

Provider Performance Report

	Total	Yes	No	NA	Yes, No percent	System wide percent
A. Health and Wellness						
A.1. People receive medications and treatments safely and effectively						
If the person takes medications at home, is there evidence the medications are given according to the physician's orders?						
If medication is administered, is it done by a person trained in medication administration?						
Are physician's orders available for anyone who receives ICF, Residential Habilitation, Supported Living or Host Home services?						
Is the basic record of medication administration up-to-date?						
Are only appropriately trained, licensed/certified, and monitored staff permitted to administer medications?						
Is there a record of monthly psych med orders?						
Is there documentation of risks and benefits of the psych meds?						
A.2. People receive health care support consistently and effectively						
If required by the ISP or significant change (e.g. an unplanned weight loss or gain of five more pounds in less than a month) in the person's nutritional status, is						
If indicated in the ISP or by the person's needs, is there a mealtime protocol? [Mealtime protocols address the adaptive equipment, supports provided by staff,						
If indicated in the ISP or by the person's needs, is there a positioning protocol?						
Is the current HCMP available to the staff providing supports to the person in his or her home?						
Are relevant sections of the HCMP being implemented by residential staff?						
If required, is there evidence the residential staff is tracking the person's seizure activity?						
If required, is there evidence the residential staff is tracking the person's weight ?						

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A. Health and Wellness						
If required, is there evidence the residential staff is tracking the person's bowel movement ?						
If required, is there evidence the residential staff is tracking the person's fluid intake ?						
If required, is there evidence the residential staff is tracking the person's food intake ?						
If required, is there evidence the residential staff is tracking the person's blood pressure ?						
If any other monitoring is required, is there evidence the residential staff is conducting monitoring?						
Did the individual's nurse or psychiatrist conduct monitoring for the potential development of tardive dyskinesia using a standardized tool (e.g. AIMS) at						
Does the individual have a weight reduction or weight gaining nutritional goal if needed?						
Is there evidence that the diet order is being implemented?						
is meal time protocol being implemented?						
Are AIMS/MOSES tests being performed at least every 6 months?						
A.3. People receive medical and dental services in a timely manner						
Did the individual have a physical examination within the last 12 months?						
Does the individual have a weight reduction or weight gaining nutritional goal if needed?						
Did the individual have a dental examination within the last 12 months?						
Is there evidence that any recommendations made by the physician and accepted by the person's Support Team are implemented?						
Is there evidence that any recommendations made by the dentist and accepted by the person's Support Team are implemented?						
Is there evidence recommendations made by the health care specialist and accepted by the person's Support are implemented?						
Were the diagnostic consults completed as ordered ?						

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A. Health and Wellness						
Is there a quarterly Psychiatrist's review that includes all of the following:						
Did the individual undergo a formal psychiatric assessment if needed?						
Is there a record of psychiatric medication reviews occurring every 90 days?						
A.4. The provider has an effective system for monitoring health supports						
Did the individual have a physical examination within the last 12 months?						
Does the individual have a weight reduction or weight gaining nutritional goal if needed?						
Were the physician's recommendations implemented according to the timelines provided by the physician?						
If there are barriers to the implementation of the physician's recommendations, is action taken by the residential provider or Support Team to remove the barriers?						
Were the dentist's recommendations implemented according to the timelines provided by the dentist?						
If there are any barriers to implementation of the dentist's recommendations, is action taken by the residential provider or Support Team to remove any barriers?						
Were the health care specialist's recommendation implemented according to the timelines provided by the specialist?						
If there are barriers to implementation of the health care specialist's recommendations, is action taken by the residential provider or Support Team to						
If there are concerns with the current goal or plan, is the issue being addressed by the Support Team or clinician?						
Is there documentation that a provider monitors the self-administration of medication?						
A.5. The provider meets standards for documentation/record keeping of health care						
If the person receives Host Home, Residential Habilitation, ICF, Supported Living, Supported Living Periodic does the person have a HCMP?						
Did the Physician review and initial the ordered diagnostic consults?						
Is there an easy to understand information sheet available to staff that describes the potential side effects?						
Is there a hard copy or electronic Health Passport to view?						

	Total	Yes	No	NA	Yes, No percent	System wide percent
A. Health and Wellness						
Is the Medication Administration Record (MAR) documented appropriately?						
Is there a hard copy or electronic Health Care Management Plan(HCMP) to view?						
Does it meet all Health and Wellness standards for Health care Management Plan?						
Is all identifying information present and complete?						
Does the nursing assessment include a complete review of the health history?						
Has all health data been reviewed and documented in the nursing assessment?						
Does the nursing assessment demonstrate a complete review of the body systems?						
Does the nursing assessment describe the nursing outcomes as related to the body systems?						
Are the results/recommendations presented in the nursing assessment individualized and person-centered?						
Does the nursing assessment fully summarize the results of the nurse's evaluation of the individual's status/problem area(s)?						
Overall, does the nursing assessment meet professional standards as reflected in the DDA Health and Wellness Standards?						
Does the nursing assessment demonstrate a complete review of the individual's health skills?						
A.6. Staff demonstrate an understanding of peoples health needs						
Are residential staff able to describe the individual's health related needs and their role in ensuring that the needs are met?						
Is there evidence that the residential staff are supporting the person to follow the prescribed diet?						
Is there evidence the assigned staff is following the mealtime protocol?						
Is there evidence the assigned staff is following the positioning protocol?						
Are direct care staff able to identify the reasons why the person takes medications?						

	Total	Yes	No	NA	Yes, No percent	System wide percent
A. Health and Wellness						
Does the residential staff know where to find information related to the side effects of medications taken?						
Is there documentation that the staff have been trained on the use of the device?						
B. Relationships						
B.1. People have relationships with people not paid to be in his/her life						
Does the person have relationships with people not paid to be in his/her life?						
C. Choice and Decision-making						
C.2. People are supported to make choices based on preferences						
Are the community activities reflective of individual's interest ?						
Is the individual supported to make choices in his or her everyday life?						
D.Rights and Dignity						
D.1 The provider safeguards peoples funds						
Is there a current Individual Financial Plan in the residence ?						
Does the expenditures listed in the IFP reflect the individual's personal preferences?						
Are individual's assets below established resource limit (e.g. \$2,000 if receiving SSI or \$4,000 for Medicaid eligibility)?						
Are the financial records in compliance with the DDS Personal Funds Policy?						
D.2The provider ensures proper consents are obtained for treatments						
Has the individual, legal guardian, or substitute decision maker provided written informed consent to receive psychotropic medication?						
Is there documentation that shows that there is a surrogate decision make/guardian?						
Did the individual, legal guardian, or substitute decision maker provide written informed consent for the BSP?						
E.Service Planning and Delivery						
E.1 Staff demonstrate the skills needed to provide good supprts						

	Total	Yes	No	NA	Yes, No percent	System wide percent
<i>E. Service Planning and Delivery</i>						
Is residential staff able to describe the individual's likes and dislikes?						
Is residential staff able to describe the individual's strengths and weaknesses?						
Is the staff knowledgeable about their role as indicated in the ISP?						
Are staff who work with the person able to identify typical behaviors or habits of the person to detect any changes needed to be referred for follow up?						
<i>E.2 The provider has systems to ensure adaptive equipment is available and well-maintained</i>						
Is the Support Team addressing accessibility concerns for the person?						
Is the adaptive equipment available and functioning ?						
If the adaptive equipment is not available or not functioning, is there a plan to address any issues ?						
Is the assistive technology available and functioning?						
If the assistive technology is not available or not functioning at the day/employment program, is there a plan to address any issue?						
<i>E.3 Staff maintain and support people to use adaptive equipment</i>						
Is staff knowledgeable and able to assist the person to use the equipment?						
Is there evidence that the day/employment program staff supports the person to use the adaptive equipment as intended ?						
Is staff knowledgeable and able to assist the person to use assistive technology ?						
Is there evidence that the day/employment staff supports the person to use the assistive technology as intended?						
<i>E.4 People receive effective and least restrictive behavioral supports</i>						
Was the BSP approved by the Provider's Human Rights Committee (HRC) and uploaded in MCIS?						
Is there evidence that the behaviors are being tracked and monitored (i.e. ABC charts or data sheets relevant to the BSP)?						
Is there evidence that the Psychologist has reviewed the BSP data?						

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<i>E. Service Planning and Delivery</i>						
If there was a significant change, was the BSP and ISP amended?						
Was the BSP implemented correctly during observation?						
<i>E.5 People receive needed clinical and programmatic assessments</i>						
If indicated in the ISP, does the person have a current Physical Therapy assessment?						
If indicated in the ISP, does the person have a current Occupational Therapy assessment?						
If indicated in the ISP, does the person have a current Speech and Language assessment?						
Is there a current annual nursing assessment on file?						
If indicated in the ISP, does the person have a current nutrition assessment?						
Is there a current PSYCHIATRIC assessment ?						
<i>E.6 People receive prescribed therapy services</i>						
If indicated in the ISP, does the person have a current psychological assessment?						
Are the physical therapist's recommendations being implemented?						
Are the occupational therapist's recommendations being implemented?						
Are the speech therapist's recommendations being implemented?						
Is this clinical therapy being implemented ?						
<i>E.7 People receive program supports as described in the ISP</i>						
Does the individual self-administer their medications?						
Is clothing and footwear available that is appropriate for the current weather conditions ?						
Is the person's current Individual Support Plan available for staff providing supports at the person's home?						

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<i>E. Service Planning and Delivery</i>						
Is there a hard copy or electronic Health Care Management Plan(HCMP) to view?						
Were the ISP goals developed based on individual's strengths and weaknesses?						
Are goals described in measurable terms?						
Is there evidence of data collection for progress toward ISP goals and outcomes?						
Is the individual receiving the residential service as identified in the ISP ?						
Mobility status:						
Is the Support Team addressing any problems with the person's transportation supports?						
Is the individual receiving transportation services as identified in the ISP?						
Is the Support Team addressing the person's service refusals?						
Is the person's refusal and the team's support strategies identified in the ISP, MCIS and the person's records at home?						
Are the psychologist's recommendations being implemented?						
<i>E.8 The provider ensures there are sufficient staff to meet peoples needs</i>						
During the review, is there sufficient staff to meet the needs of the person in accordance with the person's ISP and or Service Authorization?						
Is the device being used to obtain weights appropriate for the individual?						
If a 1:1 or individualized staffing ratio was approved, is that staff person present and work with the person as detailed in the Behavior Support Plan and ISP?						
<i>F. Safety and Security</i>						
<i>F.1 The provider demonstrates an effective incident management system</i>						
Were all incident reports filed timely?						
For each incident was there evidence of follow-up by the Provider to protect the individual from harm?						

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F.Safety and Security						
F.2 People have appropriate food and supplies in the home						
Does the individual have any medications administered by a nurse or trained medication employee?						
Is there sufficient food and supplies in the home?						
Is there evidence that the food and supplements are available for the person at his/her home?						
F.4 People live in clean and well-maintained homes						
Is the individual's residence free from odor, infestation, clutter, etc. ?						
Is the Support Team addressing concerns regarding clutter, odors or infestations in the person's home?						
F.6 People live in safe and secure homes						
Does the individual have a smoke detector in the home ?						
F.8 People live in places that meet his/her mobility and accessibility needs						
Can the person easily access all living areas of the home, either with or without mobility aids(e.g. wheelchair) ?						
During the review, is there sufficient staff to meet the needs of the person in accordance with the person's ISP and or Service Authorization?						
Is the device being used to obtain weights appropriate for the individual?						
If a 1:1 or individualized staffing ratio was approved, is that staff person present and work with the person as detailed in the Behavior Support Plan and ISP?						
Is there evidence environmental adaptations have been made as described in the ISP?						
G.Community						
G.1 People participate in community activities						
Follow ups						
Is the individual participating in recreational activities identified in the ISP ?						
Diagnostic studies						

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G.Community						
Is the person participating in community activities as identified in the person's ISP?						
H.Quality Management						
H.3 People report satisfaction with staff						
Diagnostic studies						
Is the person participating in community activities as identified in the person's ISP?						
H.4 People report satisfaction with services						
Is the individual satisfied with his or her home?						
Is the individual satisfied with his or her housemate(s)?						
Overall, is the person satisfied with all services provided?						
I.Organizational Performance						
I.3 The provider has a system to ensure staff receive training						
Is there evidence the assigned staff was trained on the mealtime protocol?						
Is there evidence the assigned staff was trained on the positioning protocol?						
Is there evidence of staff training on the current BSP?						