

Site Accreditation Report – Action for the Betterment of the Community (ABC)

Completed: October 15, 2019

Levels of Care Reviewed:

Substance Use Disorder (SUD) Services

Prevention

Outpatient Services

Review Process: Action for the Betterment of the Community was reviewed by Division of Behavioral Health staff for adherence to the Administrative Rules of South Dakota (ARSD) and Contract Attachments. The following information was derived from the on-site accreditation survey of your agency. This report includes strengths, recommendations, and citations for Plans of Corrections and results from reviewing policies and procedures, personnel and case file records, and conducting interviews with clients, administration, and agency staff.

Administrative Review Score: 97.4%

Combined Client Chart Review Score: 93.9%

Cumulative Score: 94.9%

ADMINISTRATIVE REVIEW SUMMARY

Strengths: The agency has an organized and concise policy and procedure manual. The policy and procedure manual is individualized to the agency. The agency has positive relationships with other agencies and stakeholders in the community. Staff interviewed provided positive feedback on administration reporting them to be open and supportive of staff needs.

Recommendations:

1. The agency has a policy in accordance with ARSD 67:61:06:04, related to grievance procedures. It is recommended the agency display the grievance procedure in the group rooms.

Plan of Correction: The following area will require a plan of correction to address the rules of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of these rules.

1. The contract attachment 1 requires agencies to publicize priority services for pregnant women, women with dependent children and IV users. The prioritized service needs to be documented. The agency also needs a policy for Limited English Proficient (LEP) per contract attachment 1.

CLIENT CHART REVIEW SUMMARY

Strengths: The charts were organized and easy to follow. In review of the client charts, the progress notes were detailed on what occurred during the session. The integrated assessments provided detail in the client's overall history. The treatment plans were individualized, and client driven. The clients who were interviewed shared positive feedback regarding the services they received at ABC. The clients reported the staff were inviting, non-judgmental, and understanding.

Recommendations:

1. According to ARSD 67:61:07:05, Integrated assessments shall contain the following information:
 - Living Environment or housing;
 - Past or current indications of trauma or domestic violence or both if applicable;

The agency should ensure the above required elements are addressed when assessments are completed even when one or more topic is not applicable to a client, so all elements are addressed.

Plan of Correction:

The following areas will require a plan of correction to address the rules of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of these rules.

1. According to ARSD 67:61:07:08, progress notes need to contain the following element:
 - A brief description of what the client and provider plan to work on during the next session, including work that may occur between sessions, if applicable;

The plan for next session in the progress notes at times appeared to be vague and similar throughout the chart. The plan for next session needs to be individualized to the client.

2. A transfer or discharge summary shall be completed upon termination or discontinuation of services, within five working days according to ARSD 67:61:07:10. In review of the charts, three of the three charts reviewed were not completed within the five-day timeframe.