

# Compliance Summary Report

Compliance Summary Report of Teresita Santiago - CUYA - 2023

**County Name:** CUYA

**Reviewer:** Ljiljana Bobinac

**Facility:**

**Lead Reviewer:**

**Review Type:** Regular

**Group Manager:** Jennifer Krzynowek

**Review Date:** 4/11/2024

**Onsite Review**

**Cite #1**

Question	Explanation
Does the waiver service delivery documentation for all waiver billing codes include scope? 5123-9-06; 5123-9-40; 5123-9-39; 5123-9-37	At the time of the review, the provider did not present service delivery documentation for all waiver billing codes for January, February and March of 2024, that included scope. In addition, the provider did not have evidence of outcome/action steps documentation. In order to be in compliance with the rule, the provider must have documentation of outcomes that are listed in the ISP as being provided by the provider.
Plan of Correction	Status
Did not have the delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.	Approved

**Cite #2**

Question	Explanation
Did the provider maintain a log that contains the unusual incidents defined in rule with the following elements: <ul style="list-style-type: none"> <li>• Name of individual,</li> <li>• Description of incident,</li> <li>• Identification of injuries,</li> <li>• Time/date of incident,</li> <li>• Location of incident,</li> <li>• Cause and contributing factors, and</li> <li>• Preventative measures.</li> </ul> 5123-17-02	At the time of the review, the provider did not evidence that the provider maintained log for January, February and March of 2024, that contains unusual incidents as defined in the rule, including required elements.
Plan of Correction	Status
Did not have the log filled out for due to not understanding of proper directions on how to fill out log. Was instructed on 4/11 o how to fill out form properly and correctly and will do so in the upcoming future.	Approved

## Compliance Summary Report

**Cite #3**

Question	Explanation
Does the waiver service documentation for applicable waiver services include the times the delivered services started and stopped? 5123-9-06; 5123-9-40; 5123-9-20; 5123-9-39; 5123-9-37	At the time of the review, the provider did not present service delivery documentation for January, February and March of 2024, that included the times the delivered services started and stopped.
Plan of Correction	Status
Did not have the delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.	Approved

**Cite #4**

Question	Explanation
Does service delivery documentation include the following elements: <ul style="list-style-type: none"> <li>• Date of service,</li> <li>• Individual's name,</li> <li>• Individual's Medicaid number,</li> <li>• Provider name,</li> <li>• Provider number,</li> <li>• Signature or initials of person delivering the service,</li> <li>• Place of service, and</li> <li>• Group size?</li> </ul> 5123-9-06; 5123-9-40; 5123-9-39; 5123-9-20; 5123-9-24	At the time of the review, the provider did not evidence HPC service delivery documentation that includes all required elements, for January, February and March of 2024. The provider presented one piece of document labeled "monthly individual funds transaction record" entering list of outings and/or activities from 1/20/24 to 3/31/24.
Plan of Correction	Status
Did not have the HPC delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.	Approved

**Cite #5**

## Compliance Summary Report

Question	Explanation
Are medication, treatments, health related activities, and dietary orders being followed? 5123-2-09; 5123-4-02, 5123:2-6-03; 5123-9-39	At the time of the review, the provider did not present service delivery documentation for January, February and March of 2024, that included information related to health related activities. The provider did evidence a note that ID went to a gym in January twice (1/22/24 and 1/24/24).
Plan of Correction	Status
Did not have the delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.	Approved

### Cite #6

Question	Explanation
Is there evidence that the provider conducted an in-depth review and analysis of MUI trends and patterns during the preceding calendar year, compiled an annual report containing required elements, and submitted it to the County Board for all programs in the county by the deadline? 5123-17-02	At the time of the review, the provider did not evidence that the provider conducted as in-depth review and analysis of MUI trends and patterns for 2023, and submitted it to the County Board by the deadline.
Plan of Correction	Status
Did not provide show evidence that I reviewed the analysis of MUI due to not understanding of proper instructions on how to fill out. I will submit analysis for 2024, no later than at the end of February 2025, and send to uir@cuyahogabdd.org. Moving forward, I will do it every year. “	Approved

### Cite #7

Question	Explanation
Does the waiver service delivery documentation for all waiver codes include the type of service? 5123-9-06; 5123-9-40; 5123-9-37; 5123-9-39; 5123 9-20	At the time of the review, the provider did not present service delivery documentation for January, February and March of 2024 for all waiver codes, that included the HPC type of service.
Plan of Correction	Status

## Compliance Summary Report

<p>Did not have the delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.</p>	<p>Approved</p>

**Cite #8**

Question	Explanation
<p>Is the service plan and/or plan of care being implemented as written? 5123-2-09; 5123-9-39; 5123-9-37</p>	<p>At the time of the review, the provider did not evidence written documentation for January, February and March of 2024, to support implementing plan as written.</p>
Plan of Correction	Status
<p>Did not have the delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.</p>	<p>Approved</p>

**Cite #9**

Question	Explanation
<p>Is there evidence that the provider reviewed all unusual incidents as necessary but no less than monthly to ensure appropriate preventative measure have been implemented and trends and patterns identified and addressed? 5123-17-02</p>	<p>At the time of the review, the provider did not evidence that the provider reviewed monthly unusual incident reports for January, February and March of 2024 as required, even if no incidents occur.</p>
Plan of Correction	Status
<p>Did not evidence the provider monthly unusual incident reports due to not understanding of proper instructions on how to fill out. Was instructed on 4/11 on how to fill out form properly and correctly and will do so in the upcoming future.</p>	<p>Approved</p>

**Cite #10**

Question	Explanation
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## Compliance Summary Report

<p>Does the waiver service delivery documentation for all waiver billing codes include the number of units (amount) provided? 5123-9-06; 5123-9-40; 5123-9-37; 5123-9-39; 5123-9-20; 5123-9-18; 5123-9-24</p>	<p>At the time of the review, the provider did not present service delivery documentation for January, February and March of 2024, that included the number of 15 minute units of service provided per day.</p>
<b>Plan of Correction</b>	<b>Status</b>
<p>Did not have the service delivery documentation filled out due to not understanding of proper directions on how to fill out form. Was instructed on 4/11 on how to fill out form properly and correctly and will do so from this day forward.</p>	<p>Approved</p>