

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

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:	

