

Agency: New Horizons Unlimited

Evaluators: Joe Davidson

DESK REVIEW: FY 2009	Appendix or QAOS
Accreditation: Accreditation is no longer required by the state contract. New Horizons Unlimited has chosen to maintain staff certification for Mandt, Terry is the instructor.	
Significant Events from the Agency: New Horizons has undergone many changes over the past year. They include: the loss of one their long time clients, changes in management staff on most levels, major surgery for one individual, and two new individuals coming into services. One client ported to be closer to family. Another individual that was screened into an opening for Supported Living, decided after touring the SL residence they were not confident in accepting services and ported to another provider in another region. A new Director, Patricia F., and Book-Keeper, Terry P. that had to learn the new Billing system with its many changes. They have done wonderful in asking questions to better understand the system. The New Director has also implemented activities to keep everyone active. This appears to have reduced the number of critical incidents both at the Day Program and Residential sights. The residents appear happier and have a variety of activities to participate in.	
Agency Internal Communications Systems: Internal communications were strained for portion of the past year. This is partially due to not having a director in place and folks filling in as they could. Carla acted as a temporary director but this left other areas without a person that had been trained to be a supervisor. The weekly meetings have been started again and all managers talk about how staff have identified issues that affect residential and day services. Staff at New Horizons have expressed great pleasure with having weekly management team meetings.	
Policies and Administrative (DDP) Directives The Board of Directors added a hair care policy after a critical incident in which emotional abuse, mistreatment, and client rights were violated. The agency handled incident with appropriate employee action. It was noted that the policy manual on sight needs to be updated, it still has the last directors name and home phone number listed as who needs to be contacted for numerous incidents/policy's. Incident Management also has changed the system it uses to track IR's and the Director and IMC Coordinator have been learning the new system. Due to one person not always being there they have trained several individuals to enter IR's with the Director approving them. The agency is looking into how they can set up computer systems in the Group Home and Congrate Supported Living sights, but have not been able to accomplish this yet.	

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluator: Joe Davidson

	Appendix or QAOS
<p>DESK REVIEW: FY 2009</p> <p>Fiscal (audits, cost plans, invoices):</p> <p>In July 2009 New Horizons underwent an Audit from the DPHHS Audit bureau. The results of this Audit only found some minor adjustments to their accounting procedures. Most of the findings centered around the need for the agency to have a complete accounting and procedures manual in place. Patricia has been working with Big Sandy Activities and New Horizons accounting firm to develop a thorough procedure/policy manual. As of 11-3-09 Patricia reported that Galusa, Higgins and Galusha has not finished developing a policy and procedure manual as soon as this is completed it will be implemented. During the transition period New Horizons requested assistance to ensure they are scheduling enough staff to maximize the ICP's. Dain C. Region 1 Manager, Bruci Ann and myself went to Harlem to go over the spread sheets Dain had developed to assist with scheduling based on every individuals cost plan. This was greatly appreciated and assisted the agency in assuring they are staffing based on the individuals cost plan (ICP).</p>	FY 9-1
<p>Licensing:</p> <p>Group Home Sanitarian-- Refrigerator 50 degrees should be 41, Group Home License ok, House and Day program: Fire Marshal ok. When management changed the Sanitarian reports for the house and Day program were not able to be located, the Fire Marshals report for the Group Home was also not located. The agency is in contact with the Fire Marshal and County Sanitarian to obtain the missing reports.</p>	FY 9-2

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluator: Joe Davidson

	Appendix or QAOS
<p>DESK REVIEW: FY 2009</p> <p>Quality Assurance Observation Sheets: (trends from past year)</p> <p>New Horizons staff were very diligent in obtaining medical assistance for an individual that ended up passing away. Staff took him to the ER numerous times because things were not right and it was felt the doctors were missing something due to the continual status changes that were occurring for the individual. A positive QAOS was written for the diligent follow through taking CWC to IHS to try to find out what was going on with him.</p>	
<p>Medication Errors: (trending from past year)</p> <p>NHU had several incidents in the first quarter of this evaluation cycle where an individuals medications were not ordered in a timely manner resulting in missed medications. NHU's medical director Tamera G worked with this office to establish an alert system on her calendar to notify her three weeks after a medication was last received. This resulted in a significant decrease in further incidents of this nature. Since the first quarter NHU has also consistently called the pharmacy or IHS when medications are late or missed to ensure the individuals health and safety due to missing a dose of medication.</p>	
<p>Incident Management: (summary trends, steps to address trends, investigation summaries)</p> <p>Investigations have been completed with recommendations IMC Coordinator continues to call and if there is an exception to the findings or more detail is needed once it is requested it has been accomplished. Due to the many changes IMC has lacked consistency in completing monthly and 1/4ly trend analysis. Due to the number of consumers, we do discuss ongoing concerns at our weekly meetings and discuss how to address these concerns. New Horizons also needs to ensure that a back up person is available when IMC coordinator off work and not able to enter or conduct weekly meetings. I have discussed the need to have a backup person available with the agency director, Patricia, so they are able to meet the required timelines set in IMC policy.</p>	FY 9-3

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Staff Related:										Appendix or QAOS
Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)										
staff initials	DW	SC	DF	BL	MN					
yes/no	+	+	+	+	+					
Note where evidence found:										
Evidence Found DDCPT or equivalent:										
staff initials	DW	SC	DF	BL	MN					
yes/no	+	+	+	+	+					
Note where evidence found:										
Evidence of Criminal Background Checks:										
staff initials	DW	SC	DF	BL	MN					
yes/no	+	+	+	+	+					
Note where evidence found:										
personnel files, staff training records, agency employment application										
Evidence of Staff Survey:										
staff initials	DW	SC	DF	BL	MN					
yes/no	-	-	-	-	-					
Note where evidence found:										FY 9-4
Comments: (regarding staff hiring, screening, training, supervision)										
<p>With the change in management staff surveys were missed. When visiting with Patricia regarding this, she is planning to implement a staff survey on the computer so they can obtain better data. Given the small size of the agency it is easy to tell who wrote the comments, this should give staff more confidence that their comments will be anonymous.</p>										

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Staff Related:								Appendix or QAOS
Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)								
staff initials	DW	MN	BL	DF	SC			
1st aid/CPR	+	+	+	+	+			
Abuse Prevention	+	+	+	+	+			
Client Rights: orientation and Mandt training	+	+	+	+	+			
Incident Reporting	+	+	+	+	+			
Confidentiality	+	+	+	+	+			
IP/PSP Process	+	+	+	+	+			
CDS complete w/in 6 months of hire date?	+	+	+	+	+			
Medication Cert	+	+	+	+	-			
Note where evidence found:								
Comments:								
CDS showed two individuals as late but they are no longer employed at New Horizons. I talked to Patricia and she is going to suspend them so they do not show up on the report.								

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson\Wilson

IP Checklist: check if evidenced		Note Site Reviewed:							Appendix or QAOS
		GH	Con. SL	SL	Day				
Consumer Initials			all 3	RS					
O n s i t e	Consumer/Family Survey	+	+	+				FY 09-5	
	PSP/IP Doc Avail to all Staff	+	+	+					
	IPP/Actions Implemented	-	-	+					
	Data for IPP/Actions	+	+	+					
	Data Internally Monitored	+	+	+					
	Self Medication Objective	+	+	+					
	Consumer informed of grievance procedure	-	+	+					
	SL consumer choice of SL staff	na	+	+					
	Rights Restrictions	na	na	one cnp					
C M H I P T	PSP/IP Checklist	+	+	+				FY 09-6	
	PSP/IP Annually?	+	+	+					
	Individual Needs Addressed?	+	+	+					
	Assessment Based?	-	-	-					
	Quarterly Reports?	+	+	+					
	Incident Reports Addressed?	+	+	+					
	Behavioral Supports Addressed?	+	+	+					
	Functional Analysis Needed?	na	na	na					
Free from Aversive Procedures?	+	+	+						
Comments: (regarding service planning and delivery)									
<p>Cong. SL sight books reviewed were . There has been a wonderful improvement in documenting the actions being ran. It did appear that on implementation strategies that required steps that had to be accomplished prior to moving to the next step, staff were confused on what to keep data on: one example is VG has a cooking program--- steps were menu planning, buying groceries and cooking the meal. It was not documented that VG assisted with menu planning or the shopping steps of the plan. Group Home: Client inventories need to be updated annually, onsite review indicated that the Grievance procedure has not been reviewed every six months. Cheri and I talked to Patricia about having some different assessments completed for individuals, Patricia request that we send her some assessments that are being used so they can do them: ie Time left alone, Risk/vulnerability, Bathing and Medication. These were sent to Patricia and Tamera on 12-22-09.</p>									

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate							Appendix or QAOS	
Site Name		GH	Cong. SL	Day				
H e a l t h	Bathing procedures posted	+	-	na			FY 9-7	
	Clean/Sanitary Environment	+	+	+				
	Egress	+	+	+				
	Hot Water Temps	120	115	125				
	Emergency Assistance	see note	+	+				
	Fire Extinguishers/smoke Detectors	2009 Marc	2009 Marc	2009 March				
	1st Aid/CPR Supplies Accessible/Available	+	+	+				
	PRN Medications	-	-	+				FY 9-8
	Medication Procedures	+	+	+				
	Medication Locked Storage	+	-	+				FY 9-8
Medication Administration Records	+	-	+					
Staff Ratios or ICP staffing	+	+	+					
Awake Overnight Staff	+	+	na					
Adequate Supplies	+	+	+					
Storage of Supplies	-	+	+					
Free from aversive procedures?	+	+	+					
D a i l y	Weekly integrated activities	good varie	good varie	good variety				
	House or Site Rules	ok	ok	ok				
	Opp for choice, self determination	+	+	+				
	Meal Prep, Mealtime	+	+	+				
	Engagement in Daily Life	+	+	+				
	Participation in Daily Living Skills	+	+	+				
	Daily Leisure Opportunities	see note	+	+				
Staff Trained in Individual Specifics	+	+	+					
Comments:								
<p>I would like to commend the staff and director for the additional creative ideas for integrated activities. Both the house and Day program offer/assist individuals in meal preparation, they have developed implementation strategies. When I arrived at the house the medication cabinet was unlocked. When reviewing the medication administration book at the house did not have a mar sheet for any of the prn medications, I talked to Tamera and Patricia during the exit interview that mar sheets for PRN's need to be included in the medication administration book. has a seizure disorder but did not have a bathing protocol posted (it was present in her PSP book on sight) 's and 's were both posted. The only place that had a high water temperature was at the day program which was turned down when notified. Group Home: had an antibiotic cream in the medication box with no protocol or RX over the counter medications require a doctors orders and protocol so staff know how to administer. Daily leisure indicated that TV was primarily the activity documented, it would help to document/offer 2/3 different activities for the consumers to participate in.</p>								

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Residential Site Checklist: check if evidenced								Appendix or QAOS
Site Name	Day	CNP	GH					
T r a n s p o r t a t i o n	Driver Orientation Program	+	+	+				
	Wheelchair tie downs	na	na	+				
	Wheelchair Lift	na	na	+				
	Driver's Licenses	+	+	+				
	Emergency Supplies	+	+	+				
	Fire Extinguisher	+	+	+				
	Transportation Log	+	+	+				
	Scheduled Maintenance Program	+	+	+				
	Training--Staff Doing Maintenance Checks	+	+	+				
	Procedures for Timely Repairs	+	+	+				
	MDT inspection on file (MDT vehicles only)	na	na	na				
Comments: Fire extinguishers were inspected March 2009. Records were reviewed in the maintenance office.								
Comments:								

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Staff Survey: check if 'met', 0 if 'unmet'								Appendix or QAOS
Staff Initials		MN	DC	BL	VY			
A B C D E	Allegations are reported to? (APS)	+	-	+	+			
	Do you notify Supervisor first? (NO)	+	+	+	+			
	Steps to take if abuse is discovered?	-	+	+	+			
	Comments:	MN reported to contact supervisor did not include insuring individuals are safe. DC reported to notify director and supervisor, did not mention notifying APS.						
F G H I J	Suspect theft of gloves, steps to take?	-	+	+	+			
	IP/PSP requests Doctors appt	+	+	+	+			
	No jacket, -25 consumer wants to leave	+	+	+	+			
	Review Rts Restriction	-	+	+	+			
Comments:	reported, ask individual to give gloves back-- should have asked if they had seen them, not accuse of taking them. Reported that still had a rights restriction on taking her on outings, this was discontinued in 2007. Recommend that staff training occur on client rights and review what a rights restriction is. is going on outings and has been since the restriction was discontinued in 2007.							
k l m n	describe consumer behaviors	+	+	+	+			
	staff response to behaviors by plan	+	+	+	+			
	list proactive or environmental strategies	+	+	+	+			
Comments:	It appears that Mandt Training was beneficial for staff.							
o p q r s t u v w x y z	former employee wants info	+	+	+	+			
	what is consumer information?	+	+	+	+			
	training to meet health and safety needs?	+	+	+	+			
	emergency evacuation procedures?	+	+	+	+			
Comments:								

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		MN	DC	BL	VY			
m e d i c a t i o n s	describe procedure to assist with meds	-	+	+	+			
	if med is unavailable?	+	+	+	+			
	if gave wrong med?	+	+	+	+			
	if moving to a new place or gets new med?	-	-	+	+			
	requirement to assist with meds?	+	+	+	+			
	describe PRN or OTC is to be given	+	+	+	+			
	what constitutes a med error?	+	+	+	+			
Comments: When asked to describe medication assistance procedure only mentioned checked to ensure its the right medication. Two individuals were not able to relay what is required when a new medication is prescribed. I would suggest that staff review Dr. Justad medication administration manual.								
E R C	steps to avoid power struggles	+	+	+	+			
	how to respond to someone who is upset	+	+	+	+			
	what is you start to lose control?	+	+	+	+			
	Comments:							
H O W O F F I C E M O D E R A T O R S	when do you fill out an incident report?	+	+	+	+			
	notifications for ER?	+	+	+	+			
	consumer to consumer incidents	+	+	+	+			
	who writes the IR?	+	+	+	+			
	Comments:							

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		MN	DC	BL	VY			
B H O R I Z O N S U N I T E D	consumer destroying things	+	+	+	+			
	staff pinches consumer back	-	+	+	+			
	how do you know a support plan is needed?	-	+	+	+			
	Comments: Staff knew it was abuse if they witnessed staff pinching a consumer but again did not relay the need to intervene on behalf of the consumer.							
I P / P S P	what is IP/PSP based on?	-	+	+	+			
	you have an idea for an objective.....	-	+	+	+			
	why do assessments?	-	+	+	+			
	How do you find out what someone would like to do?	+	+	+	+			
	Comments: One staff does not appear have an understanding of the PSP process or how to interrupt information regarding the clients. Thee agency has shown improvement over last year in understanding why assessments are necessary.							
Comments: Staff interviews were overall good. One staff that is Mandt certified appears to have not retained some of the training material it also appears that some area's of orientation were not retained or staff needs additional support. Please see individual sections regarding the areas to do additional training.								FY 10-9

Comprehensive Evaluation
6/1/2010

Agency: New Horizons Unlimited
Evaluators: Davidson/Wilson

Consumer Questionnaire (used by QIS). Check if evidenced. 0 if not asked. Bolded questions are mandatory							Appendix or QAOS
Consumer initials							
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)		+	+	+	+	+	-
c o n s u m e r	Do you have nice staff at home/work?	yes	yes	yes	yes	yes	yes
	Is anyone mean to you at home/work?	no	no	no	no	no	LW
	Do you like where you live/work?	yes	yes	yes	yes	yes	yes
	Are you ever afraid of anyone?	no	no	no	no	no	no
	Someone hits/hurts you, who can you tell?	Tish	Tish	staff	staff	staff	staff
	Does anyone talk to you about this?	if needed					
	Can you get help when you need it?	yes	yes	yes	yes	yes	not sure
	from staff?	yes	yes	yes	yes	yes	yes
	from Case Manager?	yes	yes	yes	yes	ok	not sure
	Can you get your own food/drink?	yes	yes	yes	yes	yes	yes
	Do people come into your house/room w/o knocking/permission?						
	Do staff ever take things from you?	no	no	no	no	no	no
	Can you get rides to places you need to go?	yes	yes	yes	yes	yes	yes
Rides to the places you want to go?							
Who is your Case Manager?	w/prompt	w/prompt	w/prompt	w/prompt	w/prompt	w/prompt	
Does s/he talk to you about waiver services?	yes	yes	yes	yes	yes	yes	
Does s/he help you get what you need?	yes	yes	yes	yes	ok	no	
Comments: Tish (Patricia) is the Director and she makes it a point to visit with consumers and staff on a daily basis. Caroline is a new Case Manager that replaced Shelly who had worked with NHU for years. is another consumer and can be angry at someone due to something that occurred prior and she is re-living the moment. is new to NHU and has made great strides over the past 6-7 months in doing new things and adjusting to being away from mom..							