	X	X	X			
Hot Water Temps	119	114	119	119	118			
Emergency Assistance	X	X	X	X	X			
Fire Drill/Fire Extinguishers/Smoke Detectors	X	X	X	X	X			
1 st Aid/CPR Supplies Accessible/Available	X	X	X	X	X			
PRN Medications	NA	X	X	X	X			
Medication Procedures	X	X	X	X	X			
Medication Locked /Storage	X	X	X	no	X			
Medication Administration Records	X	X	no	X	X			10-10
Staffing levels meet ICP expectations	X	X	X	X	X			
Awake Overnight Staff	X	X	X	X	X			
Adequate Supplies	X	X	X	X	X			
Storage of Supplies	no	no	no	no	X			
Free From Aversive Procedures	X	X	X	X	X			

Performance Measures:

Comments: On September 19, 2009 it was discovered that the consumer at Stephanie Group Home did not have a medication log sheet for Apap/COD/#3 (Tylenol 3) for the month of September. It was also noted that the Staff at Stephanie Group Home had not signed on the medication log sheet when the same medication had been administered on 3 separate days in August. The medication had last been documented on a medication log sheet that the staff has assisted with the medication on August the 1st and there were 18 pills left. The pill count was changed on the 4 days that the pill had been administered but the medication logs had not been filled out. A medication log was created on September 19th when the Group Home Staff had assisted with the administration of the medication and then the pill count was down to 13. During the site visit on March 2nd at Gordon Group Home, the bathing protocols were checked and the consumer that had moved into the home in January had not been added to the list. QAOS 14-10

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Note Site Reviewed	Wyom	Brock	Nolan					
Bathing Procedures Posted	no	X	NO					19-10
Clean/Sanitary Environment	X	X	X					
Egress	X	X	X					
Hot Water Temps	120	116	130					17-10
Emergency Assistance	X	X	X					
Fire Drill/Fire Extinguishers/Smoke Detectors	X	X	X					
1 st Aid/CPR Supplies Accessible/Available	X	X	X					
PRN Medications	X	X	X					
Medication Procedures	X	X	X					
Medication Locked /Storage	X	X	X					
Medication Administration Records	X	X	no					10-10
Staffing levels meet ICP expectations	X	X	X					
Awake Overnight Staff	X	X	X					
Adequate Supplies	X	X	X					
Storage of Supplies	X	X	X					
Free From Aversive Procedures	X	X	X					

Performance Measures:

Comments: During a review of Medication Logs in the Glendive Group Home, it was noted that a staff's certification expired on 1-18-10 and the staff member continued to assist with medications through the month of February. QAOS #10-10
The water temperature was tested at the Glendive Nolan Group Home in the bathrooms and the kitchen, and it was 130 degrees. The staff stated that it had also been that way when they had tested it before when completing the fire drill form. QAOS #17-10
During the site visit on April 28th at Wyoming and Nolan Group Home, the bathing protocols were checked and the consumers that had moved in to the home in January had not been added to the list. QAOS #19-10
The Glendive Program is to be commended for expanding the services to meet the special needs of two consumers in the Glendive area. Change can be challenging and when the special needs of two consumers were identified, the Glendive program expanded to accommodate them.
The changes came with a refurbishing of a large area in the back of the work activity center. The area was changed into a room very much like a living room where a special needs consumer can get away from overstimulation and have a quiet place away from all of the activity.

Revised March 10, 2010

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A special and personal commendation needs to go to staff member JH for her positive and professional attitude that made a very difficult transition for a new consumer a success. QAOS #7-10
The group homes in Glendive are very neat, clean and well maintained. The consumers' rooms were nicely decorated and individualized for each consumers' personality. The staff are to be commended for their efforts in making the group homes a nice place for the consumers to live and a nice place for them to work. QAOS #9-10

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Note Site Reviewed	SL	SL						
Bathing Procedures Posted	NA	NA						
Clean/Sanitary Environment	X	X						
Egress	X	X						
Hot Water Temps	119	120						
Emergency Assistance	X	X						
Fire Drill/Fire Extinguishers/Smoke Detectors	X	X						
1 st Aid/CPR Supplies Accessible/Available	X	X						
PRN Medications	X	X						
Medication Procedures	X	X						
Medication Locked /Storage	X	X						
Medication Administration Records	X	X						
Staffing levels meet ICP expectations	X	X						
Awake Overnight Staff	NA	NA						
Adequate Supplies	X	X						
Storage of Supplies	X	X						
Free From Aversive Procedures	X	X						
Performance Measures:								
Comments:								

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Health and Safety

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QAOS#

	SE	Hafla	Steph	BE	Gordon			
Weekly integrated Activities	X	X	no	X	no	X	X	12-10
House or Site Rules	X	X	X	X	X	X	X	X
Opportunities for Choice/Self Determination	X	X	X	X	X	X	X	X
Meal Prep/Meals	X	X	X	X	X	X	X	X
Engagement in Daily Life	X	X	X	X	X	X	X	X
Participation in Daily Living Skills	X	X	X	X	X	X	X	X
Daily Leisure Opportunities	X	X	no	X	no	X	X	12-10 8-10 6-10
Staff Trained in Individual Specifics	X	X	X	X	X	X	X	X

Performance Measures:

Comments: During the site visit to Stephanie and Gordon group homes the Leisure records were reviewed. For Stephanie Group Home for the months of January and February the recreation and leisure were missed 65 times. For Gordon group home for the months of December 09 thru February 10 the recreation and leisure were missed 31 times. QAOS 12-10

In reviewing the recreation and leisure records for the months of November 09 through the month of February 10 the staff of Box Elder Group Home are to be commended for the variety of the creative ideas that they are using with the consumers. In reviewing these records a great variety of activity was offered with almost no repeated activity. QAOS #8-10

When conducting the site review for all of the Miles City group homes and reviewing the documentation for recreation and leisure the internal monitoring was very easy to see. The administrative staff had highlighted any mistakes in red. When comparing this year's records to last year, it is clear that the group homes are documenting the recreation and leisure more effectively this year than in past years. The internal monitoring and red highlighting is clearly working. QAOS #6-10

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	Wyom	Brock	Nolan					
Weekly integrated Activities	no	X	no					
House or Site Rules	X	X	X					
Opportunities for Choice/Self Determination	X	X	X					
Meal Prep/Meals	X	X	X					
Engagement in Daily Life	X	X	X					
Participation in Daily Living Skills	X	X	X					
Daily Leisure Opportunities	no	X	no					16-10
Staff Trained in Individual Specifics	X	XX	X					
Performance Measures:								
<p>Comments: During the site visit to Nolan and Wyoming the recreation & leisure records were reviewed for three months. Nolan was missing data for 42 times and Wyoming was missing 11. For Wyoming the records lack variety and have "arm wrestled and argued with staff" as a leisure activity. This does not meet the leisure requirement. QAOS #16-10</p>								

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Transportation

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QAOS #

Name of Site Reviewed	SE	Hafla	Steph	BE	Gordon			
Driver Orientation Program	X	X	X	X	X			
Wheelchair tie downs	X	X	X	NA	NA			
Wheelchair Lift	X	X	X	NA	NA			
Driver's Licenses	X	X	X	X	X			
Emergency Supplies	X	X	X	X	X			
Fire Extinguisher	X	X	X	X	X			
Transportation Log	X	X	X	X	X			
Scheduled Maintenance Program	X	X	X	X	X			
Staff Doing Maintenance Checks	X	X	X	X	X			
Montana Department of Transportation (MDT) Inspection On File (MDT vehicles only)								
Comments:								

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Name of Site Reviewed	Wyom	Brock	Nolan					
Driver Orientation Program	X	X	X					
Wheelchair tie downs	X	X	X					
Wheelchair Lift	X	X	X					
Driver's Licenses	X	X	X					
Emergency Supplies	X	X	X					
Fire Extinguisher	X	X	X					
Transportation Log	X	X	X					
Scheduled Maintenance Program	X	X	X					
Staff Doing Maintenance Checks	X	X	X					
Montana Department of Transportation (MDT) Inspection On File (MDT vehicles only)								
Comments:								

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Staff Survey	Key (mark "+" or "X" if answered correctly or "-" or "no" if not)								QAOS #
Staff Initials	MP	RW	MB	TF	DA	NK	KL		
ABUSE									
Allegations Are Reported To? (APS)	X	no	no	X	no	X	no		
Do You Notify Supervisor First? (No)	X	no	X	X	no	X	no		
Steps To Take If Abuse is Discovered?						X	X		
Comments:									
RIGHTS									
Suspect Theft of Gloves, Steps To Take?	no	X	X	X	X	X	X		
PSP Requests Doctor's Appointment(s)?						X	X		
No Jacket, -25 Consumer Wants To Leave?	no	X	X	X	X	X	X		
Review Right's Restriction?						X			
Comments:									
BEHAVIOR MANAGEMENT PLANS									
Describe Consumer Behaviors	X	X	X	X	X	X	X		
Staff Response To Behaviors By Plan	X	X	X	X	X	X	X		
List Proactive of Environmental Strategies						X	X		
Comments:									
ORIENTATION									
Former Employee Wants Info	X	X	X	no	X	X	X		
What Is Consumer Information?	no	X	X	X	X	X	X		
Training To Meet Health and Safety Needs?						X	X		
Emergency Evacuation Procedures?						X	X		
Comments:									

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 Evaluator(s): Kathleen Kaiser
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Staff Initials	MH	NC	KW	JH			KL	
ABUSE								
Allegations Are Reported To? (APS)	no	no	no	X			no	
Do You Notify Supervisor First? (No)	no	no	no	X			X	
Steps To Take If Abuse is Discovered?							X	
Comments:								
RIGHTS								
Suspect Theft of Gloves, Steps To Take?	no	X	X	X			X	
PSP Requests Doctor's Appointment(s)?							X	
No Jacket,-25 Consumer <u>W</u> ants To Leave?	X	no	X	X			X	
Review Right's Restriction?							X	
Comments:								
BEHAVIOR MANAGEMENT PLANS								
Describe Consumer Behaviors	X	X	X	X			X	
Staff Response To Behaviors By Plan	X	X	X	X			X	
List Proactive of Environmental Strategies							X	
Comments:								
ORIENTATION								
Former Employee Wants Info	X	X	X	X			X	
What Is Consumer Information?	X	X	X	X			X	
Training To Meet Health and Safety Needs?							X	
Emergency Evacuation Procedures?							X	
Comments:								

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Staff Survey	Key (mark "+" or "X" if answered correctly or "-" or "no" if not)								QAOS #
Staff Initials	MP	RW	MB	TF	DA	NK	KL		
MEDICATIONS									
Describe Procedures to Assist with Meds	X	NA	X	X	X	X	X		
What if Med is Unavailable?	no	NA	X	X	X	X	X		
What if Wrong Med is Given?						X	X		
If Moving to a New Place or Gets New Meds?						X	X		
Describe PRN and Over-the-counter is to be given?						X	X		
Requirement to Assist with Meds?						X	X		
What Constitutes a Med Error?						X	X		
Comments:									
EMOTIONALLY RESPONSIBLE CAREGIVING									
Steps to Avoid Power Struggles						X	X		
How to Respond to Someone Who Is Upset	X	X	X	X	X	X	X		
What If You Start to Lose Control?	X	X	X	X	X	X	X		
Comments:									
INCIDENT REPORTING and MANAGEMENT									
When Do You Fill Out an Incident Report?	X	X	X	X	X	X	X		
Notifications for Emergency Room Visits?						X	X		
Consumer to Consumer Incidents	X	no	X	X	X	X	X		
Who Writes the Incident Report?						X	X		
Comments:									

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Staff Initials	MH	NC	KW	JH	KL			
Describe Procedures to Assist with Meds	X	X	X	X	X			
What if Med is Unavailable?	X	X	X	X	X			
What if Wrong Med is Given?					X			
If Moving to a New Place or Gets New Meds?					X			
Describe PRN and Over-the-counter is to be given?					X			
Requirement to Assist with Meds?					X			
What Constitutes a Med Error?					X			
Steps to Avoid Power Struggles	X	X	X	X	X			
How to Respond to Someone Who Is Upset					X			
What If You Start to Lose Control?	X	X	X	X	X			
When Do You Fill Out an Incident Report?	X	X	X	X	X			
Notifications for Emergency Room Visits?					X			
Consumer to Consumer Incidents	X	no	X	X	X			
Who Writes the Incident Report?					X			
Comments:								

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Fiscal Accountability

Representative random sample of each service agency provides.

Key (mark "+" or "X" if present or "-" or "no" if not)

QAOS #

Consumer Initials	#11	#9	#10	#8	#2			
Sample Invoices Match Service Records	X	X	X	X	X			
Client Accounts Set Up According to Policy	X	X	X	X	X			
ICP's Developed According to Guidelines	X	X	X	X	X			
Comments:								
Audit Summary & Findings:								
Performance Measures:								

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Consumer Initials	#5	#6	#1					
Sample Invoices Match Service Records	X	X	X					
Client Accounts Set Up According to Policy	X	X	X					
ICP's Developed According to Guidelines	X	X	X					
Comments:								
Audit Summary & Findings:								
Performance Measures:								

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Key ("A" for Acceptable and "U" for Unacceptable)

Consumer Questionnaire by QIS if individual can respond – All Questions Are Mandatory

QAOS#

Individual's Initials	#9	#2	#12	#13	#16	#17	QAOS#
Do you have nice staff at home/work?	A	A	A	A	A	A	
Is anyone mean to you at home/work?	A	A	A	A	A	A	
Do you like where you live work?	A	A	A	A	A	A	
Are you afraid of anyone?	A	A	A	A	A	A	
If someone hits or hurts you, who can you tell?	A	A	A	A	A	A	
Does anyone talk to you about this?	A	A	A	A	A	A	
Can you get help when you need it?	A	A	A	A	A	A	
Can you get help from staff when you need it?	A	A	A	A	A	A	
Can you get help from your Case Manager when you need it?	A	A	A	A	A	A	
Can you get your own food or drink?	A	A	A	A	A	A	
Do people come into your room/house without knocking or getting permission?	A	A	A	A	A	A	
Does staff ever take things from you?	A	A	A	A	A	A	
Can you get rides to places you need to go?	A	A	A	A	A	A	
Can you get rides to places you want to go?	A	A	A	A	A	A	
Who is your Case Manager?	A	A	A	A	A	A	
Does he/she talk to you about waiver services?	A	A	A	A	A	A	
Does he/she help you get what you need?	A	A	A	A	A	A	
Consumer has/shows ID card? (if PSP documents this is not applicable mark NA)	A	A	A	A	A	A	
Comments:							

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Individual's Initials	#20	#19	#18	#4	#3		
Do you have nice staff at home/work?	A	A	A	A	A		
Is anyone mean to you at home/work?	A	A	A	A	A		
Do you like where you live work?	A	A	A	A	A		
Are you afraid of anyone?	A	A	A	A	A		
If someone hits or hurts you, who can you tell?	A	A	A	A	A		
Does anyone talk to you about this?	A	A	A	A	A		
Can you get help when you need it?	A	A	A	A	A		
Can you get help from staff when you need it?	A	A	A	A	A		
Can you get help from your Case Manager when you need it?	A	A	A	A	A		
Can you get your own food or drink?	A	A	A	A	A		
Do people come into your room/house without knocking or getting permission?	A	A	A	A	A		
Does staff ever take things from you?	A	A	A	A	A		
Can you get rides to places you need to go?	A	A	A	A	A		
Can you get rides to places you want to go?	A	A	A	A	A		
Who is your Case Manager?	A	A	A	A	A		
Does he/she talk to you about waiver services?	A	A	A	A	A		
Does he/she help you get what you need?	A	A	A	A	A		
Consumer has/shows ID card? (if PSP documents this is not applicable mark NA)	A	A	A	A	A		
Comments:							

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Key ("A" for Acceptable and "U" for Unacceptable)

Consumer Questionnaire by QIS for Caregivers if Individual cannot respond – All Questions Are Mandatory QAOS #

Consumer Initials	#5	#1	#6	#7	#14	#15	
Caregiver							
Who helps this person and how?	A	A	A	A	A	A	
Are there some staff/peers they like better?	A	A	A	A	A	A	
Are there some staff/peers they don't like? Why?	A	A	A	A	A	A	
Are there current needs not being met?	A	A	A	A	A	A	
Are there health and safety needs not being met?	A	A	A	A	A	A	
Who do you talk to about these concerns?	A	A	A	A	A	A	
Does the person have input to his/her life?	A	A	A	A	A	A	
If you have concerns, who do you talk to?	A	A	A	A	A	A	
Are concerns resolved?	A	A	A	A	A	A	
What are this person's wishes/dreams?	A	A	A	A	A	A	
Is their plan moving in that direction?	A	A	A	A	A	A	
What would make this better?	A	A	A	A	A	A	
Does this person ever seem afraid?	A	A	A	A	A	A	
Are you afraid for this person?	A	A	A	A	A	A	
Does this person know how or where to report abuse?	A	A	A	A	A	A	
Who provided that training?	A	A	A	A	A	A	
Who will the individual call or report abuse to?	A	A	A	A	A	A	
Who provided that information?	A	A	A	A	A	A	
Does the person have transportation to all services and places he/she would like to go?	A	A	A	A	A	A	
Who is the person's Case Manager?	A	A	A	A	A	A	
Does the Case Manager help the person access services?	A	A	A	A	A	A	
Does the Case Manager explain waiver services?	A	A	A	A	A	A	
Does the person understand this information?	A	A	A	A	A	A	
Comments:							

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Consumer Initials	#10	#11	#8				
Caregiver							
Who helps this person and how?	A	A	A				
Are there some staff/peers they like better?	A	A	A				
Are there some staff/peers they don't like? Why?	A	A	A				
Are there current needs not being met?	A	A	A				
Are there health and safety needs not being met?	A	A	A				
Who do you talk to about these concerns?	A	A	A				
Does the person have input to his/her life?	A	A	A				
If you have concerns, who do you talk to?	A	A	A				
Are concerns resolved?	A	A	A				
What are this person's wishes/dreams?	A	A	A				
Is their plan moving in that direction?	A	A	A				
What would make this better?	A	A	A				
Does this person ever seem afraid?	A	A	A				
Are you afraid for this person?	A	A	A				
Does this person know how or where to report abuse?	A	A	A				
Who provided that training?	A	A	A				
Who will the individual call or report abuse to?	A	A	A				
Who provided that information?	A	A	A				
Does the person have transportation to all services and places he/she would like to go?	A	A	A				
Who is the person's Case Manager?	A	A	A				
Does the Case Manager help the person access services?	A	A	A				
Does the Case Manager explain waiver services?	A	A	A				
Does the person understand this information?	A	A	A				
Comments:							