



MICHELLE LUJAN GRISHAM  
Governor

DAVID R. SCRASE, M.D.  
Acting Cabinet Secretary

Date: September 9, 2021

To: Konnie Kanmore, Owner / Executive Director

Provider: Absolutely You, LLC  
Address: 301 Pile Street  
State/Zip: Clovis, New Mexico 88101

E-mail Address: [Kkanmore@absolutelyyoullc.com](mailto:Kkanmore@absolutelyyoullc.com)

Region: Southeast  
Routine Survey: February 1 – 12, 2021  
Verification Survey: August 2 – 11, 2021

Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: **2018:** Family Living, Customized In-Home Supports, Customized Community Supports and Community Integrated Employment Services

Survey Type: Verification

Team Leader: Caitlin Wall, BA, BSW, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Team Members: Verna Newman-Sikes, AA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Dear Ms. Kanmore;

The Division of Health Improvement/Quality Management Bureau has completed a Verification survey of the services identified above. The purpose of the survey was to determine compliance with your Plan of Correction submitted to DHI regarding the *Routine Survey on February 1 – 12, 2021*.

The Division of Health Improvement, Quality Management Bureau has determined your agency is now in:

**Partial Compliance with Standard Level Tags and Conditions of Participation Level Tags:** This determination is based on noncompliance with one to five (1 – 5) Condition of Participation Level Tags (*refer to Attachment D for details*). The attached QMB Report of Findings indicates Standard Level and Condition of Participation Level deficiencies identified and requires completion and implementation of a Plan of Correction.

The following tags are identified as Condition of Participation Level:

- Tag # 1A09.1 Medication Delivery PRN Medication Administration (**New / Repeat Findings**)

The following tags are identified as Standard Level:

- Tag # 1A22 Agency Personnel Competency (**New / Repeat Findings**)
- Tag # 1A09.1.0 Medication Delivery PRN Medication Administration (**New Findings**)
- Tag # 1A15.2 Administrative Case File: Healthcare Documentation (Therap and Required Plans) (**Repeat Findings**)

#### DIVISION OF HEALTH IMPROVEMENT

5301 Central Avenue NE, Suite 400 • Albuquerque, New Mexico • 87108  
(505) 222-8623 • FAX: (505) 222-8661 • <https://nmhealth.org/about/dhi>

QMB Report of Findings – Absolutely You, LLC – Southeast – August 2 – 11, 2021

Survey Report #: Q.22.1.DDW.96001747.4.VER.01.21.251



However, due to the new/repeat deficiencies your agency will be referred to the Internal Review Committee (IRC). Your agency will also be required to contact your DDSD Regional Office for technical assistance and follow up and complete the Plan of Correction document attached at the end of this report. Please respond to the Plan of Correction Coordinator within 10 business days of receipt of this letter.

**Plan of Correction:**

The attached Report of Findings identifies the new/repeat Standard Level deficiencies found during your agency's verification compliance review. You are required to complete and implement a Plan of Correction. Your agency has a total of 10 business days from the receipt of this letter. The Plan of Correction must include the following:

1. Evidence your agency has contacted your DDSD Regional Office for technical assistance;
2. A Plan of Correction detailing Quality Assurance/Quality Improvement processes to prevent your agency from receiving deficiencies in the future. Please use the format provided at the end of this report;
3. Documentation verifying that newly cited deficiencies have been corrected.

**Submission of your Plan of Correction:**

Please submit your agency's Plan of Correction and documentation verifying correction of survey deficiencies within 10 business days of receipt of this letter to the parties below:

1. **Quality Management Bureau, Attention: Plan of Correction Coordinator**  
**5301 Central Ave. NE Suite 400, New Mexico 87108**  
[MonicaE.Valdez@state.nm.us](mailto:MonicaE.Valdez@state.nm.us)
2. **Developmental Disabilities Supports Division Regional Office for region of service surveyed**

Failure to submit your POC within the allotted 10 business days may result in the imposition of a \$200 per day Civil Monetary Penalty until it is received, completed and/or implemented.

Please call the Plan of Correction Coordinator Monica Valdez at 505-273-1930 if you have questions about the Report of Findings or Plan of Correction. Thank you for your cooperation and for the work you perform.

Sincerely,

*Caitlin Wall, BA, BSW*

Caitlin Wall, BA, BSW  
Team Lead/Healthcare Surveyor  
Division of Health Improvement  
Quality Management Bureau

## Survey Process Employed:

Administrative Review Start Date:	August 2, 2021
Contact / Entrance Meeting:	<b><u>Absolutely You, LLC</u></b> Konnie Kanmore, Owner / Executive Director  <b><u>DOH/DHI/QMB</u></b> Caitlin Wall, BA, BSW, Team Lead/Healthcare Surveyor
Exit Conference Date:	August 11, 2021
Present:	<b><u>Absolutely You, LLC</u></b> Konnie Kanmore, Owner / Executive Director Cristin Stewart, Quality Assurance Arlem Fierro, Nurse / Service Coordinator Ashley Park, CFO / LPN  <b><u>DOH/DHI/QMB</u></b> Caitlin Wall, BA, BSW, Team Lead/Healthcare Surveyor Amanda Castaneda-Holguin, MPA, Healthcare Surveyor Supervisor Verna Newman-Sikes, AA, Healthcare Surveyor  <b><u>DDSD - SE Regional Office</u></b> Michelle Lyon, Regional Director
Administrative Locations Visited:	0 (Note: No administrative locations visited due to COVID- 19 Public Health Emergency.)
Total Sample Size:	13  0 - Jackson Class Members 13 - Non-Jackson Class Members  8 - Family Living 4 - Customized In-Home Supports 6 - Customized Community Supports 3 - Community Integrated Employment Services
Persons Served Records Reviewed	13
Direct Support Personnel Records Reviewed	64
Direct Support Personnel Interviewed during Routine Survey	17 (Note: Interviews conducted by video / phone due to COVID- 19 Public Health Emergency)
Service Coordinator Records Reviewed	5
Nurse Interview completed during Routine Survey	1
Administrative Processes and Records Reviewed:	<ul style="list-style-type: none"><li>• Medicaid Billing/Reimbursement Records for all Services Provided</li><li>• Accreditation Records</li><li>• Oversight of Individual Funds</li><li>• Individual Medical and Program Case Files, including, but not limited to:</li></ul>

QMB Report of Findings – Absolutely You, LLC – Southeast – August 2 – 11, 2021

- Individual Service Plans
- Progress on Identified Outcomes
- Healthcare Plans
- Medication Administration Records
- Medical Emergency Response Plans
- Therapy Evaluations and Plans
- Healthcare Documentation Regarding Appointments and Required Follow-Up
- Other Required Health Information
- Internal Incident Management Reports and System Process / General Events Reports
- Personnel Files, including nursing and subcontracted staff
- Staff Training Records, Including Competency Interviews with Staff
- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Human Rights Committee Notes and Meeting Minutes
- Evacuation Drills of Residences and Service Locations
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement  
 DOH - Developmental Disabilities Supports Division  
 DOH - Office of Internal Audit  
 HSD - Medical Assistance Division  
 NM Attorney General's Office

## Attachment B

### Department of Health, Division of Health Improvement QMB Determination of Compliance Process

The Division of Health Improvement, Quality Management Bureau (QMB) surveys compliance of the Developmental Disabilities Waiver (DDW) standards and other state and federal regulations. For the purpose of the LCA / CI survey the CMS waiver assurances have been grouped into four (4) Service Domains: Plan of Care (ISP Implementation); Qualified Providers; Health, Welfare and Safety; and Administrative Oversight (note that Administrative Oversight listed in this document is not the same as the CMS assurance of Administrative Authority. Used in this context it is related to the agency's operational policies and procedures, Quality Assurance system and Medicaid billing and reimbursement processes.)

The QMB Determination of Compliance process is based on provider compliance or non-compliance with standards and regulations identified during the on-site survey process and as reported in the QMB Report of Findings. All areas reviewed by QMB have been agreed to by DDSD and DHI/QMB and are reflective of CMS requirements. All deficiencies (non-compliance with standards and regulations) are identified and cited as either a Standard level deficiency or a Condition of Participation level deficiency in the QMB Reports of Findings. All deficiencies require corrective action when non-compliance is identified.

Each deficiency in your Report of Findings has been predetermined to be a Standard Level Deficiency, a Condition of Participation Level Deficiency, if below 85% compliance or a non-negotiable Condition of Participation Level Deficiency. Your Agency's overall Compliance Determination is based on a Scope and Severity Scale which takes into account the number of Standard and Condition Level Tags cited as well as the percentage of Individuals affected in the sample.

#### Conditions of Participation (CoPs)

CoPs are based on the Centers for Medicare and Medicaid Services, Home and Community-Based Waiver required assurances, in addition to the New Mexico Developmental Disability Waiver (DDW) Service Standards. The Division of Health Improvement (DHI), in conjunction with the Developmental Disability Support Division (DDSD), has identified certain deficiencies that have the potential to be a Condition of Participation Level, if the tag falls below 85% compliance based on the number of people affected. Additionally, there are what are called non-negotiable Conditions of Participation, regardless if one person or multiple people are affected. In this context, a CoP is defined as an essential / fundamental regulation or standard, which when out of compliance directly affects the health and welfare of the Individuals served. If no deficiencies within a Tag are at the level of a CoP, it is cited as a Standard Level Deficiency.

***Service Domains and CoPs for Living Care Arrangements and Community Inclusion are as follows:***

**Service Domain: Service Plan: ISP Implementation** - *Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.*

**Potential Condition of Participation Level Tags, if compliance is below 85%:**

- **1A08.3** – Administrative Case File: Individual Service Plan / ISP Components
- **1A32** – Administrative Case File: Individual Service Plan Implementation
- **LS14** – Residential Service Delivery Site Case File (ISP and Healthcare Requirements)
- **IS14** – CCS / CIES Service Delivery Site Case File (ISP and Healthcare Requirements)

**Service Domain: Qualified Providers** - *The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.*

**Potential Condition of Participation Level Tags, if compliance is below 85%:**

- **1A20** - Direct Support Personnel Training
- **1A22** - Agency Personnel Competency

- **1A37** – Individual Specific Training

**Non-Negotiable Condition of Participation Level Tags (one or more Individuals are cited):**

- **1A25.1** – Caregiver Criminal History Screening
- **1A26.1** – Consolidated On-line Registry Employee Abuse Registry

**Service Domain: Health, Welfare and Safety** - *The State, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.*

**Potential Condition of Participation Level Tags, if compliance is below 85%:**

- **1A08.2** – Administrative Case File: Healthcare Requirements & Follow-up
- **1A09** – Medication Delivery Routine Medication Administration
- **1A09.1** – Medication Delivery PRN Medication Administration
- **1A15.2** – Administrative Case File: Healthcare Documentation (Therap and Required Plans)

**Non-Negotiable Condition of Participation Level Tags (one or more Individuals are cited):**

- **1A05** – General Requirements / Agency Policy and Procedure Requirements
- **1A07** – Social Security Income (SSI) Payments
- **1A09.2** – Medication Delivery Nurse Approval for PRN Medication
- **1A15** – Healthcare Coordination - Nurse Availability / Knowledge
- **1A31** – Client Rights/Human Rights
- **LS25.1** – Residential Reqts. (Physical Environment - Supported Living / Family Living / Intensive Medical Living)

## Attachment C

### Guidelines for the Provider Informal Reconsideration of Finding (IRF) Process

#### Introduction:

Throughout the QMB Survey process, surveyors are openly communicating with providers. Open communication means surveyors have clarified issues and/or requested missing information before completing the review through the use of the signed/dated “Document Request,” or “Administrative Needs,” etc. forms. Regardless, there may still be instances where the provider disagrees with a specific finding. Providers may use the following process to informally dispute a finding.

#### Instructions:

1. The Informal Reconsideration of the Finding (IRF) request must be received in writing to the QMB Bureau Chief **within 10 business days** of receipt of the final Report of Findings (**Note: No extensions are granted for the IRF**).
2. The written request for an IRF *must* be completed on the QMB Request for Informal Reconsideration of Finding form available on the QMB website: <https://nmhealth.org/about/dhi/cbp/irf/>
3. The written request for an IRF must specify in detail the request for reconsideration and why the finding is inaccurate.
4. The IRF request must include all supporting documentation or evidence.
5. If you have questions about the IRF process, email the IRF Chairperson, Valerie V. Valdez at [valerie.valdez@state.nm.us](mailto:valerie.valdez@state.nm.us) for assistance.

#### The following limitations apply to the IRF process:

- The written request for an IRF and all supporting evidence must be received within 10 business days.
- Findings based on evidence requested during the survey and not provided may not be subject to reconsideration.
- The supporting documentation must be new evidence not previously reviewed or requested by the survey team.
- Providers must continue to complete their Plan of Correction during the IRF process
- Providers may not request an IRF to challenge the sampling methodology.
- Providers may not request an IRF based on disagreement with the nature of the standard or regulation.
- Providers may not request an IRF to challenge the team composition.
- Providers may not request an IRF to challenge the DHI/QMB determination of compliance or the length of their DDSD provider contract.

A Provider forfeits the right to an IRF if the request is not received within 10 business days of receiving the report and/or does not include all supporting documentation or evidence to show compliance with the standards and regulations.

The IRF Committee will review the request; the Provider will be notified in writing of the ruling; no face-to-face meeting will be conducted.

When a Provider requests that a finding be reconsidered, it does not stop or delay the Plan of Correction process. **Providers must continue to complete the Plan of Correction, including the finding in dispute regardless of the IRF status.** If a finding is removed or modified, it will be noted and removed or modified from the Report of Findings. It should be noted that in some cases a Plan of Correction may be completed prior to the IRF process being completed. The provider will be notified in writing on the decisions of the IRF committee.

## QMB Determinations of Compliance

### **Compliance:**

The QMB determination of *Compliance* indicates that a provider has either no deficiencies found during a survey or that no deficiencies at the Condition of Participation Level were found. The agency has obtained a level of compliance such that there is a minimal potential for harm to individuals' health and safety. To qualify for a determination of *Compliance*, the provider must have received no Conditions of Participation Level Deficiencies and have a minimal number of Individuals on the sample affected by the findings indicated in the Standards Level Tags.

### **Partial-Compliance with Standard Level Tags:**

The QMB determination of *Partial-Compliance with Standard Level Tags* indicates that a provider is in compliance with all Condition of Participation Level deficiencies but is out of compliance with a certain percentage of Standard Level deficiencies. This partial-compliance, if not corrected, may result in a negative outcome or the potential for more than minimal harm to individuals' health and safety. There are two ways to receive a determination of Partial Compliance with Standard Level Tags:

1. Your Report of Findings includes 16 or fewer Standards Level Tags with between 75% and 100% of the survey sample affected in any tag.
2. Your Report of Findings includes 17 or more Standard Level Tags with between 50% to 74% of the survey sample affected in any tag.

### **Partial-Compliance with Standard Level Tags and Condition of Participation Level Tags:**

The QMB determination of *Partial-Compliance with Standard Level Tags and Condition of Participation Level Tags* indicates that a provider is out of compliance with one to five (1 – 5) Condition of Participation Level Tags. This partial-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety.

### **Non-Compliance:**

The QMB determination of *Non-Compliance* indicates a provider is significantly out of compliance with both Standard Level deficiencies and Conditions of Participation level deficiencies. This non-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. There are three ways an agency can receive a determination of Non-Compliance:

1. Your Report of Findings includes 17 or more total Tags with 0 to 5 Condition of Participation Level Tags with 75% to 100% of the survey sample affected in any Condition of Participation Level tag.
2. Your Report of Findings includes any amount of Standard Level Tags with 6 or more Condition of Participation Level Tags.

Compliance Determination	Weighting						
	LOW		MEDIUM			HIGH	
Total Tags:	up to 16	17 or more	up to 16	17 or more	Any Amount	17 or more	Any Amount
	and	and	and	and	And/or	and	And/or
COP Level Tags:	0 COP	0 COP	0 COP	0 COP	1 to 5 COP	0 to 5 CoPs	6 or more COP
	and	and	and	and		and	
Sample Affected:	0 to 74%	0 to 49%	75 to 100%	50 to 74%		75 to 100%	
<b>“Non-Compliance”</b>						17 or more Total Tags with 75 to 100% of the Individuals in the sample cited in any CoP Level tag.	Any Amount of Standard Level Tags and 6 or more Conditions of Participation Level Tags.
<b>“Partial Compliance with Standard Level tags and Condition of Participation Level Tags”</b>					Any Amount Standard Level Tags, plus 1 to 5 Conditions of Participation Level tags.		
<b>“Partial Compliance with Standard Level tags”</b>			up to 16 Standard Level Tags with 75 to 100% of the individuals in the sample cited in any tag.	17 or more Standard Level Tags with 50 to 74% of the individuals in the sample cited any tag.			
<b>“Compliance”</b>	Up to 16 Standard Level Tags with 0 to 74% of the individuals in the sample cited in any tag.	17 or more Standard Level Tags with 0 to 49% of the individuals in the sample cited in any tag.					

**Agency:** Absolutely You, LLC - Southeast Region  
**Program:** Developmental Disabilities Waiver  
**Service:** 2018: Family Living, Customized In-Home Supports, Customized Community Supports, and Community Integrated Employment Services  
**Survey Type:** Verification  
**Routine Survey:** February 1 – 12, 2021  
**Verification Survey:** August 2 – 11, 2021

Standard of Care	Routine Survey Deficiencies February 1 – 12, 2021	Verification Survey New and Repeat Deficiencies August 2 – 11, 2021
<b>Service Domain: Qualified Providers</b> – The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.		
<b>Tag # 1A22 Agency Personnel Competency</b>	<b>Condition of Participation Level Deficiency</b>	<b>Standard Level Deficiency</b>
<p>Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019</p> <p><b>Chapter 13: Nursing Services 13.2.11 Training and Implementation of Plans:</b></p> <p>1. RNs and LPNs are required to provide Individual Specific Training (IST) regarding HCPs and MERPs.</p> <p>2. The agency nurse is required to deliver and document training for DSP/DSS regarding the healthcare interventions/strategies and MERPs that the DSP are responsible to implement, clearly indicating level of competency achieved by each trainee as described in Chapter 17.10 Individual-Specific Training.</p> <p><b>Chapter 17: Training Requirement</b>  <b>17.10 Individual-Specific Training:</b> The following are elements of IST: defined standards of performance, curriculum tailored to teach skills and knowledge necessary to meet those standards of performance, and formal examination or demonstration to verify standards of performance, using the established DDSD training levels of awareness, knowledge, and skill. Reaching an <b>awareness level</b> may be accomplished by reading plans or other information. The trainee is cognizant of information related to a person’s specific condition. Verbal or written recall</p>	<p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Based on interview, the Agency did not ensure training competencies were met for 14 of 22 Direct Support Personnel.</p> <p><b>When DSP were asked, if the Individual had a Positive Behavioral Supports Plan (PBSP), have you been trained on the PBSP and what does the plan cover, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #550 stated, “No. I don’t think so. I can’t quite remember that one.” According to the Individual Specific Training Section of the ISP, the Individual requires a Positive Behavioral Supports Plan. (Individual #3)</li> <li>• DSP #530 stated, “Yes. It’s about how he acts and what to do if he starts to get agitated. But he usually doesn’t get mad at us. He’s happy when we come over.” According to the Individual Specific Training Section of the ISP, the Individual <u>does not</u> require a Positive Behavioral Supports Plan. (Individual #9)</li> <li>• DSP #543 stated, “No. I don’t have access to a book right now. I am at home, I am using Therap</li> </ul>	<p><b>New/Repeat Findings:</b></p> <p>Per the Plan of Correction approved on 4/19/2021, “#522 will complete ANE training (full course) on 3.15.2021.” No evidence of training was provided. (Note: Training was completed during the on-site survey. Provider please complete POC for ongoing QA/QI.)</p>

<p>of basic information or knowing where to access the information can verify awareness.</p> <p>Reaching a <b>knowledge level</b> may take the form of observing a plan in action, reading a plan more thoroughly, or having a plan described by the author or their designee. Verbal or written recall or demonstration may verify this level of competence. Reaching a <b>skill level</b> involves being trained by a therapist, nurse, designated or experienced designated trainer. The trainer shall demonstrate the techniques according to the plan. Then they observe and provide feedback to the trainee as they implement the techniques. This should be repeated until competence is demonstrated. Demonstration of skill or observed implementation of the techniques or strategies verifies skill level competence. Trainees should be observed on more than one occasion to ensure appropriate techniques are maintained and to provide additional coaching/feedback.</p> <p>Individuals shall receive services from competent and qualified Provider Agency personnel who must successfully complete IST requirements in accordance with the specifications described in the ISP of each person supported.</p> <ol style="list-style-type: none"> <li>1. IST must be arranged and conducted at least annually. IST includes training on the ISP Desired Outcomes, Action Plans, strategies, and information about the person's preferences regarding privacy, communication style, and routines. More frequent training may be necessary if the annual ISP changes before the year ends.</li> <li>2. IST for therapy-related WDSI, HCPs, MERPs, CARMPs, PBSA, PBSP, and BCIP, must occur at least annually and more often if plans change, or if monitoring by the plan author or agency finds incorrect implementation, when new DSP or CM are assigned to work with a person, or when an existing DSP or CM requires a refresher.</li> <li>3. The competency level of the training is based on the IST section of the ISP.</li> <li>4. The person should be present for and involved in IST whenever possible.</li> </ol>	<p>and I don't see anything." According to the Individual Specific Training Section of the ISP, the Individual requires a Positive Behavioral Supports Plan. (Individual #11)</p> <ul style="list-style-type: none"> <li>• DSP #503 stated, "No. He's never acted aggressive or nothing. He's always smiling." According to the Individual Specific Training Section of the ISP, the Individual requires a Positive Behavioral Supports Plan. (Individual #15)</li> </ul> <p><b>When DSP were asked, if they received training on the Individual's Behavioral Crisis Intervention Plan (BCIP) and if so, what the plan covered, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #514 stated, "Yes. Call the behavior specialist." According to the Individual Specific Training Section of the ISP, the individual <u>does not</u> require a Behavioral Crisis Intervention Plan. (Individual #1)</li> <li>• DSP #503 stated, "No." According to the Individual Specific Training Section of the ISP, the Individual requires a Behavioral Crisis Intervention Plan. (Individual #15)</li> </ul> <p><b>When DSP were asked, if the Individual's had Health Care Plans, where could they be located and if they had been trained, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #562 stated, "No. He has healthcare issues and sees the doctor regularly, but no particular plan." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Infection Control and Respiratory. (Individual #4)</li> <li>• DSP #553 stated, "Just the CARMP." As indicated by the Electronic Comprehensive Health</li> </ul>	
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<p>5. Provider Agencies are responsible for tracking of IST requirements.</p> <p>6. Provider Agencies must arrange and ensure that DSP's are trained on the contents of the plans in accordance with timelines indicated in the Individual-Specific Training Requirements: Support Plans section of the ISP and notify the plan authors when new DSP are hired to arrange for trainings.</p> <p>7. If a therapist, BSC, nurse, or other author of a plan, healthcare or otherwise, chooses to designate a trainer, that person is still responsible for providing the curriculum to the designated trainer. The author of the plan is also responsible for ensuring the designated trainer is verifying competency in alignment with their curriculum, doing periodic quality assurance checks with their designated trainer, and re-certifying the designated trainer at least annually and/or when there is a change to a person's plan.</p>	<p>Assessment Tool, the Individual requires a Health Care Plan for Seizures. Additionally, the Individual Specific Training section of the ISP indicates the Individual requires a Health Care Plan for Falls. (Individual #10)</p> <ul style="list-style-type: none"> <li>• DSP #503 stated, "No." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Seizure Disorder, Bowel &amp; Bladder Function, Falls, and Skin and Wound. (Individual #15)</li> <li>• DSP #556 stated, "No. She's pretty healthy." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Health Care Plans for Body Mass Index and Falls. (Individual #16)</li> </ul> <p><b>When DSP were asked, if the Individual's had Medical Emergency Response Plans and where could they be located, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #551 stated, "He has it for his respiratory and cancer, for his immunocompromised issues." The Individual Specific Training section of the ISP indicates the Individual requires a Medical Emergency Response Plan for: Allergies. (Individual #4)</li> <li>• DSP #562 stated, "No, he doesn't have issues very often." As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires Medical Emergency Response Plans for Infection Control and Respiratory. Additionally, the Individual Specific Training section of the ISP indicates the Individual requires Medical Emergency Response Plans for: Allergies. (Individual #4)</li> <li>• DSP #503 stated, "Seizures." As indicated by the Electronic Comprehensive Health Assessment</li> </ul>	
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	<p>Tool, the Individual requires Medical Emergency Response Plans for Falls. (Individual #15)</p> <ul style="list-style-type: none"> <li>• DSP #555 stated, “Yes. Fall Risk.” As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires a Medical Emergency Response Plan for Aspiration Risk. (Individual #16)</li> <li>• DSP #556 stated, “Falls.” As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires a Medical Emergency Response Plan for Aspiration Risk. (Individual #16)</li> </ul> <p><b>When DSP were asked, if the Individual had any food and / or medication allergies that could be potentially life threatening, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #551 stated, “I don’t believe so. I talked to the SLP. I am trying to read this real fast but no I don’t think he does.” As indicated by the Electronic Comprehensive Health Assessment Tool, the individual is allergic to Gluten. (Individual #4)</li> <li>• DSP #519 stated, “No.” As indicated by the Electronic Comprehensive Health Assessment Tool, the individual is allergic to Mango. (Individual #14)</li> </ul> <p><b>When DSP were asked, if the Individual is diagnosed with Aspiration, as well as a series of questions specific to the DSP’s knowledge of Aspiration, the following was reported:</b></p> <ul style="list-style-type: none"> <li>• DSP #555 stated, “No. She tends to eat a little fast, we’re working on that.” As indicated by the Aspiration Risk Screening Tool, the Individual is at Moderate Risk for Aspiration. (Individual #16)</li> </ul>	
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- DSP #556 stated, “No. She doesn’t have any trouble eating and she chews it well. I think once a year the nurse checks on her aspiration and stuff. The Risky Eating Behaviors, that was because of the things she was eating. Sneaking Food.” As indicated by the Aspiration Risk Screening Tool, the Individual is at Moderate Risk for Aspiration. (Individual #16)

**When DSP were asked, if the Individual had Diabetes, as well as a series of questions specific to the DSP’s knowledge of the Diabetes, the following was reported:**

- DSP #549 stated, “That I don’t know.” DSP was unable to identify the signs of high blood sugar. As indicated by the Individual Specific Training section of the ISP, DSP are required to be trained at a Knowledge level for Diabetes. (Individual #2)

**When DSP were asked, if the Individual’s had Bowel and Bladder issues and if so, what are they to monitor, the following was reported:**

- DSP #503 stated, “No, he does real good.” As indicated by the Electronic Comprehensive Health Assessment Tool, the Individual requires a Health Care Plan for Bowel Bladder Function. (Individual #15)

**When Direct Support Personnel were asked, what State Agency do you report suspected Abuse, Neglect or Exploitation, the following was reported:**

- DSP #562 stated, “I haven’t had to do that, but it would be the health and human services department.” Staff was not able to identify the State Agency as Division of Health Improvement.

- DSP #522 stated, “I just call the Absolutely You office.” Staff was not able to identify the State Agency as Division of Health Improvement.
- DSP #515 stated, “I can’t remember.” Staff was not able to identify the State Agency as Division of Health Improvement.
- DSP #519 stated, “APS. I wish the agency would have told me what this was going to be about, so I would be prepared. There is nothing on my certificate that says the division, I’m sorry.” Staff was not able to identify the State Agency as Division of Health Improvement.
- DSP #503 stated, “The only one I report it to is my Supervisor. When I was working for someone else, I reported to her and they called some number and I had to talk to them.” Staff was not able to identify the State Agency as Division of Health Improvement.

Standard of Care	Routine Survey Deficiencies February 1 – 12, 2021	Verification Survey New and Repeat Deficiencies August 2 – 11, 2021
<b>Service Domain: Health and Welfare</b> – The state, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.		
<b>Tag # 1A09.1 Medication Delivery PRN Medication Administration</b>	<b>Condition of Participation Level Deficiency</b>	<b>Condition of Participation Level Deficiency</b>
<p>Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019</p> <p><b>Chapter 20: Provider Documentation and Client Records 20.6 Medication Administration Record (MAR):</b> A current Medication Administration Record (MAR) must be maintained in all settings where medications or treatments are delivered. Family Living Providers may opt not to use MARs if they are the sole provider who supports the person with medications or treatments. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, and a MAR must be created and used by the DSP. Primary and Secondary Provider Agencies are responsible for:</p> <ol style="list-style-type: none"> <li>1. Creating and maintaining either an electronic or paper MAR in their service setting. Provider Agencies may use the MAR in Therap, but are not mandated to do so.</li> <li>2. Continually communicating any changes about medications and treatments between Provider Agencies to assure health and safety.</li> <li>7. Including the following on the MAR: <ol style="list-style-type: none"> <li>a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed;</li> <li>b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine or PRN prescriptions or treatments; over the counter (OTC) or "comfort"</li> </ol> </li> </ol>	<p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Medication Administration Records (MAR) were reviewed for the months of January 2021.</p> <p>Based on record review, 2 of 2 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard:</p> <p>Individual #10 January 2021 During on-site survey Medication Administration Records were requested for month of January 2021. As of 2/12/2021, Medication Administration Records for January 2021 had not been provided.</p> <p>During on-site survey Physician Orders were requested. As of 2/12/2021, Physician Orders had not been provided.</p> <p>Individual #11 January 2021 No evidence of documented Signs/Symptoms were found for the following PRN medication: • Ibuprofen 600 mg – PRN – 1/26 (given 1 time)</p> <p>No Effectiveness was noted on the Medication Administration Record for the following PRN medication: • Ibuprofen 600 mg – PRN – 1/26 (given 1 time)</p> <p>Medication Administration Records contain the following medications. No Physician's Orders were found for the following medications:</p>	<p><b>New/Repeat Findings:</b></p> <p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Medication Administration Records (MAR) were reviewed for the month of July 2021.</p> <p>Based on record review, 1 of 1 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard:</p> <p>Individual #11 July 2021 Physician's Orders indicated the following medication were to be given. The following Medications were not documented on the Medication Administration Records:</p> <ul style="list-style-type: none"> <li>• Pink Bismuth / Pepto-Bismol (PRN)</li> <li>• Myalagen / Mylanta (PRN)</li> <li>• Sore throat spray / Chloraseptic (PRN)</li> <li>• Milk of Magnesia (PRN)</li> <li>• Cream or Lotion (PRN)</li> <li>• Saline Nasal Spray (PRN)</li> <li>• Guiatuss / Robitussin (PRN)</li> <li>• Sunscreen SPF 15 (PRN)</li> </ul>

<p>medications or treatments and all self-selected herbal or vitamin therapy;</p> <p>c. Documentation of all time limited or discontinued medications or treatments;</p> <p>d. The initials of the individual administering or assisting with the medication delivery and a signature page or electronic record that designates the full name corresponding to the initials;</p> <p>e. Documentation of refused, missed, or held medications or treatments;</p> <p>f. Documentation of any allergic reaction that occurred due to medication or treatments; and</p> <p>g. For PRN medications or treatments:</p> <p>i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period;</p> <p>ii. clear documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment, unless the DSP is a Family Living Provider related by affinity of consanguinity; and</p> <p>iii. documentation of the effectiveness of the PRN medication or treatment.</p> <p><b>Chapter 10 Living Care Arrangements</b>  <b>10.3.4 Medication Assessment and Delivery:</b>  Living Supports Provider Agencies must support and comply with:</p> <ol style="list-style-type: none"> <li>1. the processes identified in the DDS/AWMD training;</li> <li>2. the nursing and DSP functions identified in the Chapter 13.3 Part 2- Adult Nursing Services;</li> <li>3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and</li> </ol>	<ul style="list-style-type: none"> <li>• Ibuprofen 600 mg (PRN)</li> </ul> <p>Physician's Orders indicated the following medication were to be given. The following Medications were not documented on the Medication Administration Records:</p> <ul style="list-style-type: none"> <li>• Ondansetron ODT 4 mg (Every 8 hours as needed)</li> </ul>	<ul style="list-style-type: none"> <li>• Antibiotic Ointment / Neosporin (PRN)</li> </ul>
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4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20.6 Medication Administration Record (MAR).

Tag # 1A09.1.0 Medication Delivery PRN Medication Administration		Standard Level Deficiency
<p>Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019</p> <p><b>Chapter 20: Provider Documentation and Client Records 20.6 Medication Administration Record (MAR):</b> A current Medication Administration Record (MAR) must be maintained in all settings where medications or treatments are delivered. Family Living Providers may opt not to use MARs if they are the sole provider who supports the person with medications or treatments. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, and a MAR must be created and used by the DSP.</p> <p>Primary and Secondary Provider Agencies are responsible for:</p> <ol style="list-style-type: none"> <li>1. Creating and maintaining either an electronic or paper MAR in their service setting. Provider Agencies may use the MAR in Therap, but are not mandated to do so.</li> <li>2. Continually communicating any changes about medications and treatments between Provider Agencies to assure health and safety.</li> <li>7. Including the following on the MAR: <ol style="list-style-type: none"> <li>a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed;</li> <li>b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine or PRN prescriptions or treatments; over the counter (OTC) or "comfort" medications or treatments and all self-selected herbal or vitamin therapy;</li> <li>c. Documentation of all time limited or discontinued medications or treatments;</li> </ol> </li> </ol>	<p><b>NA</b></p>	<p><b>New Findings:</b></p> <p>Medication Administration Records (MAR) were reviewed for the month of July 2021.</p> <p>Based on record review, 1 of 1 individuals had PRN Medication Administration Records (MAR), which contained missing elements as required by standard:</p> <p>Individual #11 July 2021</p> <p>Medication Administration Records did not contain the exact amount to be used in a 24-hour period:</p> <ul style="list-style-type: none"> <li>• Acetaminophen 325 or 500 mg (PRN)</li> <li>• Ibuprofen 200 mg (PRN)</li> </ul>

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- d. The initials of the individual administering or assisting with the medication delivery and a signature page or electronic record that designates the full name corresponding to the initials;
- e. Documentation of refused, missed, or held medications or treatments;
- f. Documentation of any allergic reaction that occurred due to medication or treatments; and
- g. For PRN medications or treatments:
  - i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period;
  - ii. clear documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment, unless the DSP is a Family Living Provider related by affinity of consanguinity; and
  - iii. documentation of the effectiveness of the PRN medication or treatment.

**Chapter 10 Living Care Arrangements**

**10.3.4 Medication Assessment and Delivery:**

Living Supports Provider Agencies must support and comply with:

- 1. the processes identified in the DDSD AWMD training;
- 2. the nursing and DSP functions identified in the Chapter 13.3 Part 2- Adult Nursing Services;
- 3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and
- 4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20.6 Medication Administration Record (MAR).

Tag # 1A15.2 Administrative Case File: Healthcare Documentation (Therap and Required Plans)	Condition of Participation Level Deficiency	Standard Level Deficiency
<p>Developmental Disabilities (DD) Waiver Service Standards 2/26/2018; Re-Issue: 12/28/2018; Eff 1/1/2019</p> <p><b>Chapter 20: Provider Documentation and Client Records: 20.2</b> Client Records Requirements: All DD Waiver Provider Agencies are required to create and maintain individual client records. The contents of client records vary depending on the unique needs of the person receiving services and the resultant information produced. The extent of documentation required for individual client records per service type depends on the location of the file, the type of service being provided, and the information necessary.</p> <p>DD Waiver Provider Agencies are required to adhere to the following:</p> <ol style="list-style-type: none"> <li>1. Client records must contain all documents essential to the service being provided and essential to ensuring the health and safety of the person during the provision of the service.</li> <li>2. Provider Agencies must have readily accessible records in home and community settings in paper or electronic form. Secure access to electronic records through the Therap web-based system using computers or mobile devices is acceptable.</li> <li>3. Provider Agencies are responsible for ensuring that all plans created by nurses, RDs, therapists or BSCs are present in all needed settings.</li> <li>4. Provider Agencies must maintain records of all documents produced by agency personnel or contractors on behalf of each person, including any routine notes or data, annual assessments, semi-annual reports, evidence of training provided/received, progress notes, and any other interactions for which billing is generated.</li> <li>5. Each Provider Agency is responsible for maintaining the daily or other contact notes documenting the nature and frequency of service delivery, as well as data tracking only for the</li> </ol>	<p>After an analysis of the evidence it has been determined there is a significant potential for a negative outcome to occur.</p> <p>Based on record review, the Agency did not maintain the required documentation in the Individuals Agency Record as required by standard for 10 of 17 individual</p> <p>Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current:</p> <p><b>Comprehensive Aspiration Risk Management Plan:</b></p> <ul style="list-style-type: none"> <li>➤ Not Found (#16)</li> <li>➤ Not linked/attached in Therap (#5, 10, 12, 15)</li> </ul> <p><b>Healthcare Passport:</b></p> <ul style="list-style-type: none"> <li>➤ Did not contain Emergency Contact Information (#2, 7, 14) <i>(Note: Health Passport corrected during on-site survey. Provider please complete POC for ongoing QA/QI.)</i></li> <li>➤ Did not contain Guardianship/Healthcare Decision Maker (#2, 7, 11, 14) <i>(Note: Health Passport corrected during on-site survey. Provider please complete POC for ongoing QA/QI.)</i></li> <li>➤ Did not contain Medical Diagnosis (#9)</li> </ul>	<p><b>Repeat Findings:</b></p> <p>Based on record review, the Agency did not maintain the required documentation in the Individuals Agency Record as required by standard for 1 of 13 individuals.</p> <p>Review of the administrative individual case files revealed the following items were not found, incomplete, and/or not current:</p> <p><b>Comprehensive Aspiration Risk Management Plan:</b></p> <ul style="list-style-type: none"> <li>➤ Not linked/attached in Therap (#5)</li> </ul>

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services provided by their agency.

6. The current Client File Matrix found in Appendix A Client File Matrix details the minimum requirements for records to be stored in agency office files, the delivery site, or with DSP while providing services in the community.

7. All records pertaining to JCMs must be retained permanently and must be made available to DDS upon request, upon the termination or expiration of a provider agreement, or upon provider withdrawal from services.

**Chapter 3 Safeguards: 3.1.1 Decision**

**Consultation Process (DCP):** Health decisions are the sole domain of waiver participants, their guardians or healthcare decision makers. Participants and their healthcare decision makers can confidently make decisions that are compatible with their personal and cultural values. Provider Agencies are required to support the informed decision making of waiver participants by supporting access to medical consultation, information, and other available resources according to the following:

1. The DCP is used when a person or his/her guardian/healthcare decision maker has concerns, needs more information about health-related issues, or has decided not to follow all or part of an order, recommendation, or suggestion. This includes, but is not limited to:
  - a. medical orders or recommendations from the Primary Care Practitioner, Specialists or other licensed medical or healthcare practitioners such as a Nurse Practitioner (NP or CNP), Physician Assistant (PA) or Dentist;
  - b. clinical recommendations made by registered/licensed clinicians who are either members of the IDT or clinicians who have performed an evaluation such as a video-fluoroscopy;
  - c. health related recommendations or suggestions from oversight activities such as the Individual Quality Review (IQR) or other

DOH review or oversight activities; and  
d. recommendations made through a Healthcare Plan (HCP), including a Comprehensive Aspiration Risk Management Plan (CARMP), or another plan.

2. When the person/guardian disagrees with a recommendation or does not agree with the implementation of that recommendation, Provider Agencies follow the DCP and attend the meeting coordinated by the CM. During this meeting:
- a. Providers inform the person/guardian of the rationale for that recommendation, so that the benefit is made clear. This will be done in layman's terms and will include basic sharing of information designed to assist the person/guardian with understanding the risks and benefits of the recommendation.
  - b. The information will be focused on the specific area of concern by the person/guardian. Alternatives should be presented, when available, if the guardian is interested in considering other options for implementation.
  - c. Providers support the person/guardian to make an informed decision.
  - d. The decision made by the person/guardian during the meeting is accepted; plans are modified; and the IDT honors this health decision in every setting.

**Chapter 13 Nursing Services: 13.2.5 Electronic Nursing Assessment and Planning Process:**

The nursing assessment process includes several DDS mandated tools: the electronic Comprehensive Nursing Assessment Tool (e-CHAT), the Aspiration Risk Screening Tool (ARST) and the Medication Administration Assessment Tool (MAAT) . This process includes developing and training Health Care Plans and Medical Emergency Response Plans.  
The following hierarchy is based on budgeted services and is used to identify which Provider

Agency nurse has primary responsibility for completion of the nursing assessment process and related subsequent planning and training. Additional communication and collaboration for planning specific to CCS or CIE services may be needed.

The hierarchy for Nursing Assessment and Planning responsibilities is:

1. Living Supports: Supported Living, IMLS or Family Living via ANS;
2. Customized Community Supports- Group; and
3. Adult Nursing Services (ANS):
  - a. for persons in Community Inclusion with health-related needs; or
  - b. if no residential services are budgeted but assessment is desired and health needs may exist.

**13.2.6 The Electronic Comprehensive Health Assessment Tool (e-CHAT)**

1. The e-CHAT is a nursing assessment. It may not be delegated by a licensed nurse to a non-licensed person.
2. The nurse must see the person face-to-face to complete the nursing assessment. Additional information may be gathered from members of the IDT and other sources.
3. An e-CHAT is required for persons in FL, SL, IMLS, or CCS-Group. All other DD Waiver recipients may obtain an e-CHAT if needed or desired by adding ANS hours for assessment and consultation to their budget.
4. When completing the e-CHAT, the nurse is required to review and update the electronic record and consider the diagnoses, medications, treatments, and overall status of the person. Discussion with others may be needed to obtain critical information.
5. The nurse is required to complete all the e-CHAT assessment questions and add additional pertinent information in all comment sections.

**13.2.7 Aspiration Risk Management Screening Tool (ARST)**

**13.2.8 Medication Administration Assessment Tool (MAAT):**

1. A licensed nurse completes the DDSD Medication Administration Assessment Tool (MAAT) at least two weeks before the annual ISP meeting.
2. After completion of the MAAT, the nurse will present recommendations regarding the level of assistance with medication delivery (AWMD) to the IDT. A copy of the MAAT will be sent to all the team members two weeks before the annual ISP meeting and the original MAAT will be retained in the Provider Agency records.
3. Decisions about medication delivery are made by the IDT to promote a person's maximum independence and community integration. The IDT will reach consensus regarding which criteria the person meets, as indicated by the results of the MAAT and the nursing recommendations, and the decision is documented this in the ISP.

**13.2.9 Healthcare Plans (HCP):**

1. At the nurse's discretion, based on prudent nursing practice, interim HCPs may be developed to address issues that must be implemented immediately after admission, readmission or change of medical condition to provide safe services prior to completion of the e-CHAT and formal care planning process. This includes interim ARM plans for those persons newly identified at moderate or high risk for aspiration. All interim plans must be removed if the plan is no longer needed or when final HCP including CARMPs are in place to avoid duplication of plans.
2. In collaboration with the IDT, the agency nurse is required to create HCPs that address all the areas identified as required in the most current e-CHAT summary report which is indicated by "R" in the HCP column. At the nurse's sole discretion,

based on prudent nursing practice, HCPs may be combined where clinically appropriate. The nurse should use nursing judgment to determine whether to also include HCPs for any of the areas indicated by "C" on the e-CHAT summary report. The nurse may also create other HCPs plans that the nurse determines are warranted.

**13.2.10 Medical Emergency Response Plan (MERP):**

1. The agency nurse is required to develop a Medical Emergency Response Plan (MERP) for all conditions marked with an "R" in the e-CHAT summary report. The agency nurse should use her/his clinical judgment and input from the Interdisciplinary Team (IDT) to determine whether shown as "C" in the e-CHAT summary report or other conditions also warrant a MERP.
2. MERPs are required for persons who have one or more conditions or illnesses that present a likely potential to become a life-threatening situation.

**Chapter 20: Provider Documentation and Client Records: 20.5.3 Health Passport and Physician Consultation Form:** All Primary and Secondary Provider Agencies must use the Health Passport and Physician Consultation form from the Therap system. This standardized document contains individual, physician and emergency contact information, a complete list of current medical diagnoses, health and safety risk factors, allergies, and information regarding insurance, guardianship, and advance directives. The Health Passport also includes a standardized form to use at medical appointments called the Physician Consultation form.

Standard of Care	Routine Survey Deficiencies February 1 – 12, 2021	Verification Survey New and Repeat Deficiencies August 2 – 11, 2021
<b>Service Domain: Service Plans: ISP Implementation</b> – Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.		
Tag # 1A08 Administrative Case File (Other Required Documents)	Standard Level Deficiency	COMPLETE
Tag # 1A08.1 Administrative and Residential Case File: Progress Notes	Standard Level Deficiency	COMPLETE
Tag # 1A32 Administrative Case File: Individual Service Plan Implementation	Standard Level Deficiency	COMPLETE
Tag # 1A32.1 Administrative Case File: Individual Service Plan Implementation (Not Completed at Frequency)	Standard Level Deficiency	COMPLETE
<b>Service Domain: Qualified Providers</b> – The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.		
Tag # 1A26 Consolidated On-line Registry / Employee Abuse Registry	Standard Level Deficiency	COMPLETE
Tag # 1A37 Individual Specific Training	Standard Level Deficiency	COMPLETE
<b>Service Domain: Health and Welfare</b> – The state, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.		
Tag # 1A08.2 Administrative Case File: Healthcare Requirements & Follow-up	Standard Level Deficiency	COMPLETE
Tag # 1A03 Continuous Quality Improvement System & Key Performance Indicators (KPIs)	Standard Level Deficiency	COMPLETE
Tag # 1A09 Medication Delivery Routine Medication Administration	Condition of Participation Level Deficiency	COMPLETE
Tag # 1A09.0 Medication Delivery Routine Medication Administration	Standard Level Deficiency	COMPLETE
Tag # 1A09.2 Medication Delivery Nurse Approval for PRN Medication	Condition of Participation Level Deficiency	COMPLETE
Tag # 1A31 Client Rights / Human Rights	Condition of Participation Level Deficiency	COMPLETE
<b>Service Domain: Medicaid Billing/Reimbursement</b> – State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver.		
Tag # IS30 Customized Community Supports Reimbursement	Standard Level Deficiency	COMPLETE
Tag # LS27 Family Living Reimbursement	Standard Level Deficiency	COMPLETE

	Verification Survey Plan of Correction, On-going QA/QI and Responsible Party	Completion Date
<p><b>Tag # 1A22</b>  <b>Agency Personnel Competency</b></p>	<p><b>Provider:</b>  State your Plan of Correction for the deficiencies cited in <b>this tag here</b> (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?): →</p> <p><b>Provider:</b>  Enter your <b>ongoing Quality Assurance/Quality Improvement processes</b> as it related to this tag number here (What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?): →</p>	
<p><b>Tag # 1A09.1</b>  <b>Medication Delivery PRN Medication Administration</b></p>	<p><b>Provider:</b>  State your Plan of Correction for the deficiencies cited in <b>this tag here</b> (How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?): →</p> <p><b>Provider:</b>  Enter your <b>ongoing Quality Assurance/Quality Improvement processes</b> as it related to this tag number here (What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?): →</p>	

<p><b>Tag # 1A09.1.0</b>  <b>Medication Delivery PRN</b>  <b>Medication Administration</b></p>	<p><b>Provider:</b>  <b>State your Plan of Correction for the deficiencies cited in this tag here</b> <i>(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</i> →</p> <p><b>Provider:</b>  <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> <i>(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</i> →</p>	
<p><b>Tag # 1A15.2</b>  <b>Administrative Case File:</b>  <b>Healthcare Documentation</b>  <b>(Therap and Required Plans)</b></p>	<p><b>Provider:</b>  <b>State your Plan of Correction for the deficiencies cited in this tag here</b> <i>(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?):</i> →</p> <p><b>Provider:</b>  <b>Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here</b> <i>(What is going to be done? How many individuals is this going to affect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?):</i> →</p>	



MICHELLE LUJAN GRISHAM  
Governor

DAVID R. SCRASE, M.D.  
Acting Cabinet Secretary

Date: October 7, 2021

To: Konnie Kanmore, Owner / Executive Director

Provider: Absolutely You, LLC  
Address: 301 Pile Street  
State/Zip: Clovis, New Mexico 88101

E-mail Address: [Kkanmore@absolutelyyoullc.com](mailto:Kkanmore@absolutelyyoullc.com)

Region: Southeast  
Routine Survey: February 1 – 12, 2021  
Verification Survey: August 2 – 11, 2021

Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: **2018:** Family Living, Customized In-Home Supports, Customized Community Supports and Community Integrated Employment Services

Survey Type: Verification

Dear Ms. Kanmore:

The Division of Health Improvement/Quality Management Bureau has received, reviewed and approved the supporting documents you submitted for your Plan of Correction. The documents you provided verified that all previously cited survey Deficiencies have been corrected.

**The Plan of Correction process is now complete.**

**Furthermore, your agency is now determined to be in Compliance with all Conditions of Participation.**

To maintain ongoing compliance with standards and regulations, continue to use the Quality Assurance (self-auditing) processes you described in your Plan of Correction.

Consistent use of these Quality Assurance processes will enable you to identify and promptly respond to problems, enhance your service delivery, and result in fewer deficiencies cited in future QMB surveys.

Thank you for your cooperation with the Plan of Correction process, for striving to come into compliance with standards and regulations, and for helping to provide the health, safety and personal growth of the people you serve.



Sincerely,

*Monica Valdez, BS*

Monica Valdez, BS  
Healthcare Surveyor Advanced/Plan of Correction Coordinator  
Quality Management Bureau/DHI

Q.22.1.DDW.96001747.4.VER.09.21.280