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| 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: | | |
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| | 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 |
| 6 | Guardian / Family satisfaction is at an adequate level. | 1 |
| 7 | Case Manager / Support Coordinator satisfaction is at an adequate level. | 1 |
| Comments: | | |
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| | 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: | | |
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| | MANAGEMENT OF INFORMATION | RATING |
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| 1 | Consumer records are maintained in a way that ensures confidentiality. | 1 |
| 2 | Compliance with Service Documentation (<i>e.g., Personal Care Service Logs, Treatment Data [as applicable.]</i>) | 1 |
| Comments: | | |
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| | MANAGEMENT OF HUMAN RESOURCES | RATING |
|-----------|--|---------------|
| 1 | Staff can locate job descriptions which define the competencies required for each job. | 1 |
| 2 | Procedures are in place for assuring on-going competency/training of staff in implementing specialized treatment plans. | 1 |
| 3 | There are policies/procedures and documented evidence that the competency of staff is continually assessed, maintained, and improved. (<i>e.g. staff performance evaluations, training records, HR policies, etc.</i>) | 1 |
| 4 | There is a plan for ongoing supervision of staff implementing specialized treatment plans. | 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 clothing (gowns, masks, shoe covers) and equipment (goggles, 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: | | |
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| | MEDICATIONS | RATING |
|-----------|--|---------------|
| 1 | Medication cupboards are locked. | 1 |
| 2 | Medication administration records are complete. (<i>staff initials, documentation regarding missed meds, etc.</i>) | 1 |
| 3 | Medications are stored appropriately. (<i>labeled containers, internals separated from externals, etc.</i>) | 1 |
| 4 | For controlled substances, pill counts performed on each shift. | 1 |
| Comments: | | |
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| | RESIDENT TREATMENT | RATING |
|-----------|---|---------------|
| 1 | Residents are treated in a respectful, positive and supportive manner. (<i>e.g., residents being included in conversations with staff, staff address residents by name, directions and instructions to residents are phrased as requests as opposed to commands, when staff are addressing residents in their presence--residents are included in these discussions.</i>) | 1 |
| 2 | There is evidence that residents are allowed to make choices. (<i>e.g., meal choices, clothing choices, room decor, bed and awake times, daily schedule--this includes the right to refuse.</i>) | 1 |
| 3 | Residents are offered choices for activities, both in and out of the home, at least once per week. (<i>e.g., movies, shopping, dining out, community events, athletic activities such as swimming, bowling, etc.</i>) | 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: | | |
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| | NUTRITION | RATING |
|---|---|---------------|
| 1 | Written menus, with portion sizes specified, are available for residents on regular or physician-prescribed special | 1 |

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| | diets. | |
| 2 | Prepared menu matches posted menu or appropriate food group substitutions are made; individual portions are measured. | 1 |
| 3 | Adequate food supply is available to prepare meals. | 1 |
| 4 | Appropriate hand washing procedures are followed by staff and residents during meal preparation and each time that hands are potentially contaminated. | 1 |
| 5 | Counters, tables, dishware, utensils, and other food-contact surfaces are properly washed and sanitized before and after each use. | 1 |
| Comments: | | |
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| | 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. | |
| Comments: | | |
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| | RESIDENT FUNDS / 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 |
| Comments: | | |
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| | LICENSING/CERTIFICATION | RATING |
|-----------|--|---------------|
| 1 | Licensing citations, if any, were addressed within identified time frames. | 1 |
| Comments: | | |
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| | CONSUMER INVOLVEMENT | RATING |
|---|---|--|
| 1 | <p>The leaders demonstrate consumer/family involvement/participation as evidenced by hire of consumers, consumer service on the Board, involvement in development of organizational mission, etc.</p> <p>Describe: Families are involved at organizational level. Consumers are involved at the home level. Consumers living in the home participate in meal planning, meal prep, planning of events, laundry, cleaning and house decision making as appropriate. Consumers in the home can decide to participate as they are able.</p> | <input checked="" type="checkbox"/> yes <input type="checkbox"/> no |

| REVIEWER COMMENTS | |
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| <p>Moore has been providing care in 2 homes owned by this agency. Over the years there have been changes most significantly in the past year. The movement to including residents of both homes in decision making activities has been overwhelmingly received and the overall effect to residents and staff has been amazing. Moore has been willing to follow our suggestions and are as pleased with the results. They have been able to take residents on trips within Michigan and have parties and dinner with another AFC. This has continued to increase the quality of life to all residents. They too have had persons move out due to death or nursing home and new residents move in. These changes are always a challenge but home staff and NCMH staff continue to work together for the good of the residents.</p> | |
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| Reviewer: <u>Cindy Ingersoll</u> | Date: 9.20.16 |

CC: Provider Organization
Evaluation Office

Contract Administration Office

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Rev 5/04