

# Compliance Summary Report

Compliance Summary Report of Helpful Hearted Providers, LLC - CUYA - 2024

**County Name:** CUYA

**Reviewer:** Ljiljana Bobinac

**Facility:**

**Lead Reviewer:**

**Review Type:** Special

**Group Manager:** Jennifer Krzynowek

**Review Date:** 4/3/2024

**Desk Review**

**Cite #1**

Question	Explanation
<p>Is the provider/facility following all applicable local, state and federal rules and regulations?</p>	<p>“The provider failed to evidence they had successfully implemented the written plan of improvement for an QARN within sixty days as required by OAC 5123-6-07 (D)(11)(b)”</p> <p>Explanation: Medication Administration and Health Related Activities Quality Assessment Findings Summary was issued on 09/05/2023. POI was submitted late, on 11/05/2023 and accepted on 11/06/2023. The due date for plan of improvement implementation/POII was 01/05/2024. RN sent a reminder to the provider on 01/03/2024. On 01/05/2024 the provider emailed RN asking for extension. QARN communicated with the provider that new date given via extension is 04/02/2023, for plan of improvement implementation submission. Note: Communication between RN and the provider occurred on 1/10/24, 1/12/24, 1/13/24, 1/17/24, 2/2/24, 2/8/24, 2/13/24, 2/20/24, 3/4/24, 3/14/24, 3/20/24, 3/21/24) and provider submitted portion of required documentation for POII. At the time of writing this report on 4/3/2024, the provider has still not evidenced implementation of the plan of improvement.</p>
Plan of Correction	Status
<p>On April 10th, 2024 the agency successfully implemented the written plan of improvement for the QARN. The plan was confirmed received as well.</p> <p>To prevent errors in the future. On April 10th, 2024 the agency established a streamlined communication process where the CEO will be responsible for the review process as opposed to Front-Line Managers. One person will be responsible for the review as opposed to multiple individuals. This will ensure that there will not be a miscommunication.</p>	<p>Approved</p>