

Community Mental Health Newaygo

QUALITY AND COMPETENCY MONITORING Program: Type A

Date of Review: 9.19.16

Reviewer Name: Cindy Ingersoll

Provider Name: Home Name: Country Acres

Address: 2649 West Woodrow,

City/Zip: Shelby MI 49455 Phone: 231.861.2702

- Children Foster Care (CFC)
- Adult Specialized (A-S)
- Adult Non-Specialized (A-NS)

Source of Information for this review	
Accreditation (Date: _____) <input type="checkbox"/> CARF <input type="checkbox"/> JCAHO <input type="checkbox"/> NCQA <input type="checkbox"/> COA <input type="checkbox"/> Other: <input type="checkbox"/> Copy Obtained	Data Source(s) for Review <input checked="" type="checkbox"/> Clinical record review <input checked="" type="checkbox"/> Licensing/Certification Reviews - Date of <input checked="" type="checkbox"/> Policies and Procedures Last Review <u>7.18.14</u> <input checked="" type="checkbox"/> Tour of facility <input checked="" type="checkbox"/> Observation of care <input checked="" type="checkbox"/> Interviews with staff <input type="checkbox"/> Other _____ <input checked="" type="checkbox"/> Interviews with consumers/families
	<input checked="" type="checkbox"/> Certification (specialized) status confirmed by reviewer
	CONFIRM: <input checked="" type="checkbox"/> Current License / Operating Certificate is posted <input checked="" type="checkbox"/> Copy Obtained <input checked="" type="checkbox"/> CMH Recipient Rights Policies and Procedures on site

RATING: 1 = Meets Standard 2=Partially Meets Standard 3 = Does Not Meet Standard

(If Provider receives any ratings of 2. Partially meets Standard or 3. Does Not Meet Standard, a written plan of correction is required within 30 days and a re-assessment may occur.)

	STAFF TRAINING <i>(as evidenced by training records)</i>	RATING
1	CPR (85% of staff)	1
2	First Aid (85% staff)	1
3	Medication Certification (85% of staff)	1
4	Environmental Safety (85% of staff)	1
5	PCP Training (85% of staff)	1
6	Recipient Rights - Basic Training (100% of staff within 30-days of contract start and/or date of hire)	1
7	Limited English Proficiency (85% of staff)	1
8	Cultural Competency (85% of staff)	1
Comments:		
	QUALITY IMPROVEMENT	RATING
1	Staff can identify or describe improvements in services to residents during the past year.	1
2	Residents have opportunities to provide suggestions for improvement.	1
3	Staff can locate the Residential Treatment section of the PCP and can describe how it is implemented.	1
4	Consumer satisfaction is at an adequate level*.	1
5	Guardian / Family satisfaction is at an adequate level*.	1
Comments:		

	RECIPIENT RIGHTS SITE VISIT	RATING
1	Poster (in view of public)	1
2	Complaint Forms (available)	1
3	Rights Booklets (available)	1
4	House Rules (posted)	1
Comments:		

	MANAGEMENT OF INFORMATION	RATING
1	Consumer records are maintained in a way that ensures confidentiality.	1
2	Compliance with service documentation (e.g. Personal Care Service Logs, Treatment Data as applicable, etc.)	1
Comments:		

	MANAGEMENT OF HUMAN RESOURCES	RATING
1	Provider has a system to ensure competency of staff is continually assessed, maintained and improved. <i>(e.g. hiring documentation, annual evaluations, training records, etc.)</i>	1
Comments:		

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	SAFETY/INFECTION CONTROL	RATING
1	Staff can locate the mouth-to-mask (blob) resuscitation devices.	1
2	Staff can locate protective equipment (gloves).	1
3	Soap-filled dispensers, paper towels are available at all sinks.	1
4	Staff can locate the first aid kit with complete contents.	1
	Comments:	

	MEDICATIONS	RATING
1	Medication cupboards are locked.	1
2	Medication administration records are complete.	1
3	Medications are stored appropriately.	1
	Comments:	

	FACILITY	RATING
1	The exterior of the house is generally clean and well-maintained. <i>(e.g. lawn mowed, landscaping maintained, snow shoveled, yard free of debris, etc.)</i>	1

2	The interior of the house is generally clean and well-maintained. <i>(e.g. furniture clean and in good repair, floors and walls clean, house free of obvious offensive odors, bathroom clean and in good working order, etc.)</i>	1
3	If smoking occurs, smoking debris are disposed of in a fire safe container.	1
	Comments:	

	RESIDENT TREATMENT	RATING
1	Residents are treated in a respectful, positive and supportive manner	1
2	There is evidence that residents are allowed to make choices.	1
3	Residents are offered choices for activities, both in and out of the home, at least once per week.	1
4	Resident's clothing is generally clean, in good repair, fits properly and is seasonably and age appropriate <u>or</u> this issue is addressed in the treatment plan.	1
5	Residents are clean, their hair is trimmed and combed and good oral hygiene/treatment is addressed <u>or</u> this issue is addressed in the treatment plan	1
	Comments:	

	RESIDENT FUNDS AND VALUABLES	RATING
1	For all residents who do not keep their own funds, any residents' funds that are maintained at the home are kept in individual containers, with withdrawals and deposits logged.	1
	Comment:	

	REVIEWER COMMENTS	
	We have one contract per diem resident who have lived in this home over the past 15 years. In the past we have had some short term and others long term. The home does well with the management of behaviors and the unique needs of the residents. The home is recommended for persons who have some independent skills but they will manage well with those with behaviors. We continue to use this home as they have provided excellent care.	
Reviewer Signature: <u> Cindy Ingersoll </u> Date 9.19.16		

CC: Home Manager
Provider Agency (if applicable)