



STATE OF CONNECTICUT  
Department of Developmental Services  
Quality Management Services



Quality Service Review - Indicators & Ratings

**"CMPH"**

Individual: \_\_\_\_\_

Review Date: \_\_\_\_\_

Provider: \_\_\_\_\_

Review Time: \_\_\_\_\_

Service: \_\_\_\_\_

# Participants Present: \_\_\_\_\_

Service Address: \_\_\_\_\_

# Support Staff on Duty: \_\_\_\_\_

\_\_\_\_\_

Reviewer Name: \_\_\_\_\_

Service Phone: \_\_\_\_\_

Reviewer Title: \_\_\_\_\_

DMR Region: \_\_\_\_\_

Announced?  Unannounced?

**Consumer Interview**

1. CI 3 Are your support staff nice and polite to you?

- 1 met
- 0 not met
- 8 not rated
- 9 na

Comments:

2. CI 53 Who can you tell if you feel you have not been treated like you want to?

- 1 met
- 0 not met
- 8 not rated
- 9 na

Comments:

3. CI 68 Are you getting the supports you want?

- 1 met
- 0 not met
- 8 not rated
- 9 na

Comments:

4. CI 52 Do you feel safe while you are visiting here?

- 1 met
- 0 not met
- 8 not rated
- 9 na

Comments:

**Observation**

5. O 1 The individual likes others he or she spends time with.

- 1 met
- 0 not met
- 8 not rated
- 9 na

Comments:

6. O 2 The individual is treated by staff in a respectful and dignified manner.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
7. O 5 The individual exercises rights as he or she chooses.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
8. O 3 The individual has privacy when he or she wants or needs it.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
9. O 7 Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
10. O 18 Support persons protect the individual's safety.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
11. O 21 The individual's health needs are addressed during daily activities.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:

**Support Person Interview**

12. SPI 25 Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.
- 1 met  
0 not met  
8 not rated  
9 na
- Comments:
13. SPI 11 What are the behavioral interventions used to support the individual?
- 1 met  
0 not met  
8 not rated  
9 na
- Comments:
14. SPI 15 How are any safety concerns for the individual addressed?
- 1 met  
0 not met  
8 not rated  
9 na
- Comments:

15. SPI 19 Does the individual know how to respond in emergency situations?

1 met  
0 not met  
8 not rated  
9 na

Comments:

16. SPI 35 What are the individual's medical needs and how are these addressed?

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

17. SPI 9 What would you do if you witness abuse or neglect occurring?

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

### Safety Checklist

18. SC 3 There is an accessible working telephone with emergency numbers readily available.

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

19. SC 9 There are fully charged fire extinguishers available in the kitchen and furnace area.

1 met  
0 not met  
8 not rated  
9 na

Comments:

20. SC 10 There are working smoke detectors on each level of the location that meet the individual's needs.

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

21. SC 12 Designated means of escape are unobstructed.

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

22. SC 13 Exterior doors open from the inside without the use of tools or keys.

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

23. SC 17 Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.

R 1 met  
0 not met  
8 not rated  
9 na

Comments:

24. SC 18 Basic first aid supplies are readily available at the individual's service location.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
25. SC 19 Basic first aid supplies are readily available in vehicles used to transport the individual.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
26. SC 20 Personal protection equipment (PPE) is readily available at the individual's service location.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
27. SC 21 Personal protection equipment (PPE) is readily available in vehicles used to transport the individual.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
28. SC 28 The exterior and grounds of the individual's environment are safe.
- R
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
29. SC 27a The individual's environment is clean.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
30. SC 27b The individual's environment is structurally well-maintained.
- R
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
31. SC 27c The individual's environment is adequately lighted, has a comfortable temperature and is free from unpleasant odors.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
32. SC 35 Furniture and furnishings are safe and in good repair.
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:
33. SC 30 The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.
- R
- 1 met
  - 0 not met
  - 8 not rated
  - 9 na
- Comments:

34. SC 31 Personal hygiene supplies in the individual's environment are stored separately from others and in a sanitary manner.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
35. SC 32 Bathrooms, common areas, and personal living spaces afford privacy.
- 1 met  
0 not met  
8 not rated  
9 na
- Comments:
36. SC 26 Kitchen and dining areas have appropriate equipment for the sanitary storage, preparation, and serving of food and an adequate supply of food.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
37. SC 34 Hot water temperature is maintained between 100 and 120 degrees Fahrenheit at water sources accessible to the individual.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
38. SC 36 Any electrical outlet within six feet of an open water source is protected by a ground fault circuit interrupter (GFCI).
- 1 met  
0 not met  
8 not rated  
9 na
- Comments:
39. SC 37 Electrical sockets and extension cords are not overloaded.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
40. SC 40 Electrical outlets and junction boxes have cover plates and no exposed wires.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:
41. SC 41 A means to wash and dry clothes is available.
- 1 met  
0 not met  
8 not rated  
9 na
- Comments:
42. SC 42 Clothes dryers are properly vented to the outside or to an appropriate inside filter unit.
- R 1 met  
0 not met  
8 not rated  
9 na
- Comments:

43. SC 44 Poisonous substances are correctly labeled and safely stored according to the needs of the individual.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

44. SC 29 The individual's environment is accessible, as needed, and promotes individual independence.

1 met  
0 not met  
8 not rated  
9 na  
Comments:

45. SC 48 Adaptive equipment and safety devices are in good condition and used as designed.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

46. SC 46 Vehicle adaptive equipment and vehicle safety devices are in good condition and used as designed.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

### Documentation

47. D 44 The individual's plan identifies health and safety issues and strategies.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

48. D 39 The individual's record contains documentation on DDS Form 255's for incidents of injury, restraint, unusual incidents and medication errors.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

49. D 40 Individual's incidents and accidents are reported, investigated and followed-up as appropriate.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

50. D 8 There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

51. D 47 There is evidence that emergency plans as required by policy and procedures are in place.

R 1 met  
0 not met  
8 not rated  
9 na  
Comments:

52. D 37 There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).

R 1 met  
0 not met  
8 not rated  
9 na

Comments: