



**PROVIDER REPORT
FOR**

**The Price Center
77 Rowe Street, Suite 200
Auburndale, MA 02466**

November 20, 2014

Version

Provider Web Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	The Price Center
Review Dates	11/3/2014 - 11/7/2014
Service Enhancement Meeting Date	11/14/2014
Survey Team	Mark Boghoian Leslie Hayes Lisa MacPhail (TL)

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	1 location(s) 3 audit (s)	Full Review	62 / 66 2 Year License 11/14/2014 - 11/14/2016		
Residential Services	1 location(s) 3 audit (s)			Deemed	
Individual Home Supports	0 location(s) 0 audit (s)			No Review	0 / 0 Certified

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 7 audit (s)	Full Review	50 / 50 2 Year License 11/14/2014 - 11/14/2016		
Community Based Day Services	1 location(s) 3 audit (s)			Deemed	
Employment Support Services	1 location(s) 4 audit (s)			Deemed	

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Deemed	0/0 Certified

EXECUTIVE SUMMARY:

The Barry L. Price Center, also known as The Price Center, is a multi-service, non-profit agency. Based in Newton, Massachusetts, and founded in 1977, it serves the Greater Boston Area providing such services as Community Based Day (CBDS), Employment, Day Habilitation, and Residential Supports. Across services, The Price Center serves 103 individuals funded through the Massachusetts Department of Developmental Services. Of these individuals, 22 live in The Price Center residences, and 81 individuals participate in the day services offered. This survey was a full licensing review. The Price Center is deemed by CARF for its certification. For the purpose of this licensing review, four individuals in Residential Services, 6 individuals in Community Based Day, and 4 individuals in Employment Support Services were randomly selected.

Since the last survey, The Price Center has undergone positive changes in its service delivery, notably in day services. The Price Center has recently gone through the DDS Initial Review Process for Community Based Day Services, and is currently offering this day support. The agency has also developed an "Intensive Day Support" which focuses on individuals on the autism spectrum. Intensive Day supports holds the philosophy of learn by doing and integrating visual learning, recreation, exercise, and community involvement. Behavioral management tools such as Applied Behavior Analysis are also integrated within this support. The Price Center has developed an Autism Resource group for professionals and families to share their experiences. Additionally, the agency has purchased a large new building located in Newton where it plans to move its administrative offices and existing day programs. The Price Center envisions creating a "neighborhood" feeling within this large space that would house its various day/work services while maintaining the unique focus of each. Staff and individuals throughout the organization will have the opportunity to interact socially while sharing common spaces such as a gymnasium and cafeteria. The Price Center hopes to be in this new space by the spring of 2015. Residentially, the city of Newton will be providing renovation funds for one of the agency's three family homes in order to update the heating, replace the windows, and create larger bedrooms. The agency has an involved and enthusiastic Board of Directors. Since the last survey, the Board has organized yet another successful (24th) fundraiser gala.

During the course of this review, it was found that The Price Center has systems to safeguard individuals. It has a fully constituted and active Human Rights Committee. Also, allegations of abuse and neglect were reported in a timely manner, and steps were taken to insure the immediate safety of individuals during these times. Residential homes and day facilities are clean and well suited to the needs of the individuals. Consistent with previous findings, staff at The Price Center have been working closely with family members and guardians to ensure a smooth transition into residential living, and have evidenced the commitment to building trust between staff, individuals, and families. With the assistance of their staff, the community activities in which the individuals participate are varied, and tailored to individual interests.

There were some areas that were found to need improvement during the course of the survey. Relative to the ISP process, the agency must ensure that it is consistent in submitting assessments and support strategies within the required timelines; fifteen days before the ISP meeting takes place. Also, not all support strategies set forth in the ISP were reflected in data or progress notes as being implemented. Progress notes need to reflect the teaching that is to occur as per the provider support strategies. Additionally, not all health care records reviewed were accurate. Individuals' diagnoses relative to the medications they have been prescribed need to be accurately recorded in the health care record.

In summary, the results of this licensing survey were consistent with The Price Center's effective systems and policies, as well as the staff's commitment to the individuals' served in all programs. The agency scored a 94% in its residential component, and 100% in day services. As a result of these

findings, the Price Center has earned a Two-Year License and will conduct its own follow-up within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met		Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8		Organizational	8/8	0/8	
Residential and Individual Home Supports	54/58	4/58		Employment and Day Supports	42/42	0/42	
Residential Services Individual Home Supports				Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8		Critical Indicators	7/7	0/7	
Total	62/66	4/66	94%	Total	50/50	0/50	100%
2 Year License				2 Year License			
# indicators for 60 Day Follow-up		4		# indicators for 60 Day Follow-up		0	

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L43	The health care record is maintained and updated as required.	Health care records must accurately reflect the diagnoses for which medication is prescribed.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments must be submitted no later than 15 days before the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies must be submitted no later than 15 days before the ISP meeting.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Data and progress notes must reflect that the provider is implementing the support strategies identified and agreed upon in the ISP.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated
Residential and Individual Home Supports	N/A	N/A

	Met / Rated	Not Met / Rated
Employment and Day Supports	N/A	N/A

MASTER SCORE SHEET LICENSURE

Organizational: The Price Center

Indicator #	Indicator	Met/Rated	Rating (Met, Not Met, Not Rated)
Ⓟ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	2/2	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	8/8	Met
L83	HR training	8/8	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	3/3						3/3	Met
L5	Safety Plan	L	1/1						1/1	Met
Ⓟ L6	Evacuation	L	1/1						1/1	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	3/3						3/3	Met
L9	Safe use of equipment	L	1/1						1/1	Met
Ⓟ L11	Required inspections	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Ⓟ L12	Smoke detectors	L	1/1						1/1	Met
Ⓟ L13	Clean location	L	1/1						1/1	Met
L14	Site in good repair	L	1/1						1/1	Met
L15	Hot water	L	1/1						1/1	Met
L16	Accessibility	L	1/1						1/1	Met
L17	Egress at grade	L	1/1						1/1	Met
L18	Above grade egress	L	1/1						1/1	Met
L20	Exit doors	L	1/1						1/1	Met
L21	Safe electrical equipment	L	1/1						1/1	Met
L22	Clean appliances	L	1/1						1/1	Met
L23	Egress door locks	L	1/1						1/1	Met
L25	Dangerous substances	L	1/1						1/1	Met
L26	Walkway safety	L	1/1						1/1	Met
L28	Flammables	L	1/1						1/1	Met
L29	Rubbish /combustibles	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L30	Protective railings	L	1/1						1/1	Met
L31	Communication method	I	3/3						3/3	Met
L32	Verbal & written	I	3/3						3/3	Met
L33	Physical exam	I	3/3						3/3	Met
L34	Dental exam	I	3/3						3/3	Met
L35	Preventive screenings	I	3/3						3/3	Met
L36	Recommended tests	I	3/3						3/3	Met
L37	Prompt treatment	I	3/3						3/3	Met
Ⓟ L38	Physician's orders	I	3/3						3/3	Met
L40	Nutritional food	L	1/1						1/1	Met
L41	Healthy diet	L	1/1						1/1	Met
L42	Physical activity	L	1/1						1/1	Met
L43	Health Care Record	I	2/3						2/3	Not Met (66.67%)
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Ⓜ L46	Med. Administration	I	2/2						2/2	Met
L47	Self medication	I	3/3						3/3	Met
L49	Informed of human rights	I	3/3						3/3	Met
L50	Respectful Comm.	L	1/1						1/1	Met
L51	Possessions	I	3/3						3/3	Met
L52	Phone calls	I	3/3						3/3	Met
L53	Visitation	I	3/3						3/3	Met
L54	Privacy	L	1/1						1/1	Met
L67	Money mgmt. plan	I	3/3						3/3	Met
L68	Funds expenditure	I	3/3						3/3	Met
L69	Expenditure tracking	I	3/3						3/3	Met
L70	Charges for care calc.	I	3/3						3/3	Met
L71	Charges for care appeal	I	3/3						3/3	Met
L77	Unique needs training	I	3/3						3/3	Met
L80	Symptoms of illness	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L81	Medical emergency	L	1/1						1/1	Met
Ⓟ L82	Medication admin.	L	1/1						1/1	Met
L85	Supervision	L	1/1						1/1	Met
L86	Required assessments	I	2/3						2/3	Not Met (66.67%)
L87	Support strategies	I	0/3						0/3	Not Met (0%)
L88	Strategies implemented	I	2/3						2/3	Not Met (66.67%)
#Std. Met/# 58 Indicator									54/58	
Total Score									62/66	
									93.94%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		3/3	7/7	Met
L5	Safety Plan	L			1/1	1/1	Met
Ⓟ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/4		3/3	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9	Safe use of equipment	L			1/1	1/1	Met
Ⓟ L11	Required inspections	L			1/1	1/1	Met
Ⓟ L12	Smoke detectors	L			1/1	1/1	Met
Ⓟ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Clean appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	4/4		3/3	7/7	Met
L32	Verbal & written	I	4/4		3/3	7/7	Met
Ⓟ L38	Physician's orders	I	1/1		2/2	3/3	Met
Ⓟ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	4/4		3/3	7/7	Met
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	4/4		3/3	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L52	Phone calls	I	4/4		3/3	7/7	Met
L54	Privacy	L	1/1		1/1	2/2	Met
L55	Informed consent	I			2/2	2/2	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L62	Health protection review	I			1/1	1/1	Met
L73	DOL certificate	L			1/1	1/1	Met
L77	Unique needs training	I	4/4		3/3	7/7	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	3/3		3/3	6/6	Met
L87	Support strategies	I	3/3		3/3	6/6	Met
L88	Strategies implemented	I	4/4		3/3	7/7	Met
#Std. Met/# 42 Indicator						42/42	
Total Score						50/50	
						100%	

MASTER SCORE SHEET CERTIFICATION
