

## **Site Accreditation Report – Lifeways, Inc.**

**Completed: October 5, 2017**

**Levels of Care Reviewed:**

**Substance Use Disorder (SUD) Services**

**Prevention**

**Outpatient Services**

**Review Process:** Lifeways, Inc. 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: 97.2%**

**Combined Client Chart Review Score: 91.1%**

**Cumulative Score: 92.7%**

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### **ADMINISTRATIVE REVIEW SUMMARY**

#### **Strengths:**

The agency provides a variety of outpatient substance use disorder treatment services as well as prevention services to the surrounding community. The agency's policy and procedure manuals are comprehensive and organized. The availability and amount of outside training, to all employees, was emphasized and appreciated by all staff. Staff continuously commented on how open the agency was on accepting changes and implementing them in a timely manner. It was noted by the Division the amount of community involvement that this agency does in regards to prevention and education. The personnel charts were organized and easy to process through. The administration team was receptive to feedback and technical assistance from the Division.

#### **Recommendations:**

1. According to ARSD 67:61:04:09, the agency shall post the hours of operation to the general public in a prominent place on the premises.

#### **Plan of Correction:**

1. Per contract attachment 1, develop a policy and procedure stating the agency publicizes priority services for pregnant women, women with dependent children, and IV drug users and maintains a record of the programming/outreach services.

## **CLIENT CHART REVIEW SUMMARY**

### **Strengths:**

The integrated assessments are organized, concise, and easy to read. The agency fully embraces the strengths of each client and it shows, in detail, throughout the client's chart. The mental health statuses on all charts were detailed thoroughly and referrals were processed as needed to outside agencies.

### **Recommendations:**

1. In review of the client's integrated assessments, at least one or more of the assessments were missing the following requirements in ARSD 67:61:07:05:
  - Past or current indications of trauma, domestic violence, or both if applicable
  - Behavioral observations or mental status including affect and mood congruent of any delusions and/or hallucinations
  - Clinical supervisor's signature, credentials, and date in cases where the staff does not have the education and training to make a diagnosis.

The agency should ensure all required elements are addressed when assessments are completed even when one or more topic is not applicable to a particular client, so it is clear that all elements were assessed.

2. According to ARSD 67:61:07:06 Level 1.0 Treatment Plans should include measurable objectives or methods leading to the completion of short-term goals including time frames for the anticipated dates of achievements.
3. According to ARSD 67:61:07:08 progress notes should be individualized to the client.

### **Plan of Correction:**

1. All Financial Eligibility and Means testing forms should be for the current year. The forms used in the client charts were from 2015.
2. In review of Level 1.0 progress notes all elements required per ARSD 67:61:07:08 need to be clearly identified. It was found the following were missing:
  - Client unique identification
  - Service activity code or title describing the service code or both
  - Units of service