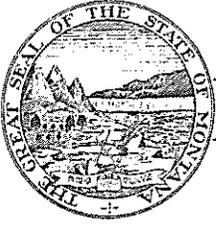


DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



BRIAN SCHWEITZER
GOVERNOR

JOAN MILES
DIRECTOR

STATE OF MONTANA

www.dphhs.mt.gov

Developmental Disabilities Program
2675 Palmer St., Suite B
Missoula, MT 59808
Phone: (406) 329-5415
FAX: 406-329-5490

DATE: April 20, 2007
TO: Fran Sadowski, CEO, MDSC
FROM: Paula Sherwood, QIS, DDP
RE: Quality Assurance Review for FY '07

RECEIVED

MAY 16 2007

DPHHS-DSD

Please find enclosed the report for the Quality Assurance Review for Missoula Developmental Service Corporation for Fiscal Year 2007. I wish to express my appreciation to you and your staff for all the assistance provided during the course of this review. As you know, the review went extremely well and the continual progress and growth that this agency has demonstrated over the past year was very impressive. I look forward to continued success with MDSC. Thanks again to you and your staff for your hard work and tireless efforts to provide quality services for individuals with developmental disabilities. If you have any questions, please do not hesitate to contact me at 329-5418

cc: Paula Tripp, Region V Manager, DDP
Jeff Sturm, Program Director, DDP
Tim Plaska, Bureau Chief, DDP
John Zeeck, Quality Assurance Specialist, DDP
✓ Perry Jones, Waiver Training Specialist, DDP
Bill Docktor, Chairperson, MDSC Board of Directors
DDP Contract File

MISSOULA DEVELOPMENTAL SERVICE CORPORATION
QUALITY ASSURANCE REVIEW FY '07

Scope of Review

The FY '07 annual Quality Assurance Review for Missoula Developmental Service Corporation (MDSC) was conducted by DDP Quality Improvement Specialist Paula Sherwood.

The review was performed from December 12, 2006 through December 20, 2006. MDSC serves 62 individuals with developmental disabilities in various neighborhoods throughout Missoula and 64 individuals at the Day Center. MDSC provides the following services: Intensive Community Home, Intensive Work/Day Services (which may encompass Supported Employment depending on the results of Individual Plans), and Transportation. MDSC does not serve individuals who have funding through Community Supports.

General Areas

A. ADMINISTRATIVE

Significant Events

- *Established corporate-wide Health & Safety Committee
- *Reviewed and revised all corporate policies
- *Changed Medication Policy
- *Began work on MDSC's Pandemic Response Plan
- *Redesigned corporate Fire Drill Report Form and implemented new fire drill training program
- *Installed call buttons in the bathrooms of eight of the nine residential sites
- *Purchased new lift for the Easy Street Group Home to allow safer care of clients
- *Installed energy efficient windows at the Center
- *Purchased hydrophilic compounds for residential bathroom floors to reduce slips and falls
- *Initiated Vital Signs class

- *More individuals served were able to attend Special Olympics
- *Individuals served were able to attend Flathead Day Camp
- *How to Work With Me documents and individuals protocols were reviewed and signed
- *Orientation training was revised
- *Added a Relief Manager
- *Staff Blood Pressure Screening/Wellness Program
- *Implemented a career path for direct care staff - Direct Support Professional - this is criterion based on training and performance and is a great program
- *Added three new investigators which now gives MDSC a total of eight trained investigators
- *Developed a comprehensive Annual Critical Incident Trend Summary Report
- *Developed protocols for Bathing, Eating, and other Health and Safety concerns based on individuals needs
- *Held two Stakeholders meetings

MDSC's administrative team has ensured that directives from the DDP have been implemented. This includes training for MDSC's staff on such directives. MDSC's Incident Management Committee and processes for such are well organized and follow-up on incidents has been excellent. MDSC involves staff from all areas of service, including direct care staff, management staff and administrative staff. This attendance also includes the CEO. Notes from these meetings as well as the monthly trend analyses have been timely and thorough. Incidents are addressed immediately and appropriately. Vigilance has increased with an emphasis on prevention and it has been evident that staff have been well trained in these areas.

All nine of the residential sites are currently licensed. Inspections were completed with no outstanding deficiencies. MDSC received a three-year accreditation from CARF in July of 2004.

MDSC has a local Board of Directors which meets regularly. The Board membership includes family members and guardians of MDSC consumer.

MDSC has an extremely comprehensive orientation training for new hire staff. This includes mandatory requirements for the first week of hire, with follow-up on a 15 day and a 30 day basis.

MDSC completes staff satisfaction surveys on an annual basis. Requests for staff training are a high priority for the agency and the administration ensures that such training is developed and provided.

MDSC has a regular schedule for weekly management meetings and monthly residential and day services staff meetings. Internal communication systems are in place including inter-office memos and communication logs and e-mail at all sites

Med errors for the past year decreased each quarter. The following is a summary of such med errors:

January-March, 2006: Total 35
April-June, 2006: Total 32
July-September, 2006: 23
October-December, 2006: 22

MDSC completes 5 background checks on newly hired staff including checks with the Department of Justice, Adult Protective Services and the Department of Motor Vehicles. Random staff files were checked for new hires and well as staff who had been employed at MDSC for more than a year. All were found to be in good order with background checks completed and documentation of required orientation and other trainings.

The results of the A133 Audit revealed no problems. Contractual requirements in Appendix I were met.

Quality Assurance Observation Sheets were not written during the course of this review. There were no deficiencies which warranted such.

Specific Services Reviewed

A. RESIDENTIAL

MDSC has nine residential sites in various neighborhoods throughout the city of Missoula. The sites are identified by the streets on which they are located. They are as follows:

Easy Street
Foss Court
Curtis Street
Curtis Street Modular
South Hills
Tulip Lane
Wylie Street

Spurgin Road

Kent Street (this is the medically intensive home which has 24 hour on-site nursing services.)

There were no pervasive programmatic deficiencies noted for Residential Services. All sites were visited were found to be clean, comfortable, and decorated with individual preferences taken into consideration. It was however noted by Licensing and by this reviewer that the Spurgin Road group home is in need of new flooring and carpeting. The agency has already planned on replacing such. Individuals served were well attended and interactions between them and staff were warm, appropriate and natural. This was witnessed throughout several visits across all sites during the past year.

HEALTH AND SAFETY

Medication protocols, self-medication training programs, medication administration records, PRN protocols and all other aspects of medication safety were found to be in place and consistent across the agency. Individual bathing protocols were found at all sites and were well written. All vehicles are checked routinely. All staff interviewed were extremely knowledgeable about the individuals with whom they work. Staff surveys were completed at each site and no problems were noted. Staff on shift were med-certified unless newly hired and still within the time frame for med certification.

Emergency procedures were found to be in place at each site and evacuation drills are performed according to schedule. Staff are trained to meet individual needs and there is documentation of such training. There was also evidence of emotionally responsible care-giving at each site.

SERVICE PLANNING AND DELIVERY

Individual Plans were in order and are being implemented according to the objectives set in the plans. Seven individuals were randomly selected for IP review. The IP's were found to be comprehensive quality documents, which address the desires of and supports needed for people in MDSC's services. All individuals reviewed had had consumer surveys completed.

STAFFING

Staffing ratios have been checked periodically across the past year and the results show that MDSC has consistently met or exceeded its contractual staffing ratios. Staffing ratios were adequate across the review as well.

B. WORK/DAY/COMMUNITY EMPLOYMENT

There were no programmatic deficiencies noted for Work/Day/Community Employment Services. All areas were clean, nicely decorated and organized. Interactions were excellent between staff the individuals being served.

HEALTH AND SAFETY

MDSC has nursing staff on-site during day services hours. All medications are assisted and supervised through the medical department. Protocols for PRN medications and self-medication programs are in place and well written.

SERVICE PLANNING AND DELIVERY

Seven individuals were randomly chosen for IP review. Documentation was found to be in good order, with timely implementation and adherence to schedules. Objectives were individualized. Books were well organized and accessible for staff. Many activities are available outside the realm of programming which center on individual likes and preferences.

STAFFING

Staffing ratios have been more than adequate throughout the past year as well as during this review. There were no problems noted while completing staff surveys and interviews.

C. COMMUNITY SUPPORTS

MDSC is not a provider for Community Supports.

D. TRANSPORTATION

: MDSC has a large fleet of vehicles, including accessible vans, buses and a few cars. The vehicles receive regular maintenance and tire rotation checks. The maintenance department completes safety checks at least twice a month and also participates in new hire orientation training. Direct care staff are responsible to complete a monthly vehicle checklist.

Wheelchair lifts were operating appropriately and vehicles observed were clean and appeared to be safe.

In summary, all those who work at MDSC should be proud of their continued efforts and accomplishments over the past year. Systems are consistently across the agency. The effort that everyone puts forth is quite evident and promotes teamwork across the agency. It was my extreme pleasure to do this review.