

WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL

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AUG 06 2018

DIVISION OF
DEVELOPMENTAL DISABILITIES

Name of Service Provider: CCAR Industries Director: [REDACTED] OIG Case No. 1218-0298

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: July 26, 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.

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	DATES FOR IMPLEMENTATION/COMPLETION	
<p>The allegation of neglect is substantiated against [REDACTED]</p> <p><u>Recommendations one and two are on the following Written Response page.</u></p>	<p>See attached.</p>			

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.

[REDACTED]	DATE: 8/1/2018	[REDACTED]	DATE: 8/6/18
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FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	DATES FOR IMPLEMENTATION/COMPLETION	
<p>OIG recommends the following:</p> <ol style="list-style-type: none"> 1. The agency ensures the Implementation Strategies are consistent with the individual's physician's orders and Person Plans regarding the individual's dietary requirements. 2. The agency ensures the video recording system includes the correct date and times for all recordings. 	<p>Please see attached.</p>			

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	DATES FOR IMPLEMENTATION/ COMPLETION
<p>The allegation of neglect is substantiated against [REDACTED]</p> <p>Recommendations OIG recommends the following:</p> <ol style="list-style-type: none"> 1. The agency ensures the Implementation Strategies are consistent with the individual's physician's orders and Person Plans regarding the individual's dietary requirements. 2. The agency ensures the video recording system includes the correct date and times for all recordings.. 	<p>On May 14, 2018, [REDACTED] transferred to the Developmental Training program. She is no longer working alone with consumers. Other staff, trained in CPR/First Aid are available to administer CPR/First Aid when needed.</p> <ol style="list-style-type: none"> 1. In January 2018, QIDPs reviewed the physician's orders and Implementation Strategies/ISPs for every individual served in the residential program. The Implementation Strategies/ISPs were revised when discrepancies were noted. This was completed by the end of January 2018. The QIDPs now review the current physician's orders and consult with the nurses as part of the development of the annual Implementation Strategy. Additionally, the are reading the nursing notes monthly and communicating with the nurses to ensure any changes are also noted in the Implementation Strategy. 2. The date and time stamp discrepancy was noted when doing the recordings for this incident. This occurs periodically and means that the vendor must do a software update on the system. The agency has requested a maintenance contract with the vendor for updates every 6 months; however, the vendor did not contract with the agency for this service. As a result, the Director of Residential will complete a monthly check of the camera system of every home to insure the time and date stamp are correct. If a discrepancy is noted, the Director will contact the vendor to schedule a time and date for them to go to the CILA home and complete a software update to the system for that CILA. 	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>May 14, 2018</p> <p>January 2018/August 1, 2018</p> <p>July 29, 2018 and then monthly/on-going</p>