

WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL

Name of Service Provider: Developmental Services Center Director: [REDACTED] OIG Case No. 12170336 Amended

I. For this case, was there a finding of substantiated allegations? Yes No
 Were there Other Observations, requiring a Written Response? Yes No

II. NOTICE TO INDIVIDUAL AND LEGAL GUARDIAN (for substantiated cases). The individual and guardian (if a guardian exists) have been notified that the reported allegation was substantiated. Yes No Date: May 17, 2018

III. SERVICE PROVIDER'S RESPONSE TO OIG FINDINGS/RECOMMENDATIONS.
DIRECTIONS FOR EACH COLUMN (Please use additional pages of this form if necessary to complete the report.)

- SERVICE PROVIDER'S RESPONSE. Summarize your action for each finding/recommendation.
- PERSON RESPONSIBLE. Identify the person(s) responsible for each action, by name and/or job function.
- DATES. Provide the date(s) when each action will be (1) initiated and (2) completed.

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OCT 09 2018

**DIVISION OF
DEVELOPMENTAL SERVICES ABILITIES**

| FINDINGS/RECOMMENDATIONS | SERVICE PROVIDER RESPONSE | PERSON(S) RESPONSIBLE | DATE START | DATE OF COMPLETION |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------|------------|--------------------|
| The allegation of neglect is substantiated against [REDACTED] Recommendations one through two are on the following Written Response page. | [REDACTED] completed OIG training regarding preventing, recognizing, and reporting Abuse and Neglect. | [REDACTED] | 7/2/2018 | 7/2/2018 |
| | [REDACTED] completed OIG training regarding preventing, recognizing, and reporting Abuse and Neglect. | [REDACTED] | 2/14/2018 | 2/14/2018 |
| | [REDACTED] received communication from the EVPCS acknowledging the substantiation of neglect from OIG. | [REDACTED] | 10/3/2018 | 10/3/2018 |
| | [REDACTED] resigned from her full time position at DSC. | [REDACTED] | 2/17/2017 | 7/31/2018 |

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Name of Service Provider: Developmental Services Center Director: [REDACTED] OIG Case No. 12170336 Amended

III. SERVICE PROVIDER'S RESPONSE TO OIG FINDINGS/RECOMMENDATIONS-CONTINUED

| FINDINGS/RECOMMENDATIONS | SERVICE PROVIDER RESPONSE | PERSON(S) RESPONSIBLE | DATES FOR IMPLEMENTATION/COMPLETION | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|------------|
| <p><u>OIG Recommends that Developmental Services Center:</u></p> <p>1. Ensures that agency nurses received education regarding head trauma, brain injury, second-impact syndrome, and multiple-impact syndrome, either through review of professional medical literature, professional medical/nursing conference, or through consultation with a qualified medical/nursing professional who is knowledgeable in brain injury. Documentation of the training, including education method, name and credentials of contact person, date and time of education and a brief out line of material covered, should be maintained at the agency and made available for review.</p> <p>2. Reviews and revises agency policy on management of individuals care to make it clear which staff(s) is responsible for specific responsibilities in their documented medical care. The policy should make it clear what the QIDP's responsibilities are regarding oversight of care at the CILA, as required by 59 III. Adm. Code 115.220-115.230.</p> | <p>1. DSC Nurse will review the following professional literature regarding head injuries:</p> <p>a. Management of Concussion / Mild Traumatic Brain Injury – Evidence Based Practice. (CB4less.com)</p> <p>b. Concussion: Prevention, assessment, and management. (American Nurse Today.com)</p> <p>These materials will also be available for review for future agency nurses.</p> <p>2. Re-create written communication that specifically outlines Residential responsibilities by position to include QIDP.</p> | 1. [REDACTED] | 9/4/2018 | 9/6/2018 |
| | | [REDACTED] | 8/27/2018 | 10/15/2018 |

IV. APPROVAL BY AUTHORIZED REPRESENTATIVE. I have reviewed the above Written Response. I hereby approve it as the plan for correcting the Findings/Recommendations identified in the OIG investigation for this Case Number.

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|--------------------------|-----------------|---------------------------|-------------------|
| SIGNATURE: [REDACTED] | DATE 10/3/18 | DHS Review: [REDACTED] | DATE: 10.18.18 |
|--------------------------|-----------------|---------------------------|-------------------|