

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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Developmental Disabilities Program
Region II Office
201 1st Street So, #3
Great Falls MT 59405

TO: Maria Moretti, Owner, Visage
Michael Peasle, General Manager, Visage

FROM: Lori Wertz, QIS

SUBJECT: Comprehensive Evaluation, FY 2008

Enclosed is the Quality Assurance Evaluation for FY 08. It encompasses the contracted services of residential habilitation (supported living, transportation and companionship services) as contracted with the State of Montana since October 2007 and includes both onsite review and observations throughout this contract period. The attached table shows the areas of review with any pertinent findings noted in the comment sections, followed-up with quality assurance observation sheets. As a result of this review, there are two follow-up issues which require your attention with responses due by August 1, 2008.

Supported Living:

Your methodology of providing congregate supported living services in a 3-person house looks different than other services under the same umbrella. Your vigilance and ability to observe behavioral patterns, identify their communication and apply that knowledge to the consumers you serve is a wonderful skill and creates an intimate level of service provision that is neither intrusive nor controlling, but really does promote a support system that celebrates consumers for who they really are. There are no recommendations for follow-up in this category.

Administration:

Particularly for such a new agency, your policies are very comprehensive, clearly define agency philosophy and a level of expectation for staff performance (see grid for more details). Your recording keeping is very detailed and includes programmatic records, as well as health care and anecdotal information that is obviously shared between staff for an excellent quality of services. There are a few policy recommendations for you to consider under the category of administration and those have been outlined for you in the copy of the policy book you gave me at the time of review. CPR re-certifications are out of date and also must be renewed as soon as possible but scheduled not later than 8/1/08.

Transportation:

Transportation services are provided for community inclusion and for one consumer who works. Transportation is provided via a company car (see grid) and there are no findings for your agency that require follow-up in this category.

Conclusion:

In summary, the three men in your service appear to be happy, healthy and living a well integrated life. They seem to genuinely enjoy their lives and their home. Where family is involved, families appear to be comfortable coming by the house and remaining active in the lives of the folks you serve. Your staff appear to be well trained and really seem to like their jobs and enjoy the consumers. It is noted that you are willing to be a provider of supported work services, and that you are awaiting a determination from Vocational Rehabilitation to waiver CARF requirements in order to accomplish this. Thank-you for your attention to detail, your commitment to the gentlemen in your services and your willingness to always look for a better way to get the job done.

It has been a pleasure to work with you this year and I look forward to the coming year and possible expansion of your services.

Comprehensive Evaluation
6/27/08

Agency: Visage
Evaluators: Wertz

DESK REVIEW:	Appendix or QAOS
<p>Accreditation: Accreditation is no longer required by the state contract.</p>	
<p>Significant Events from the Agency: Visage is a brand new provider to Region II with services established in October 2007. Services currently consist of congregate supported living, serving three men in a 3 bedroom home in Great Falls. Visage is a for-profit entity with both the Owner and the General Manager having extensive disabilities services backgrounds in Montana. Additionally, the Owner has worked in disabilities services in Washington State and has a background in nursing. The combination of experience creates a provider who is very keenly aware of individual health needs and is equally responsive to individual behavioral and other support needs. Visage is a family owned partnership. Family/partners as staff people create a different type of employment relationship that is really unique among providers in this Region. Each partner is has a direct vested interest in the agency, and therefore the welfare and the quality of services provided. The result appears to be a professional knowledge of consumers needs and services but with an intimate touch that creates a very homey, comfortable, family oriented atmosphere where people are given the support they need to be successful and independent.</p>	QAOS 08-01
<p>Agency Internal Communications Systems: Agency internal communications are well established. This doesn't appear to be as much a factor of the size of the agency as the very clearly defined expectations for staff in terms of not only data and documentation but general communication as well.</p>	
<p>Policies and Administrative (DDP) Directives The agency policy manual has been reviewed. It appears to be very comprehensive, with some minor suggestions/recommendations from this office in terms of additions to more clearly defined what is already in place.</p>	QAOS 08-02

Comprehensive Evaluation
6/27/08

Agency: Visage
Evaluators: Wertz

DESK REVIEW:	Appendix or QAOS
<p>Fiscal (audits, cost plans, invoices):</p> <p>There have been no audits to date for Visage. The agency has been in place for about 9 months and does contract with an accountant for financial dealings. Onsite review showed up to date and a balanced consumer checking accounts, replete with appropriate receipts for expenditures and documentation of purchases.</p>	
<p>Licensing: This is a supported living site only, no licensing is required.</p>	
<p>Quality Assurance Observation Sheets: (trends from past year)</p> <p>There has been only one QAOS for this provider this past year and it was for doing such a good job of coordinating transitions for consumers and meeting ongoing health needs. The agency expects and promotes a genuine respect for both the consumers and the staff working there as well as an open working relationship with the Regional Office.</p>	
<p>Medication Errors: (trending from past year)</p> <p>There is no trending report for this past year as this is the first year of operation. It is however noted for the purpose of this evaluation that med errors have not been a factor--there has been one pharmacy error caught by the provider with no harm or potential harm to the individuals served.</p>	
<p>Incident Management: (summary trends, steps to address trends, investigation summaries)</p> <p>There is no trending between years as this is a new provider. Access to ACCESS and accurate reporting is an issue for this provider in trying to pull up high risk reviews and is the same issue other providers have been concerned about. There has been one critical investigation this year when a consumer alleged staff had thrown away one of his possession. The possession was found in his room and was not substantiated.</p> <p>The agency does respond swiftly and effectively if there are concerns noted or when an investigation is noted. They consistently include APS in their reporting. Because there are so few incidents reported, the agency is reminded to be sure to remember to document that a CIC meeting is not needed in place of minutes for that week.</p>	

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Staff Related:										Appendix or QAOS
Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)										
staff initials	J	Z	C							
yes/no	yes	yes	yes							
Note where evidence found:										
Evidence Found DDCPT or equivalent:										
staff initials	J	Z	C							
yes/no	NA	NA	NA							
Note where evidence found:										
Evidence of Criminal Background Checks:										
staff initials	J	C	Z							
yes/no	yes	yes	yes							
Note where evidence found:										
personell files, staff training records, agency employment application										
Evidence of Staff Survey:										
staff initials	J	C	Z							
yes/no	NA	NA	NA							
Note where evidence found:										
Comments: (regarding staff hiring, screening, training, supervision)										
The agency has documentation of orientation and background checks as evidenced by personell files. It is noted that the agency had some background checks that followed from other agencies--and that this was done prior to clarification of the policy. All new employees have new background checks. Since the Owner and GM do some shifts, it is suggested that they also have the file information. Staff surveys have not been yet been developed, family surveys are suggested as well. It is understood that the employees are partners/family and discuss the health of the business regularly.										

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Staff Related:					Appendix or QAOS		
Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)							
staff initials	J	Z	C				
1st aid/CPR	no	no	no				
Abuse Prevention	yes	yes	yes				
Client Rights	yes	yes	yes				
Incident Reporting	yes	yes	yes				
Confidentiality	yes	yes	yes				
IP/PSP Process	yes	yes	yes				
CDS complete w/in 6 months of hire date?	yes	yes	NA				
Medication Cert	yes	yes	yes				
Note where evidence found:							
Comments: Meds certs were current, and training and policy records indicate training in the above noted categories. CPR is expired and a date to be recertified is being set with the local Red Cross or Fire Dept, whichever is soonest.							

QAOS 08-03

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Note Site Reviewed: House 1, Visage--this is a 100% sample size

IP Checklist: check if evidenced		SL	SL	SL						Appendix or QAOS	
Consumer Initials											
Onsite	Consumer/Family Survey	yes	yes	yes							AOS 08-04
	PSP/IP Doc Avail to all Staff	yes	yes	yes							
	IPP/Actions Implemented	yes	yes	yes							
	Data for IPP/Actions	yes	yes	yes							
	Data Internally Monitored	yes	yes	yes							
	Self Medication Objective	NA	NA	NA							
	Consumer informed of grievance procedure	yes	yes	yes							
	SL consumer choice of SL staff	Yes	yes	yes							
	Rights Restrictions	NA	NA	NA							
CMINPUT	PSP/IP Checklist	Yes	yes	yes							
	PSP/IP Annually?	yes	yes	yes							
	Individual Needs Addressed?	yes	yes	yes							
	Assessment Based?	yes	yes	yes							
	Quarterly Reports?	yes	yes	yes							
	Incident Reports Addressed?	yes	yes	yes							
	Behavioral Supports Addressed?	yes	yes	yes							
	Functional Analysis Needed?	NA	NA	NA							
Free from Aversive Procedures?	yes	yes	yes								
Comments: (regarding service planning and delivery)											
<p>Records consist of checklists, cross referenced to progress notes, health notes and shift notes which are very detailed and provide the reader with a very reasonable picture of the participant's daily activities, likes, needs and even whether they enjoyed themselves, were too tired or just out of sorts. The level of detail involved in recording for the participants is huge and generally captures snapshot of time.</p>											

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Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate							Appendix or QAOS
Site Name				KR			
H e a l t h S a f e t y	Bathing procedures posted	NA	NA	NA			
	Clean/Sanitary Environment	yes	yes	yes			
	Egress	great	great	great			
	Hot Water Temps	117	117	117			
	Emergency Assistance	posted	posted	posted			
	Fire Extinguishers/smoke Detectors	yes	yes	yes			
	1st Aid/CPR Supplies Accessible/Available	yes	yes	yes			
	PRN Medications	yes	yes	yes			
	Medication Procedures	yes	yes	yes			
	Medication Locked Storage	yes	yes	yes			
	Medication Administration Records	yes	yes	yes			
	Staff Ratios or ICP staffing	1:03	1:03	1:03			
	Awake Overnight Staff	yes	yes	yes	**	not required but available	
	Adequate Supplies	yes	yes	yes			
Storage of Supplies	locked	locked	locked				
Free from aversive procedures?	yes	yes	yes				
D a i l y	Weekly integrated activities	yes	yes	yes			
	House or Site Rules	na	na	na			
	Opp for choice, self determination	yes	yes	yes			
	Meal Prep, Mealtime	yes	yes	yes			
	Engagement in Daily Life	yes	yes	yes			
	Participation in Daily Living Skills	yes	yes	yes			
	Daily Leisure Opportunities	yes	yes	yes			
	Staff Trained in Individual Specifics	yes	yes	yes			QAOS 08-05
Comments:							
<p>It is noted that at least one has has a significant decrease in emergent medical care, that as a result of staff being so well informed, his medications (of which there were many) are being reduced, he has not had issues with bowel care or aggression (both of which had prompted exit discussions at his previous provider) and he is so very relaxed that even his Case Manager has mentioned how happy he appears to be. This agency seems to like a mystery--they worked hard to identify what this man's up at night and coughing behaviors really meant....and in solving that communication have given him a much better life.</p>							

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Residential Site Checklist: check if evidenced								Appendix or QAOS
Site Name		Visage One						
T r a n s p o r t a t i o n	Driver Orientation Program	NA*						
	Wheelchair tie downs	NA*						
	Wheelchair Lift	NA						
	Driver's Licenses	yes						
	Emergency Supplies	yes						
	Fire Extinguisher	yes						
	Transportation Log	yes						
	Scheduled Maintenance Program	yes						
	Training--Staff Doing Maintenance Checks	yes						
	Procedures for Timely Repairs	yes						
	MDT inspection on file (MDT vehicles only)	na						
Comments:								
Comments: This is a supported living provider. Agency staff have a personal vehicle assigned for transportation and it is equipped with fire extinguisher and safety kits. As a partnership, the drivers are all part owners of the agency.								

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Staff Survey: check if 'met', 0 if 'unmet'								Appendix or QAOS
Staff Initials								
A b s e	Allegations are reported to? (APS)	x	x					
	Do you notify Supervisor first? (NO)	x	x					
	Steps to take if abuse is discovered?							
	Comments:							
R i s k s	Suspect theft of gloves, steps to take?	x	x					
	IP/PSP requests Doctors appt							
	No jacket, -25 consumer wants to leave	x	x					
	Review Rts Restriction	na	na					
Comments:								
b B P	describe consumer behaviors	NA						
	staff response to behaviors by plan							
	list proactive or environmental strategies							
	Comments:							
H o m e h o l d	former employee wants info	x	x					
	what is consumer information?							
	training to meet health and safety needs?							
	emergency evacuation procedures?	x	x					
Comments:								

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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials								
B	describe procedure to assist with meds if med is unavailable?	x	x					
	if gave wrong med?	x	x					
	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?	x	x					
Comments:								
E	steps to avoid power struggles	x	x					
	how to respond to someone who is upset	x	x					
	what is you start to lose control?							
Comments:								
R	when do you fill out an incident report?	x	x					
	notifications for ER?	x						
	consumer to consumer incidents							
	who writes the IR?							
Comments:								
								QAOS 08-06

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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer									Appendix or QAOS
Staff Initials									
POPCO	consumer destroying things	x	x						
	staff pinches consumer back								
	how do you know a support plan is needed?	x	x						
	Comments:								
IP/PSP	what is IP/PSP based on?	x	x						
	you have an idea for an objective.....	x	x						
	why do assessments?								
	How do you find out what someone would like to do?	x	x						
	Comments:	I							
Comments:									

Comprehensive Evaluation
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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)		yes	yes				
consumer	Do you have nice staff at home/work?	yes	yes				
	Is anyone mean to you at home/work?	no	no				
	Do you like where you live/work?	yes	yes				
	Are you ever afraid of anyone?	no	no				
	Someone hits/hurts you, who can you tell?	staff	the Queen				
	Does anyone talk to you about this?	CM	staff				
	Can you get help when you need it?	yes	yes				
	from staff?	yes	yes				
	from Case Manager?	yes	yes				
	Can you get your own food/drink?	yes	yes				
	Do people come into your house/room w/o knocking/permission?	no					
	Do staff ever take things from you?	no	no				
	Can you get rides to places you need to go?	yes	yes				
	Rides to the places you want to go?	yes	yes				
	Who is your Case Manager?	lorraine	karla				
Does s/he talk to you about waiver services?	yes	yes				QAOS 08-07	
Does s/he help you get what you need?	yes	yes					
Comments:							
** --teasing staff, said his job is to protect the "Queen"--his staff.							