

INSTRUCTIONS FOR THE QIS

These data sheets are appropriate for an Annual Quality Assurance Review of any and all adult service providers and Children's Group Homes.

There is no attached narrative, so in the comments sections it is imperative that bulleted information be included.

On each particular data worksheet, be sure to include narrative/bullets which explain deficiencies or commendations

Use appropriate scoring key listed at the top of each page ~ be consistent with the CODE you use.
for example - if using "+" for yes, use "+" on all sheets -or- if using "X" for yes, use "X" on all sheets...

SPECIFICS for WORKSHEETS

Please indicate in COLUMN M if there is a corresponding QAOS for narrative information included in each section

Refer to Appendix G in the Quality Assurance Process for more specifics of what to include

Adult Services Outline p1 - 3

Staff Training 1 & 2

IP Checklist

PSP Review

Add extra sheets as necessary, review the PSP, Actions, Protocols, Staff support provided, etc.

Residential Sites

Transportation

Staff Survey Pages 1 - 3

Ask one staff from each area one questions from each topic area. If they answer incorrectly, as a second question from that topic. If they still answer incorrectly, move on to the next topic area.

Refer to Appendix I in the Quality Assurance Process for specific questionnaire

Consumer survey 1

THIS SURVEY IS FOR CONSUMERS

USE this survey for consumers who can answer for themselves

Refer to Appendix J in the Quality Assurance Process for specific questionnaire

Consumer Support Survey 2

THIS SURVEY IS FOR CAREGIVERS

USE this survey to talk with caregivers when the consumer cannot answer for him/herself

Refer to Appendix J in the Quality Assurance Process for specific questionnaire

Developmental Disabilities Adult Service and Children's Group Home, Annual Quality Assurance Review
Grid Distributed on 12/16/09

Agency Name: Flathead Industries
Evaluator(s): Kara Gehring, Shri Pullium, Denise Smith
Dates Covered by Review: 9/08-9/09

DESK REVIEW	* QAOS = Quality Assurance Observation Sheet	insert * QAOS #
Accreditation: Accreditation is no longer required by the state contract.		
Significant Events from the Agency: This past year Flathead Industries' concentrated on upgrading group homes, day sites and apartment complexes to provide a more modern and uplifting environment for consumers. Many sites received new flooring, paint, landscaping, and a deck. The Kalispell Thrift Store's phenomenal economic performance is due in part to significant increases in sales; but also by essentially eliminating trash disposal through shipping all non-saleable clothing articles out of state. The thrift stores receive numerous antiques and valuables, which affords the ability to hold several lucrative auctions throughout the year. The agency attributes this success to the tremendous community support received, and the creativity of staff. Due to the strong behavioral support systems in place the Production/Rag Barn facilities, which provide services to an intensive population, has seen a significant (60%) decrease in the occurrence and severity of incidents. Flathead Industries has the luxury of long term employees lending to the success of the agency. In turn, employees would not be long term without the leadership of administration.		
Agency Internal Communications Systems: The agency uses several methods of communication. Monthly staff meetings occur, weekly administration meetings happen, and one time weekly the residential director meets with all group home lead staff. Furthermore, each quarter an all staff meeting is held during two different time periods to allow all staff the opportunity to participate. Outreach communication occurs as well, such as directors visiting sites to complete trainings, counseling, etc. Therap is also used to report significant events of consumers. Staff use general event reports to communicate critical and reportable events. Additionally, staff are astute at the		Commend QAOS #4
Policies and Administrative (DDP) Directives The staff handbook, staff orientation and maintenance procedures were all appraised. Also, the grievance policy and medication certification policy were reviewed. Evidence that individuals get to choose supported living staff is not clearly defined; however, it is noted that if an individual would like a different SL trainer that FI accommodates this request. The handbook for FI supported living was received and includes a receipt and acknowledgement form. Fire Drill documentation indicated drills were run consistently in all residential and work settings at different times throughout a 24 hour period. Several attempts at documenting drills did not denote if the drill was run in the am or pm. Also, a couple of drills indicated a very short evacuation time, but also implied a consumer did not exit. Meeting notes reveal working with consumers who need further training in regard to evacuation procedures.		

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

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 Dates Covered by Review: 9/08-9/09

DESK REVIEW	insert QAOS #
<p>Fiscal (audits, cost plans, invoices):</p> <p>All invoices reviewed accurately reflected reimbursement for services.</p> <p>June 2008 and 2009 A-133 audit was reviewed. Financial statements, such as, statements of activity, functional expenses and cash flows present fairly. The change in net assets and cash flows are in conformity with accounting principles generally accepted in the U.S. and are fairly stated in all material respects in relation to statements taken as a whole.</p>	
<p>Licensing (for Group Homes, Adult Foster sites and Assisted Living sites):</p> <p>All are current</p>	

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DESK REVIEW	insert QAOS #
<p>Quality Assurance Observation Sheets: (trends from past year) None following 6 month follow up to FY ,09 review.</p>	
<p>Medication Errors: (trends from past year) Average med errors per quarter: Quarter 1: 5 Quarter 2: 9 Quarter 3: 7 Quarter 4: 8 29 errors on average occurred annually this year, which is the same as last year. However, for the majority of the consumers appropriate and thorough PRN parameters are in place (drafted by Dr. Justad) with corresponding MARS. Also, FI has taken great measures to increase accuracy in regard to medication including internal audits and thorough training procedures for staff. A couple of suggestions include assuring that all consumers whom are on a self medication program have a corresponding protocol and that all MAR sheets reflect the diagnosis/ reason a medication is given. Additionally, all routine and PRN medications need to be accurately reflected on the MAR sheet to include all pertinent dosage information (e.g.</p>	
<p>Incident Management: (Incident Management Committees - IMCs & trend reports, summary trends, steps to address trends, and investigation summaries) Incident management committee meets weekly to review and address all incidents that occurred the week prior. The team is thorough in discussing incidents as well as addressing trends. All critical incidents are investigated and meet the guidelines laid out by the incident management policy. Over the past year trend analyses indicate that falls were a trend due to several different reasons. Either a high risk review meeting was held, or measures were put into place to address this trend. Also, one month (1/09) several (13) APS reports were made. FI, APS and myself addressed the issue, put new protocols in place and so far these measures seem successful. Flathead Industries incident management coordinator is timely in dispersing minutes from the meeting and trend analyses are typically received a couple of days after the beginning of the next month. The trend analysis not only lists type of incident, occurrence rate and severity it also provides a true analysis of the incidents that occurred the month prior, as well as, the plan devised by the IMC to address such trends.</p>	Commend QAOS #5

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

Staff Related:											insert QAOS #
Evidence Found of Orientation Training											Commend QAOS #6
Use three to five staff ~ new hires											
staff initials	KA	RT	KM	RE	JB						
+ or X / - or no	X	X	X	X	X						
Note where evidence found:											
Evidence found in Personnel files. Orientation last for 3 days and within 3 months an Orientation checklist is completed including site specific info.											
Evidence Found DDCPT or equivalent:											Commend QAOS #6
For intensive staffing only - LOC for Waiver indicates Intensive determination											
staff initials	KA	RT	KM	RE	JB						
consumer initials											
+ or X / - or no	X	X	X	X	X						
Note where evidence found: All staff are MANDT certified											
Evidence found in Personnel and training files.											
Evidence of Criminal Background Checks:											Commend QAOS #6
Use three to five staff ~ new hires											
staff initials	KA	RT	KM	RE	JB						
yes/no	X	X	X	X	X						
Note where evidence found: Evidence found in Personnel files. How often does the agency re-check criminal history? personnel files, staff training records, agency employment application											
Evidence of Staff Survey:											Commend QAOS #6
Interview at least one staff per site visited, no less than 5 staff											
staff initials	KA	RT	KM	RE	JB						
+ or X / - or no	n/a	X	X	X	X						
Note where evidence found:											
Staff interview results conducted by QIS may be found under staff survey, FI conducted an all staff survey in 3/09. Feedback included breaking orientation up more and go onsite, also to re-review orientation in 6 months. All new employees complete a survey after 6 months of hire.											

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Staff Related:

insert
QAOS #

Evidence Found of Staff Training:

staff initials	KA	RT	KM	RE	JB			
1st aid/CPR	X	X	X	X	X			
Abuse Prevention	X	X	X	X	X			
Client Rights	X	X	X	X	X			
Incident Reporting	X	X	X	X	X			
Confidentiality	X	X	X	X	X			
IP/PSP Process	X	X	X	X	X			
CDS* complete w/in 6 months of hire date?	10-Jan	X	X	X	X			
Medication Cert	X	X	X	X	X			

Note where evidence found:

KA: DOH: 7-14-09; RT DOH: 5-21-07, tier 1 and 2 completed Some staff have completed tier 3!

* CDS = College of Direct Supports

Comments:

FI has an extensive training program that lasts for 3 days. In order to accommodate schedules, the individual in charge of training will go into the group homes, even during graveyard shift to complete trainings such as MANDT. FI will not hire staff to drive that do not have a current driver's license. Last year DVDs on client rights, abuse, being professional in a professional world were purchased and all staff were mandated to watch the videos and answer questions in relation to the videos. DVDs such as think driving, info on seizures and lifting are being incorporated into training. Additionally diversity training has been in place for quite some time.

Commend
QAOS #6

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

Note Site Reviewed:

Add sites as needed:

IP Checklist:		CS								insert QAOS #
Consumer Initials										
O n s i t e	Consumer/Family Survey	SEE								
	PSP/IP Available to all Staff	Below								
	IPP/Actions Implemented									
	Data for IPP/Actions									
	Data Internally Monitored									
	Self Medication Objective									
	Consumer informed of grievance procedure									
	SL consumer choice of SL staff									
	Rights Restrictions									
**	PSP/IP Checklist									
C M I N P U T	PSP/IP completed Annually?									
	Individual Needs Addressed?									
	Assessment Based?									
	Quarterly Reports?									
	Incident Reports Addressed?									
	Behavioral Supports Addressed?									
	Functional Analysis Needed?									
Free from Aversive Procedures?										
Comments: (regarding service planning and delivery)										
<p>: does not have a PSP on file, a contract and invoices do exist. She receives reimbursement for transportation and Health Maintenance. Her original CS agreement was signed in 2005. I also could not locate a consumer survey, or an ISP Considering this is the first year a PSP is required for individuals in community supports a QAOS is not warranted. Next review, I fully expect to locate PSPs on all individuals in service.</p>										
** = Case manager										

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IP Checklist:		Note Site Reviewed:				Add sites as needed:				insert QAOS #
Consumer Initials		SL	SL	SL	SE	CS	CS	CS	CS	
O n s i t e	Consumer/Family Survey	X	X	X	X	SEE	See	X	X	
	PSP/IP Available to all Staff	X	X	X	X	Below	Below	SEE	X	
	IPP/Actions Implemented	X	x/-	x	X			Below	X	
	Data for IPP/Actions	X	X	x	X				X	
	Data Internally Monitored	x	X	x	X				X	
	Self Medication Objective	n/a	n/a	see below	see below				n/a	
	Consumer informed of grievance procedure	X	X	X	X				X	
	SL consumer choice of SL staff	x/-	x/-	x/-	n/a				x/-	
	Rights Restrictions	n/a	n/a	n/a	n/a				n/a	
**	PSP/IP Checklist	X	x/-	x/-	x/-				X	QAOS #1
M H I P T	PSP/IP completed Annually?	X	X	X	X				X	QAOS #1
	Individual Needs Addressed?	X	x/-	x/-	x/-				X	
	Assessment Based?	X	X	X	n/a				X	
	Quarterly Reports?	X	X	X	X				X	
	Incident Reports Addressed?	n/a	n/a	X	X				n/a	
	Behavioral Supports Addressed?	n/a	n/a	X	X				n/a	
	Functional Analysis Needed?	n/a	n/a	n/a	n/a				n/a	
Free from Aversive Procedures?	X	X	X	X				X		
<p>: what does she do for fun other than ride her bike and silver sneakers? : implementation strategies are not indicated, third action is broad and unclear, if he refuses for several days in a row what do staff do? Is action #3 a training goal? : implementation strategies are not indicated, actions are loaded (e.g. assist with all shopping and home related issues and 2) assist with transportation, recreations, computer and computer banking). A medication protocol is necessary as he administers his own meds with staff assist. Actions are not written in a measurable fashion. Documentation of choice is in place in regard to bike riding and showering due to seizure disorder. : PSP info was not available during this review (cs); however, a contract and invoicing was on file and the PSP was received on 10/30/09. : started CS services 6/1/08, no PSP as of 10/6/09. Receives transport reimbursement and health and health maintenance. Contract and invoicing in place (I assume by next years review a PSP will be present). : the current plan in place is written for the CM, and was not available at FI; however , a contract and accurate invoicing was available. : purchases SL services and Health maintenance, not participating in rec. how often is this offered? Contract and invoice available.</p>										

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IP Checklist:		Note Site Reviewed:				Add sites as needed:				insert
Consumer Initials		Prod.	Prod.	Seniors	Seniors	Kal thrift	Kal thrift	Kal thrift	Kal thrift	QAOS #
O n s i t e	Consumer/Family Survey	X	X	no	X	X	X	X	X	QAOS #1 QAOS #1 QAOS #2
	PSP/IP Available to all Staff	X	X	X	X	X	X	X	X	
	IPP/Actions Implemented	x/-	x/-	no	X	X	X	X	X	
	Data for IPP/Actions	x/-	x/-	no	X/-	X	X	X	X	
	Data Internally Monitored	X	X	x	X	X	X	X	X	
	Self Medication Objective	n/a	n/a	n/a	n/a	see below	n/a	X	see below	
	Consumer informed of grievance procedure	X	X	X	X	X	X	X	X	
	SL consumer choice of SL staff	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	Rights Restrictions	n/a	n/a	X	n/a	n/a	n/a	n/a	see below	
** M C I N P F	PSP/IP Checklist	x/-	x/-	x/-	x/-	x/-	x/-	x/-	x/-	QAOS #1
	PSP/IP completed Annually?	X	X	see below	X	no	X	x/-	X	QAOS #1
	Individual Needs Addressed?	no	no	no	x/-	x/-	x/-	x/-	x/-	
	Assessment Based?	X	X	X	n/a	X	X	X	X	
	Quarterly Reports?	X	X	X	X	X	X	X	X	
	Incident Reports Addressed?	X	n/a	X	n/a	n/a	n/a	X	X	
	Behavioral Supports Addressed?	n/a	X	n/a	n/a	X	X	X	no	
	Functional Analysis Needed?	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	Free from Aversive Procedures?	X	X	X	X	X	X	X	X	

: no criteria on how often actions take place and actions are written for staff . Actions are minimal and concern exists that there is not enough documentation for 6 hours a day 4 days a week. Also, implementation strategies were not indicated, and start and completion dates for actions did not exist. The visions represented are short range (outcomes) versus long range (vision). Several of the activities he voiced enjoyment for are not part of his outcome or actions.

: instructions do not match actions; actions 4 & 5 are run together on the same data sheet ; action 5 is step 3 of action 4. Also content of actions is questionable: How does staff encourage healthy eating? How is this defined? The quarterly did not correlate with this action.

: Documentation does not match the PSP actions. He has a hygiene program at seniors which is not reflected in the PSP. A work day instruction sheet describes 2 different programs with mixed documentation (e.g. program aimed at increased productivity by decreasing time off task (how does this relate to Seniors or hygiene)? **10/6/09, no actions in the file, used 12/08 action to review. Moved to FI late 2008, supplemental PSP held 12/08 using info from prior agency; however, a full current PSP has not occurred. Assessment in place, but does not connect to actions.

: quarterly data for performing daily tasks and fixing lunch is subjective (states that violet is doing better versus increasing independence with a qualifying measure), staff are only to place a check mark that an action was completed.

: medication objective: JW need written protocol, AH, question as to why there is not a self medication program in place.

: PSP for work/ day was lacking in content. Implementation strategies did not exist and actions were not written as clear or measurable. Thrift store management was very receptive to the feedback from the QIS . Additionally, conversation occurred in regard to loaded actions and the difficulty with documentation. Behavior support needs for JW are not clearly addressed in the PSP.

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

IP Checklist:		Note Site Reviewed:				Add sites as needed:				insert QAOS #
		Willow	Willow	3rd	3rd	4th	4th	Duplex	Prod.	
Consumer Initials										
O n s i t e	Consumer/Family Survey	X	X	no	X	X	X	X	X	QAOS #1 QAOS #1 QAOS #2
	PSP/IP Available to all Staff	X	X	X	X	X	X	X	X	
	IPP/Actions Implemented	x/-	X	x/-	X	X/-	X	no	X	
	Data for IPP/Actions	no	X	x	x	X	X	no	X/-	
	Data Internally Monitored	X	X	x	x	X	X	no	X	
	Self Medication Objective	X	n/a	n/a	n/a	see below	n/a	see below	n/a	
	Consumer informed of grievance procedure	X	X	X	X	X	X	X	X	
	SL consumer choice of SL staff	n/a	n/a	n/a	n/a	n/a	n/a	x/-	n/a	
	Rights Restrictions	n/a	n/a	X	n/a	n/a	n/a	X	n/a	
** M H U P H	PSP/IP Checklist	x/-	x/-	x/-	x/-	X/-	x/-	x/-	x/-	QAOS #1
	PSP/IP completed Annually?	X	X	no	X	no	X	X	X	QAOS #1
	Individual Needs Addressed?	X	x/-	no	x/-	X	x/-	no	x/-	
	Assessment Based?	X	X	X	X	X	X	X	X	
	Quarterly Reports?	X	X	X	X	X	X	X	X	
	Incident Reports Addressed?	X	n/a	n/a	n/a	n/a	n/a	x/-	X	
	Behavioral Supports Addressed?	X	n/a	X	n/a	X	X	x/-	x/-	
	Functional Analysis Needed?	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Free from Aversive Procedures	X	X	X	X	X	X	X	X		

: 2/09-5/09 documentation did not exist on 3 actions:(roller skating, look into ice skating, look into horseback therapy), 6/30/09 documentation only states.... "did this". Confusing as to what actually occurred. Some of the new actions are vague... try a variety of activities (no I.S.); weekly household chores?
 : Implementation strategies are not indicated, one action" be allotted personal time" does not make sense and is not measureable, also what is healthy eating? What else does he do at home?
 : two actions address increased independence with personnel hygiene: from 1/09 - 9/09, according to the quarterly, his level of assistance increased versus decreased, evidence that the team reconvened to address lowered progress does not exist (also see comments on IP checklist #2).
 : all actions listed are in regard to IADLs and ADLs, what else does he do? Work: staff provide sensory therapy, this is not measurable and not clear what options are provided; two actions are represented as one : support for various jobs and socialization integration; clear documentation regarding what support is provided did not exist and cannot measure due to loaded action; assist with PECS communication system(how often or for how long is not specified).
 : question as to what happened to the summit pass and the "biggest loser" outcome, also question as to why there is not a self medication program in place.
 : most actions are not measurable, outcomes are generic.
 : Actions did not have documentation that programs were run, behavior needs are not addressed in the body of the PSP, a protocol is available, however it is not dated and proactive strategies to address behavior issues did not exist.

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IP Checklist:		Note Site Reviewed:				Add sites as needed:				insert QAOS #
		WF thrift	WF thrift	WF thrift	WF thrift	C.F. thrift	Merganser	SL	SL	
Consumer Initials										
O n s i t e	Consumer/Family Survey	X	X	X	X	X	X	X	X	QAOS #1 QAOS #1 QAOS #2
	PSP/IP Available to all Staff	X	X	X	X	X	X	X	X	
	IPP/Actions Implemented	X/-	x/-	x	X	X	x/-	x/-	x/-	
	Data for IPP/Actions	x/-	x/-	x	X	X	x/-	x/-	X	
	Data Internally Monitored	X	x/-	x	X	X	X	X	X	
	Self Medication Objective	n/a	See below	n/a	n/a	n/a	see below	n/a	n/a	
	Consumer informed of grievance procedure	X	X	X	X	X	X	X	X	
	SL consumer choice of SL staff	n/a	n/a	n/a	n/a	n/a	X	x/-	x/-	
Rights Restrictions	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
** M o n i t o r i n g	PSP/IP Checklist	x/-	x/-	x/-	x/-	x/-	x/-	x/-	x/-	QAOS #1 QAOS #1
	PSP/IP completed Annually?	X	X	X	X	no	X	X	X	
	Individual Needs Addressed?	x/-	X	x/-	X	X	X	X	X	
	Assessment Based?	X	X	X	X	X	X	X	X	
	Quarterly Reports?	X	X	X	X	X	X	X	X	
	Incident Reports Addressed?	X	X	n/a	X	n/a	n/a	n/a	X	
	Behavioral Supports Addressed?	n/a	n/a	n/a	X/-	n/a	X	x/-	n/a	
	Functional Analysis Needed?	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Free from Aversive Procedures?	X	X	X	X	X	X	X	X		

: implementation strategies are not available, staff are to assist with grocery shopping as needed, FI paid nephew to complete 11/12/08-7/15/09(28 times); she is refusing to complete action "staff assist with riding public transportation". Work: she wants to work more at Markus foods; also action "do various jobs in the store" is not measureable and an implementation strategy does not exist.

: action "count next days till" not measureable, how is this tracked and how often is this to occur? Also, "Demonstrate professionalism" is not measurable, and how is professionalism defined? And, "complete a variety of work tasks" needs an implementation strategy and how often it is to occur. Home: self med, but no protocol in place; " walk to and from convenience store closest to home".. how often does this occur? Should lack of community access be addressed in a rights restriction?

: implementation strategy needed for action "roll play 2 X per month to increase assertiveness skills." Only 3 actions for work, hygiene, roll play and work in store (what does she do in the store?)

: generic terminology used in work instructions ... used for several individuals "goal is aimed at increased productivity by decreasing time off task", actions do not specify how often it is to occur. Behavior management format is from 4/08. SL: Action (church 1 X monthly), she is not participating, data is sparse.

: how often does staff work with her on daily schedule? How often does she get to run the cash register (needs to be pre-voc), how often does she enter dates on the computer? Implementation strategies are not indicated.

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Make note of site reviewed

Residential Site Checklist:									insert QAOS #
	Site Name	CF Thrift	Kal thrift	Willow	3rd	4rth	Merganser	Duplex	
H e a l t h S a f e t y	Bathing procedures posted	N/A	N/A	X	X	X	X	X	QAOS #3
	Clean/Sanitary Environment	X	X	X	X	x	X	X	
	Egress	X	X	X	X	X	X	X	
	Hot Water Temps	X	110	120	110	120	112, 110	112	
	Emergency Assistance	X	X	X	X	X	X	X	
	Fire Extinguishers/smoke Detectors	X	X	X	X	X	X	X	
	1st Aid/CPR Supplies Accessible/Available	X	X	x/-	x/-	X	X/-	X	
	PRN Medications	X	X	X	X	x/-	X	X	
	Medication Procedures	X	X	X	X	X	X	X	
	Medication Locked Storage	X	X	X	X	X	X	X	
	Medication Administration Records	n/a	X	X	X/-	x/-	x/-	X	
	Staff Ratios or ICP staffing	X	X	X	X	X	X	X	
	Awake Overnight Staff	n/a	n/a	X	X	X	X	X	
	Adequate Supplies	X	X	X	X	X	X	X	
Storage of Supplies	X	X	X	X	X	X	X		
Free from aversive procedures?	X	X	X	X	X	X	X		
D a i l y	Weekly integrated activities	X	X	X	X	X	X	X	commend is deserved see QAOS # 7
	House or Site Rules	X	X	X	X	X	X	X	
	Opportunities for choice, self determination	X	X	X	X	X	X	X	
	Meal Prep, Mealtime	X	X	X	x/-	X	X	X	
	Engagement in Daily Life	X	X	X	x/-	X	X	X	
	Participation in Daily Living Skills	X	X	X	x/-	X	X	X	
	Daily Leisure Opportunities	n/a	n/a	X	X/-	X	X/-	X	
	Staff Trained in Individual Specifics	X	X	X	X	X	X	X	

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

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 Dates Covered by Review: 9/08-9/09

Make note of site reviewed

Residential Site Checklist:									insert QAOS #
	Site Name	Production	Seniors	Rag Barn	CS/ apt	VP/ apt	MH/ apt	WF thrift	
H e a l t h S a f e t y	Bathing procedures posted	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	Clean/Sanitary Environment	X	X	X	X	X	X	X	
	Egress	X	X	X	X	X	X	X	
	Hot Water Temps	n/a	n/a	n/a	X	X	X	X	
	Emergency Assistance	X	X	X	X	X	X	X	
	Fire Extinguishers/smoke Detectors	X	X	X	X	X	X	X	
	1st Aid/CPR Supplies Accessible/Available	X	X	X	X	X	X	X	
	PRN Medications	X	X	X	X	X	X	X	
	Medication Procedures	X	X	X	X	X	X	X	
	Medication Locked Storage	X	X	X	X	X	X	X	
	Medication Administration Records	X	X	X	X	X	X	X	
	Staff Ratios or ICP staffing	X	X	X	X	X	X	X	
	Awake Overnight Staff	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	Adequate Supplies	X	X	X	X	X	X	X	
Storage of Supplies	X	X	X	X	X	X	X		
Free from aversive procedures?	X	X	X	X	X	X	X		
D a i l y	Weekly integrated activities	n/a	n/a	n/a	X	X	X	n/a	
	House or Site Rules	X	X	X	X	X	X	X	
	Opportunities for choice, self determination	X	X	X	X	X	X	X	
	Meal Prep, Mealtime	X	X	X	X	X	X	X	
	Engagement in Daily Life	X	X	X	X	X	X	X	
	Participation in Daily Living Skills	X	X	X	X	X	X	X	
	Daily Leisure Opportunities	n/a	n/a	n/a	X	X	X	n/a	
	Staff Trained in Individual Specifics	X	X	X	X	X	X	X	
Comments: No concerns exist in residential sites represented on this page. SL: any consumer who is self med needs a protocol.									Commend QAOS #8

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 Dates Covered by Review: 9/08-9/09

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

Residential Site Checklist:								insert QAOS #
	Site Name	Merganser	3rd	Duplex	WF thrift	4rth		
T r a n s p o r t a t i o n	Driver Orientation Program	X	X	X	X	X		
	Wheelchair tie downs	n/a	X	n/a	n/a	X		
	Wheelchair Lift	n/a	X	n/a	n/a	X		
	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		
	Training--Staff Doing Maintenance Checks	X	X	X	X	X		
	Procedures for Timely Repairs	X	X	X	X	X		
	MDT* inspection on file (MDT vehicles only)	n/a	n/a	n/a	n/a	n/a		
Comments: FI does not have any MDT vehicles. * MDT = Montana Department of Transportation								
Comments: During orientation staff have to go through driving training, watch a video and take a drivers road test that last for 1/2 day. In the Group homes orientation includes wheelchair and actual transport trainings. Staff are not hired unless they have a current drivers license.								Commend QAOS #6

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

Agency: Flathead Industries **FOR EACH STAFF:**
 Evaluator(s): Kara Gehring, Shri Pullium, Denise Smith **Ask one question per topic area, if incorrect as a second**
 Dates Covered by Review: 9/08-9/09 **if still incorrect move on the next topic area.**

KEY (mark "+" or "X" if correct, "-" or "no" if not)

insert
QAOS #

Staff Survey:		DM	KH	PW	MM	CH	SW	DP	
A b u s e	Staff Initials	DM	KH	PW	MM	CH	SW	DP	
	Allegations are reported to? (APS)	X	N/A	X	X	X	X	X	
	Do you notify Supervisor first? (NO)	N/A							
	Steps to take if abuse is discovered?	N/A	X	N/A	N/A	N/A	N/A	N/A	
Comments:									
R i g h t s	Suspect theft of gloves, steps to take?	X	N/A	X	X	X	X	X	
	IP/PSP requests Doctors appt	N/A	X	N/A	N/A	N/A	N/A	N/A	
	No jacket, -25 consumer wants to leave	N/A							
	Review Right's Restriction	N/A							
Comments:									
** b m p **	describe consumer behaviors	X	X	N/A	X	X	X	X	
	staff response to behaviors by plan	N/A							
	list proactive or environmental strategies	N/A	N/A	X	N/A	N/A	N/A	N/A	
	Comments:								
H o u s e h o l d e r s	former employee wants info	N/A	X	X	X	N/A	X	X	
	what is consumer information?	X	N/A	N/A	N/A	X	N/A	N/A	
	training to meet health and safety needs?	N/A							
	emergency evacuation procedures?	N/A							
Comments:									
Comments:									
** = Behavior Management Plans									

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Evaluator(s):	Kara Gehring, Shri Pullium, Denise Smith	Ask one question per topic area, if incorrect as a second if still incorrect move on the next topic area.
Dates Covered by Review:	9/08-9/09	

Staff Survey:		KEY (mark "+" or "X" if correct, "-" or "no" if not)							insert QAOS #
	Staff Initials	DM	KH	PW	MM	CH	SW	DP	
m e d i c a t i o n s	describe procedure to assist with meds	N/A	N/A	N/A	N/A	X	N/A	N/A	
	if med is unavailable?	X	X	X	X	N/A	X	X	
	if gave wrong med?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	if moving to a new place or gets new med?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	requirement to assist with meds?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	describe PRN or OTC* is to be given	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	what constitutes a med error?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Comments:									
* OTC = over-the-counter									
E R C	steps to avoid power struggles	X	N/A	X	X	X	X	X	
	how to respond to someone who is upset	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	what if you start to lose control?	N/A	X	N/A	N/A	N/A	N/A	N/A	
	Comments:								
** = Emotionally Responsible Caregiving									
I N C I D E N T R E P O R T I N G A N D M A N A G E M E N T	when do you fill out an incident report?	N/A	N/A	N/A	N/A	X	N/A	N/A	
	notifications for Emergency Room visit?	X	N/A	N/A	N/A	N/A	N/A	X	
	consumer to consumer incidents	N/A	X	X	X	N/A	X	N/A	
	who writes the Incident Report?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Comments:								
* = Incident Reporting and Management									

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Dates Covered by Review:	9/08-9/09	

Staff Survey:		KEY (mark "+" or "X" if correct answer, "-" or "no" if not)							insert QAOS #
	Staff Initials	DM	KH	PW	MM	CH	SW	DP	
B E H A V I O R	consumer destroying things	N/A	N/A	N/A	N/A	N/A	X	N/A	
	staff pinches consumer back	X	X	X	X	X	N/A	X	
	how do you know a support plan is needed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Comments:								
* I P / P S P	what is IP/PSP based on?	X	X	X	X	X	X	X	
	you have an idea for an objective.....	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	why do assessments?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	How do you find out what someone would like to do?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Comments:								
* = IP = Individual Plan PSP = Personal Support Plan									
Comments: All staff were able to respond to questions with ease.									Commend QAOS #6

Agency: Flathead Industries
 Evaluator(s): Kara Gehring, Shri Pullium, Denise Smith
 Dates Covered by Review: 9/08-9/09

(mark "+" or "X" if positive/correct, "-" or "no" if not)
 "-" or "no" indicates need for follow up
 and comments in lilac area below

KEY

Consumer Questionnaire by QIS.		ALL questions are MANDATORY					insert QAOS #
USE THIS FOLKS WHO CAN ANSWER QUESTION		Consumer initials					
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)		X	X				
C O N S U M E R	Do you have nice staff at home/work?	X	X	X	X	X	
	Is anyone mean to you at home/work?	X	X	X	X	X	
	Do you like where you live/work?	X	X	X	X	X	
	Are you ever afraid of anyone?	X	X	X	X	X	
	Someone hits/hurts you, who can you tell?	X	X	X	X	X	
	Does anyone talk to you about this?	X	X	no answer	X	no answer	
	Can you get help when you need it?	X	X	X	X	X	
	from staff?	X	X	X	X	X	
	from Case Manager?	X	X	no answer	X	no answer	
	Can you get your own food/drink?	X	X	X	X	X	
	Do people come into your house/room without knocking or getting permission?	X	X	X	X	X	
	Do staff ever take things from you?	X	X	X	X	X	
	Can you get rides to places you need to go?	X	X	X	X	X	
	Rides to the places you want to go?	X	X	X	X	X	
Who is your Case Manager?	X	X	no answer	no answer	no answer		
Does s/he talk to you about waiver services?	X	X	no answer	no answer	no answer		
Does s/he help you get what you need?	X	X	no answer	no answer	no answer		

Comments:

- : likes particular staff and his Mom, during the interview he wanted to lay down, however, was willing to answer some questions.
- : Lives at home with his Mom, he did not answer some questions
- : Lives in her own apartment, she likes staff and loves the senior program

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KEY (mark "+" or "X" if positive/correct, "-" or "no" if not
 "-" or "no" indicates need for follow up
 and comments in lilac area below

Consumer Questionnaire by QIS.		ALL questions are MANDATORY						insert QAOS #
USE THIS FOLKS WHO CAN ANSWER QUESTIONS		Consumer initials						
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)		X	X	X	X	X	X	
c o n s u m e r	Do you have nice staff at home/work?	X	X	X	X	X	X	
	Is anyone mean to you at home/work?	X	see below	see below	X	X	X	
	Do you like where you live/work?	X	X	X	X	X	X	
	Are you ever afraid of anyone?	X	see below	see below	X	X	X	
	Someone hits/hurts you, who can you tell?	X	X	X	X	X	X	
	Does anyone talk to you about this?	X	X	X	X	X	X	
	Can you get help when you need it?	X	X	X	X	X	X	
	from staff?	X	X	see below	X	X	X	
	from Case Manager?	X	X	X	X	X	X	
	Can you get your own food/drink?	X	X	X	X	X	X	
	Do people come into your house/room without knocking or getting permission?	X	X	yes, see below	X	X	X	
	Do staff ever take things from you?	X	X	X	X	X	X	
	Can you get rides to places you need to go?	X	X	X	X	X	X	
Rides to the places you want to go?	X	X	X	X	X	X		
Who is your Case Manager?	X	X	X	X	X	X		
Does s/he talk to you about waiver services?	X	X	X	X	X	X		
Does s/he help you get what you need?	X	X	X	X	X	X		
Comments:								
: Another consumer is mean to her at work and home () : He names three different consumers at work that bully him (FI has put in measures in regard to the three consumers), he expressed fear of these individuals. He expresses that he is not receiving the help that he wants (live on own, however, status prevents this). He also expresses that individuals enter his apartment without knocking and that privacy is an issue. Consumer satisfaction survey's conducted over the past year indicate an extremely high level of satisfaction with services provided.								Commend QAOS #9

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 Dates Covered by Review: 9/08-9/09 "- or "no" indicates need for follow up and comments in the lilac area below

Consumer Questionnaire (used by QIS).		ALL questions are MANDATORY				insert QAOS #	
ASK CAREGIVERS IF THE CONSUMER IS UNABLE TO ANSWER QUESTIONS		Consumer initials					
Support	Who helps this person and how?	X	X	X	X		
	Are there some staff/peers they like better?	X	X	X	X		
	Staff/peers they don't like? Why?	X	X	X	X		
	Current needs not being met?	X	X	X	X		
	Health and Safety related?	X	X	X	X		
	Who do you talk to about these concerns?	X	X	X	X		
	Does the person have input to his/her life?	X	X	X	X		
	If you have concerns, who do you talk to?	X	X	X	X		
	are they resolved?						
	What are this persons wishes/dreams?	X	no	X	X		
	is the plan moving that direction?	X	no	X	X		
	what would make things better?	X	see below	X	X		
	does this person ever seem afraid?	X	X	X	X		
	are you afraid for them?	X	X	X	X		
	Does this person know how or where to report abuse?	no	no	no	no		
	who provided that training?	no	no	no	no		
	Who will the individual call or report to?	no	no	no	X		
	who provided that info?	no	no	no	X		
	Does the person have transportation to all services and places s/he would like to go?	X	X	X	X		
	who is the person's case manager?	X	X	X	no		
Does CM help the person access services?	X	X	X	?			
Does the CM explain waiver services?	X	X	no	no			
Does the person understand this info?	no	no	no	no			

: Staff would benefit from training on tools and techniques for communicating with folks who are non-verbal or who have communication difficulties. Staff expressed that "they do not know if is working toward his goals, or what his wishes or dreams are because he is non-verbal"

: non-verbal individual, lives with family who supports residential and medical needs, staff interviewed knows him well and were able to discuss in detail his likes/ dislikes, as well as service needs.

: staff not aware of who his case manager is; however, are aware of his needs such as a low stimulus environment as loud noises are difficult for him to handle. Occasionally, he tries to hide his communication book, staff are working on making a new book. He goes to staff for help.