

Compliance Summary Report

Compliance Summary Report of **First Priority Home Care Services, LLC 28Jun2013** on **First Priority Home Care Services, LLC**

Reviewer: **Kateri Hargrove**

Provider: **First Priority Home Care Services, LLC**

County Name: **Cuyahoga County**

Total Cites: **25**

Total POCs: **25**

CITE #1

Question	Explanation	
If the provider is responsible for providing Per Trip non-medical transportation, does the staff person have a form, signed form establishing the driver's physical qualification to provide non-medical transportation?	The provider did not ensure that staff providing Per Trip non-medical transportation were assessed by a physician to be capable of safe driving and passenger assistance. Curtis Ruffin had a medical assessment dated August 2012 that stated he needed to see a M.D.	
POC	Status	Comments
Effective immediately all drivers are required to have a physical form completed by a physician for a clean bill of health before prior contact with consumers stating they are physically able to drive for DODD.	Approved	

CITE #2

Question	Explanation	
If the provider is responsible for providing non-medical transportation, does the vehicle have secure storage space?	The provider did ensure that vehicles used for non-medical transportation have adequate storage space for equipment; however it was not being used, on 6/20/13 the van had tools, an air pump, empty water and gatorade bottles and a gallon jug of motor oil in the front of the van.	
POC	Status	Comments
Effective immediately there will be a daily log for inspection of transportation of van before picking up consumers and after drop off of consumers. Documents will be stored in Day center for review daily.	Approved	

CITE #3

Question	Explanation	
If the provider is responsible for providing Non-Medical Transportation, does the vehicle have a fire extinguisher?	The provider did not ensure that vehicles used for non-medical transportation have a fire extinguisher.	
POC	Status	Comments
Effective immediately there will be a functioning fire extinguisher in van, routine maintenance and check of fire extinguisher will be done daily and kept on a log located in the van for daily review by Tameeka.	Approved	

CITE #4

Question	Explanation
If the provider is responsible for providing non-medical transportation, do all vehicles used to transport individuals have all required inspections?-Daily vehicle inspections-Annual vehicle inspection by the state highway patrol or certified mechanic.	The provider did not ensure that vehicles used for non-medical transportation had daily vehicle inspections prior to the first trip of the day. The provider had no evidence of an annual vehicle inspection for the van used for NMT

POC	Status	Comments
Effective immediately there will be a log for daily inspection before pick up of consumers and after drop off this log is to be updated daily by Tameeka. Annual inspection is to be completed annually by mechanic or auto body shop and report to filed for review for compliance and reviewed by Tameeka until compliance employee have to been hired.	Approved	

CITE #5

Question	Explanation
If the provider is responsible for providing Non-Medical Transportation, did the staff person receive testing for controlled substances and was the staff person found to be drug free prior to providing transportation services?	.The provider did not ensure that staff providing non-medical transportation were tested for controlled substances and found to be drug free prior to providing transportation to individuals. Curtis Ruffin, hired 8/17/12 had no evidence of a screening for controlled substances to date. He provided NMT on the date of review.

POC	Status	Comments
Effective immediately all drivers are required to have a current drug test on file, test will have to be completed yearly unless complaint is made on driver from consumer or family, otherwise drug test can be required on demand by employer.	Approved	

CITE #6

Question	Explanation
For provider staff members who are responsible for transporting individuals, did the provider ensure that a driver's abstract was completed prior to transporting individuals?	The provider did not ensure that a driver's abstract was obtained for staff providing transportation services. Curtis Ruffin, hired 8/17/12 had no evidence of a completed driver's abstract to date. He was providing NMT on the date of the compliance review.

POC	Status	Comments
Effective immediately all employees are required to have a current drivers abstract on file prior to contact with consumers and a requirement for completion on checklist for hiring and screening process if listed as a driver for first priority at any given time.	Approved	

CITE #7

Question	Explanation
For direct service staff, hired after 10/1/09, did the staff person receive initial training prior to providing services with individuals that included: • Overview of serving individuals with developmental disabilities • Overview of basic principles and requirements of providing HCBS waiver services • Initial rights training • Initial MUI training • Universal precautions	The provider did not ensure that direct service staff hired after 10/1/09 had the required training prior to providing direct services. A review of the MUI training for both Curtis Ruffin, hired 8/17/12 and Katrina Stanard, hired 2/4/13 had MUI training in their file that was not dated. Also neither staff had evidence of universal precautions, an overview of DD or an overview of waiver services.

POC	Status	Comments

Effective immediately all staff is to have all training classes required completed before initiation or contact with consumers, certificates are required for proof of that classes were taken. A copy of certificates will be placed in employees file for any review. Approved

CITE #8

Question	Explanation
Does the waiver service delivery documentation include the arrival and departure times of the provider?	The provider did not ensure the NMT waiver service delivery documentation included beginning and end times of the trip. The provider stated they give each person a time frame for pick up and drop off.

POC	Status	Comments
Effective immediately each consumer will have a document listing each consumer begin/end time of trip and a listed time frame checked by Tameeka daily.	Approved	

CITE #9

Question	Explanation
Does the waiver service delivery documentation for supported employment and voc hab include the name of the individual's employer, the number of hours worked and the hourly wage?	The providers waiver service delivery documentation for SE and VOC hab did not include the name of the individual's employer, number of hours worked or the hourly wage for ID #1.

POC	Status	Comments
Effective immediately each consumer will have a weekly timesheet listing their employer, hours worked daily, and hourly wage, their timesheet will be checked daily by Tameeka until position is filled.	Approved	

CITE #10

Question	Explanation
Does the waiver service delivery documentation for non-medical transportation include the names of all other passengers/riders including paid staff and volunteers who were in the vehicle during any portion of the trip and/or commute?	The provider did not ensure that non-medical transportation documentation included the names of all passengers/riders, paid staff, and volunteers who were in the vehicle for any portion of the trip or commute for ID#1. This also affects all other individuals who get NMT from this provider.

POC	Status	Comments
Effective immediately there will be a daily log with all listed passengers, staff, volunteers in vehicle at any given time during transportation, this log will be checked daily by Tameeka and will be kept in Van.	Approved	

CITE #11

Question	Explanation
Does the waiver service delivery documentation for all waiver codes include the type of service?	The provider did not ensure the waiver service delivery documentation included the type of service for both ID#1 and ID#2 for months March, April and May 2013.

POC	Status	Comments
Effective immediately all consumers doc sheets will include type of service being provided for each consumer and checked monthly by Tameeka until position is filled.	Approved	

CITE #12

Question	Explanation
Does the waiver service delivery documentation for all waiver billing codes include the provider identifier/contract number?	The provider did not ensure the waiver service delivery documentation included provider identifier/contract number for ID #1 for months March, April and May 2013.

POC	Status	Comments
Effective immediately all consumers waiver documentation sheet will list provider Id/contract number and checked monthly by Tameeka until position is filled.	Approved	

CITE #13

Question	Explanation
Does the waiver service delivery documentation for all waiver billing codes include the place of service?	The provider did not ensure the waiver service delivery documentation included the place/location of services. A review of the waiver documentation for ID#1 and ID#2 for months March, April and May 2013 had no place of service.

POC	Status	Comments
Effective immediately each consumer waiver doc will have place of service listed and checked on a weekly basis by Tameeka until compliance officer is hired by First Priority Home Care	Approved	

CITE #14

Question	Explanation
Does the waiver service delivery documentation for all waiver billing codes include the name of the provider?	The provider did not ensure the waiver service delivery documentation included the name of the provider for ID #1 for months March, April and May 2013.

POC	Status	Comments
Effective immediately each consumer waiver doc will have provider name listed on consumers documentation sheets and checked by Tameeka until position is filled.	Approved	

CITE #15

Question	Explanation
Does the waiver service delivery documentation for all waiver billing codes include the medicaid identification # of recipient?	The provider did not ensure the waiver service delivery documentation included Medicaid number of the recipient. A review of the waiver service documentation for ID#1 and ID#2 had no medicaid number for months March, April and May 2013.

POC	Status	Comments

Effective immediately each consumer waiver doc will have each consumer Medicaid number listed and checked on a weekly basis by Tameeka until compliance officer is hired. Approved

CITE #16

Question	Explanation
Does the waiver service delivery documentation for all waiver billing codes include the group size in which the services were delivered?	The provider did not ensure the waiver service delivery documentation included group size for ID#1 and ID#2 for months April and May 2013.
POC	Status Comments
Effective immediately each consumer waiver doc sheet will list the group size on each consumer sheet for that day and checked daily by Tameeka until position is filled.	Approved

CITE #17

Question	Explanation
Does the staff person have a high school diploma or GED?	The provider did not ensure that direct service staff have either a high school diploma or GED. Katrina Stanard, hired 2/4/13 had no evidence of a diploma or GED in their file.
POC	Status Comments
Effective immediately all staff is required is have a copy of their high school diploma/GED on file and required to this document upon completion of checklist for start date checked by Tameeka upon hiring and screening process.	Approved

CITE #18

Question	Explanation
Do the staff who are responsible for providing transportation have necessary information about the individual such as medical, behavioral, etc.?	The provider did not ensure that staff providing transportation had necessary information about the individual's specific needs. There was no information about the transportation needs for ID #1, who receives NMT from the provider. This provider is providing NMT to more than ID#1.
POC	Status Comments
Effective immediately all consumers will have a log (binder) for each consumer special needs, disabilities, requirements in Van for transportation along with consumers ISP for review.	Approved

CITE #19

Question	Explanation
Did the provider staff have current first aid certification?	.The provider did not ensure that staff hired after 10/1/09 had First Aid certification. Curtis Ruffin , hired 8/17/12 and Katrina Stanard, hired 2/4/13 had no evidence of first aid training.
POC	Status Comments

Effective immediately all staff is required to have a front and back copy of their first aide card in their file. First Aide is to be current upon hiring and a required document for completion of their checklist for a start date checked by Tameeka during hiring and screening process. Approved

CITE #20

Question	Explanation
Did the provider staff have current CPR certification?	The provider did not ensure that staff hired after 10/1/09 had CPR certification. Curtis Ruffin hired 8/17/12 and Katrina Stanard, hired 2/4/13 had no evidence of current certification in CPR.

POC	Status	Comments
Effective immediately all staff is required to have a front and back copy of their CPR card in their file. CPR is to be current upon hiring and a required document for completion of their checklist for a start date checked by Tameeka during hiring and screening process.	Approved	

CITE #21

Question	Explanation
Did the provider staff have an Abuser Registry check completed prior to direct contact with individuals?	The provider did not complete an Abuser Registry check for staff who have direct contact with individuals as required in rule. A review of the staff file for Curtis Ruffin, hired 8/17/12 and Katrina Stanard, hired 2/4/13 had no evidence of an abuser registry check until 6/5/13.

POC	Status	Comments
Effective immediately all staff will have a printed Abuser Registry in file before contact with consumers and upon completion of checklist for start date. Checked by Tameeka upon hiring and screening process.	Approved	

CITE #22

Question	Explanation
Did the provider staff have a Nurse Aide Registry check completed prior to direct contact with the individuals?	The provider did not complete a Nurse Aide Registry check for staff prior to contact with individuals. Curtis Ruffin, hired 8/17/12 and Katrina Stanard, hired 2/4/13 had no nurses aid registry check until 6/5/13.

POC	Status	Comments
Effective immediately all staff will have a printed Nurse Aide Registry in file before contact with consumers and upon completion of checklist for start date, checked by Tameeka upon hiring and screening process.	Approved	

CITE #23

Question	Explanation
Did the provider complete an FBI check on staff prior to direct contact with individuals if there is evidence that the staff person lived outside of Ohio within 5 years of employment?	The provider had no system in place to establish Ohio residency for 5 years prior to employment for all staff as required in rule.

POC	Status	Comments

Effective immediately all staff will be required to list their last 5yrs of residency with BCI upon being hired. If not a resident of Ohio for the last 5yrs then FBI check is required before they can be officially hired. Checked by Tameeka upon hiring and screening and completion of checklist for a start date. Approved

CITE #24

Question	Explanation
Did the provider complete a BCII check on staff prior to direct contact with individuals?	The provider did not complete a BCII check on direct service staff prior to direct contact with individuals. Curtis Ruffin, hired 8/17/12 had no evidence of a completed BCII check to date. Katrina Stanard, hired 2/4/13 had a completed BCII check but it was not dated.

POC	Status	Comments
Effective immediately all staff will have a current background check on file prior to start date and initial contact with consumers, employees are required to provide last 5yrs of residency if resident of Ohio last 5yrs if not, then a FBI check is required. Info will be checked by Tameeka and each employee has an employee checklist to follow before start date.	Approved	

CITE #25

Question	Explanation
Did the agency provider/County Board conduct a monthly review of unusual incidents?	The provider did not conduct a monthly review of Unusual Incidents. There were UI reports written in April and May 2013.

POC	Status	Comments
Effective immediately center will have an UI log for each month listing each consumer and any incidents with reports and a binder for record keeping and review for compliance checked by Tameeka monthly.	Approved	