NEW MEXICO
Department of Health
Division of Health Improvement

MICHELLE LUJAN GRISHAM
Governor

PATRICK M. ALLEN
Cabinet Secretary

Date:	May 20, 2024
To:	Emad Elmaoued, Director
Provider:	ADID Care INC
Address:	5115 Copper Avenue NE
State/Zip:	Albuquerque, New Mexico 87408
E-mail Address:	emad@adidcare.com
Region:	Metro and Northeast
Routine Survey:	October 16 - 27, 2023
Verification Survey:	April 29 – May 9, 2024
Program Surveyed:	Developmental Disabilities Waiver
Service Surveyed:	Supported Living, Family Living, Customized In-Home Supports, Customized Community Supports
Survey Type:	Verification
Team Leader:	Ashley Gueths, BACJ, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau
Team Members:	Wolf Krusemark, BFA, Healthcare Surveyor Supervisor, Division of Health Improvement/Quality Management Bureau

Dear Mr. Emad Elmaoued,

The Division of Health Improvement/Quality Management Bureau has completed a Verification survey of the services identified above. The purpose of the survey was to determine compliance with your Plan of Correction submitted to DHI regarding the *Routine Survey on October 16 - 27, 2023.*

The Division of Health Improvement, Quality Management Bureau has determined your agency is in:

Partial Compliance with Standard Level Tags and Conditions of Participation Level Tags: This determination is based on noncompliance with one to five (1 – 5) Condition of Participation Level Tags *(refer to Attachment D for details)*. The attached QMB Report of Findings indicates Standard Level and Condition of Participation Level deficiencies identified and requires completion and implementation of a Plan of Correction.

The following tags are identified as Condition of Participation Level:

- Tag # 1A09 Medication Delivery Routine Medication Administration ***(New / Repeat Findings)***

The following tags are identified as Standard Level:

- Tag # 1A20 Direct Support Professional Training ***(New / Repeat Findings)***

However, due to the new/repeat deficiencies your agency will be required to contact your DDSD Regional Office for technical assistance and follow up and complete the Plan of Correction document attached at the end of this report. Please respond to the Plan of Correction Coordinator within 10 business days of receipt of this letter.

Plan of Correction:
The attached Report of Findings identifies the new/repeat Standard Level deficiencies found during your agency's verification compliance review. You are required to complete and implement a Plan of Correction. Your agency has a total of 10 business days from the receipt of this letter to submit the Plan of Correction (POC). The POC must include the following:

1. Evidence your agency has contacted your DDSD Regional Office for technical assistance;
2. A Plan of Correction detailing Corrective Action for any new/repeat deficiencies and Quality Assurance/Quality Improvement processes to prevent your agency from receiving deficiencies in the future;
3. Upon notification that your POC has been approved, you will have 3 days to submit documents verifying that all deficiencies have been corrected and evidence of the ongoing Quality Assurance/Quality Improvement (QA/QI) processes.

Submission of your Plan of Correction:
Please submit your agency's Plan of using the format at the end of this report within 10 business days of receipt of this letter to the parties below:

1. **Quality Management Bureau, Monica Valdez, Plan of Correction Coordinator**
   MonicaE.Valdez@doh.nm.gov

2. **Developmental Disabilities Supports Division Regional Office for region of service surveyed**

Please submit documents electronically within 3 business days of the POC being approved according to the following: If the documents do not contain protected Health information (PHI) then you may submit your documents electronically scanned and attached to the POC Coordinator at MonicaE.Valdez@doh.nm.gov . If documents contain PHI **do not** submit PHI directly to the State email account. *You may submit PHI **only** when **replying** to a **secure** email received from the State email account*. When possible, please submit requested documentation using a "zipped/compressed" file to reduce file size. You may also submit documents via S-Comm (Therap), or another electronic format, i.e. flash drive.

Failure to submit your POC and documents within the allotted timeframes may result in the imposition of a $200 per day Civil Monetary Penalty until it is received, completed and/or implemented.

Please contact the Plan of Correction Coordinator, Monica Valdez at 505-273-1930 or MonicaE.Valdez@doh.nm.gov if you have questions about the survey or the report. Thank you for your cooperation and for the work you perform.

Sincerely,

Ashley Gueths, BACJ

Ashley Gueths, BACJ
Team Lead/Healthcare Surveyor
Division of Health Improvement
Quality Management Bureau

Survey Process Employed:

Administrative Review Start Date:	April 29, 2024
Contact:	**ADID Care INC.** Emad Elmaoued, Director **DOH/DHI/QMB** Ashley Gueths, BACJ, Team Lead/Healthcare Surveyor
Entrance Conference Date:	April 29, 2024
Present:	**ADID Care INC.** Emad Elmaoued, Director **DOH/DHI/QMB** Ashley Gueths, BACJ, Team Lead/Healthcare Surveyor
Exit Conference Date:	May 9, 2024
Present:	**ADID Care INC.** Emad Elmaoued, Director **DOH/DHI/QMB** Ashley Gueths, BACJ, Team Lead/Healthcare Surveyor Wolf Krusemark, BFA, Healthcare Surveyor Supervisor
Administrative Locations Visited:	0 *(Administrative portion of survey completed remotely)*
Total Survey Sample Size:	21 12 - Supported Living 7 - Family Living 2 - Customized In-Home Supports 9 - Customized Community Supports
Persons Served Records Reviewed	21
Direct Support Professional Interviewed during Routine Survey	23
Direct Support Professional Records Reviewed	176
Substitute Care/Respite Personnel Records Reviewed	4
Service Coordinator Records Reviewed	3
Administrative Interview completed during Routine Survey	1
Nurse Interview completed during Routine Survey	1

Administrative Processes and Records Reviewed:

- Medicaid Billing/Reimbursement Records for all Services Provided

- Accreditation Records
- Oversight of Individual Funds
- Individual Medical and Program Case Files, including, but not limited to:
    - Individual Service Plans
    - Progress on Identified Outcomes
    - Healthcare Plans
    - Medical Emergency Response Plans
    - Medication Administration Records
    - Physician Orders
    - Therapy Evaluations and Plans
    - Healthcare Documentation Regarding Appointments and Required Follow-Up
    - Other Required Health Information
- Internal Incident Management Reports and System Process / General Events Reports
- Personnel Files, including nursing and subcontracted staff
- Staff Training Records, Including Competency Interviews with Staff
- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Human Rights Committee Notes and Meeting Minutes
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement
DOH - Developmental Disabilities Supports Division
DOH - Office of Internal Audit
HSD - Medical Assistance Division

Attachment B

Department of Health, Division of Health Improvement
QMB Determination of Compliance Process

The Division of Health Improvement, Quality Management Bureau (QMB) surveys compliance of the Developmental Disabilities Waiver (DDW) standards and other state and federal regulations. For the purpose of the LCA / CI survey the CMS waiver assurances have been grouped into four (4) Service Domains: Plan of Care (ISP Implementation); Qualified Providers; Health, Welfare and Safety; and Administrative Oversight (note that Administrative Oversight listed in this document is not the same as the CMS assurance of Administrative Authority. Used in this context it is related to the agency's operational policies and procedures, Quality Assurance system and Medicaid billing and reimbursement processes.)

The QMB Determination of Compliance process is based on provider compliance or non-compliance with standards and regulations identified during the on-site survey process and as reported in the QMB Report of Findings. All areas reviewed by QMB have been agreed to by DDSD and DHI/QMB and are reflective of CMS requirements. All deficiencies (non-compliance with standards and regulations) are identified and cited as either a Standard level deficiency or a Condition of Participation level deficiency in the QMB Reports of Findings. All deficiencies require corrective action when non-compliance is identified.

Each deficiency in your Report of Findings has been predetermined to be a Standard Level Deficiency, a Condition of Participation Level Deficiency, if below 85% compliance or a non-negotiable Condition of Participation Level Deficiency. Your Agency's overall Compliance Determination is based on a Scope and Severity Scale which takes into account the number of Standard and Condition Level Tags cited as well as the percentage of Individuals affected in the sample.

Conditions of Participation (CoPs)

CoPs are based on the Centers for Medicare and Medicaid Services, Home and Community-Based Waiver required assurances, in addition to the New Mexico Developmental Disability Waiver (DDW) Service Standards. The Division of Health Improvement (DHI), in conjunction with the Developmental Disability Support Division (DDSD), has identified certain deficiencies that have the potential to be a Condition of Participation Level, if the tag falls below 85% compliance based on the number of people affected. Additionally, there are what are called non-negotiable Conditions of Participation, regardless if one person or multiple people are affected. In this context, a CoP is defined as an essential / fundamental regulation or standard, which when out of compliance directly affects the health and welfare of the Individuals served. If no deficiencies within a Tag are at the level of a CoP, it is cited as a Standard Level Deficiency.

Service Domains and CoPs for Living Care Arrangements and Community Inclusion are as follows:

Service Domain: Service Plan: ISP Implementation - *Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.*

Potential Condition of Participation Level Tags, if compliance is below 85%:

- **1A08.3 –** Administrative Case File: Individual Service Plan / ISP Components
- **1A32 –** Administrative Case File: Individual Service Plan Implementation
- **LS14 –** Residential Service Delivery Site Case File (ISP and Healthcare Requirements)
- **IS14 –** CCS / CIES Service Delivery Site Case File (ISP and Healthcare Requirements)

Service Domain: Qualified Providers - *The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.*

Potential Condition of Participation Level Tags, if compliance is below 85%:

- **1A20 -** Direct Support Professional Training
- **1A22 -** Agency Personnel Competency

- **1A37 –** Individual Specific Training

Non-Negotiable Condition of Participation Level Tags (one or more Individuals are cited):
- **1A25.1 –** Caregiver Criminal History Screening
- **1A26.1 –** Consolidated On-line Registry Employee Abuse Registry

Service Domain: Health, Welfare and Safety - *The State, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.*

Potential Condition of Participation Level Tags, if compliance is below 85%:
- **1A08.2 –** Administrative Case File: Healthcare Requirements & Follow-up
- **1A09 –** Medication Delivery Routine Medication Administration
- **1A09.1 –** Medication Delivery PRN Medication Administration
- **1A15.2 –** Administrative Case File: Healthcare Documentation (Therap and Required Plans)

Non-Negotiable Condition of Participation Level Tags (one or more Individuals are cited):
- **1A05 –** General Requirements / Agency Policy and Procedure Requirements
- **1A07 –** Social Security Income (SSI) Payments
- **1A09.2 –** Medication Delivery Nurse Approval for PRN Medication
- **1A15 –** Healthcare Coordination - Nurse Availability / Knowledge
- **1A31 –** Client Rights/Human Rights
- **LS25.1 –** Residential Reqts. (Physical Environment - Supported Living / Family Living / Intensive Medical Living)

Attachment C

Guidelines for the Provider
Informal Reconsideration of Finding (IRF) Process

Introduction:
Throughout the QMB Survey process, surveyors are openly communicating with providers. Open communication means surveyors have clarified issues and/or requested missing information before completing the review through the use of the signed/dated "Document Request," or "Administrative Needs," etc. forms. Regardless, there may still be instances where the provider disagrees with a specific finding. Providers may use the following process to informally dispute a finding.

Instructions:
1. The Informal Reconsideration of the Finding (IRF) request must be received in writing to the QMB Bureau Chief **within 10 business days** of receipt of the final Report of Findings **(*Note: No extensions are granted for the IRF)*.**
2. The written request for an IRF *must* be completed on the QMB Request for Informal Reconsideration of Finding form available on the QMB website: Microsoft Word - IRF-QMB-Form.doc (nmhealth.org)
3. The written request for an IRF must specify in detail the request for reconsideration and why the finding is inaccurate.
4. The IRF request must include all supporting documentation or evidence.
5. If you have questions about the IRF process, email the IRF Chairperson, Valerie V. Valdez at valerie.valdez@doh.nm.gov for assistance.

The following limitations apply to the IRF process:
- The written request for an IRF and all supporting evidence must be received within 10 business days.
- Findings based on evidence requested during the survey and not provided may not be subject to reconsideration.
- The supporting documentation must be new evidence not previously reviewed or requested by the survey team.
- Providers must continue to complete their Plan of Correction during the IRF process
- Providers may not request an IRF to challenge the sampling methodology.
- Providers may not request an IRF based on disagreement with the nature of the standard or regulation.
- Providers may not request an IRF to challenge the team composition.
- Providers may not request an IRF to challenge the DHI/QMB determination of compliance or the length of their DDSD provider contract.

A Provider forfeits the right to an IRF if the request is not received within 10 business days of receiving the report and/or does not include all supporting documentation or evidence to show compliance with the standards and regulations.

The IRF Committee will review the request; the Provider will be notified in writing of the ruling; no face-to-face meeting will be conducted.

When a Provider requests that a finding be reconsidered, it does not stop or delay the Plan of Correction process. **Providers must continue to complete the Plan of Correction, including the finding in dispute regardless of the IRF status.** If a finding is removed or modified, it will be noted and removed or modified from the Report of Findings. It should be noted that in some cases a Plan of Correction may be completed prior to the IRF process being completed. The provider will be notified in writing on the decisions of the IRF committee.

Attachment D

QMB Determinations of Compliance

Compliance:

The QMB determination of *Compliance* indicates that a provider has either no deficiencies found during a survey or that no deficiencies at the Condition of Participation Level were found. The agency has obtained a level of compliance such that there is a minimal potential for harm to individuals' health and safety. To qualify for a determination of *Compliance*, the provider must have received no Conditions of Participation Level Deficiencies and have a minimal number of Individuals on the sample affected by the findings indicated in the Standards Level Tags.

Partial-Compliance with Standard Level Tags:

The QMB determination of *Partial-Compliance with Standard Level Tags* indicates that a provider is in compliance with all Condition of Participation Level deficiencies but is out of compliance with a certain percentage of Standard Level deficiencies. This partial-compliance, if not corrected, may result in a negative outcome or the potential for more than minimal harm to individuals' health and safety. There are two ways to receive a determination of Partial Compliance with Standard Level Tags:

1. Your Report of Findings includes 16 or fewer Standards Level Tags with between 75% and 100% of the survey sample affected in any tag.

2. Your Report of Findings includes 17 or more Standard Level Tags with between 50% to 74% of the survey sample affected in any tag.

Partial-Compliance with Standard Level Tags and Condition of Participation Level Tags:

The QMB determination of *Partial-Compliance with Standard Level Tags and Condition of Participation Level Tags* indicates that a provider is out of compliance with one to five (1 – 5) Condition of Participation Level Tags. This partial-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety.

Non-Compliance:

The QMB determination of *Non-Compliance* indicates a provider is significantly out of compliance with both Standard Level deficiencies and Conditions of Participation level deficiencies. This non-compliance, if not corrected, may result in a serious negative outcome or the potential for more than minimal harm to individuals' health and safety. There are three ways an agency can receive a determination of Non-Compliance:

1. Your Report of Findings includes 17 or more total Tags with 0 to 5 Condition of Participation Level Tags with 75% to 100% of the survey sample affected in any Condition of Participation Level tag.

2. Your Report of Findings includes any amount of Standard Level Tags with 6 or more Condition of Participation Level Tags.

Compliance Determination	Weighting						
	LOW		MEDIUM			HIGH	
Total Tags:	up to 16	17 or more	up to 16	17 or more	Any Amount	17 or more	Any Amount
	and	and	and	and	And/or	and	And/or
COP Level Tags:	0 COP	0 COP	0 COP	0 COP	1 to 5 COP	0 to 5 CoPs	6 or more COP
	and	and	and	and		and	
Sample Affected:	0 to 74%	0 to 49%	75 to 100%	50 to 74%		75 to 100%	
"Non-Compliance"						**17 or more** Total Tags with **75 to 100%** of the Individuals in the sample cited in any CoP Level tag.	**Any Amount** of Standard Level Tags and **6 or more** Conditions of Participation Level Tags.
"Partial Compliance with Standard Level tags and Condition of Participation Level Tags"					**Any Amount** Standard Level Tags, plus **1 to 5** Conditions of Participation Level tags.		
"Partial Compliance with Standard Level tags"			**up to 16** Standard Level Tags with **75 to 100%** of the individuals in the sample cited in any tag.	**17 or more** Standard Level Tags with **50 to 74%** of the individuals in the sample cited any tag.			
"Compliance"	**Up to 16** Standard Level Tags with **0 to 74%** of the individuals in the sample cited in any tag.	**17 or more** Standard Level Tags with **0 to 49%** of the individuals in the sample cited in any tag.					

Agency: **ADID Care INC - Metro and Northeast Regions**
Program: Developmental Disabilities Waiver
Service: Supported Living, Family Living, Customized In-Home Supports, Customized Community Supports
Survey Type: Verification
Routine Survey: **October 16 – 27, 2023**
Verification Survey: **April 29 – May 9, 2024**

Standard of Care	Routine Survey Deficiencies October 16 – 27, 2023	Verification Survey New and Repeat Deficiencies April 29 – May 9, 2024
Service Domain: Qualified Providers – *The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.*		
Tag # 1A20 Direct Support Professional Training	**Condition of Participation Level Deficiency**	**Standard Level Deficiency**
Developmental Disabilities Waiver Service Standards Eff 11/1/2021 **Chapter 17 Training Requirements: 17.1 Training Requirements for Direct Support Professional and Direct Support Supervisors:** Direct Support Professional (DSP) and Direct Support Supervisors (DSS) include staff and contractors from agencies providing the following services: Supported Living, Family Living, CIHS, IMLS, CCS, CIE and Crisis Supports. 1. DSP/DSS must successfully complete within 30 calendar days of hire and prior to working alone with a person in service: a. Complete IST requirements in accordance with the specifications described in the ISP of each person supported and as outlined in Chapter 17.9 Individual Specific Training below. b. Complete DDSD training in standards precautions located in the New Mexico Waiver Training Hub. c. Complete and maintain certification in First Aid and CPR. The training materials shall meet OSHA requirements/guidelines. d. Complete relevant training in accordance with OSHA requirements (if job involves exposure to hazardous chemicals). e. Become certified in a DDSD-approved system of crisis prevention and intervention (e.g., MANDT, Handle with Care, Crisis Prevention and Intervention (CPI)) before using Emergency Physical Restraint (EPR). Agency DSP and DSS shall maintain certification in a	After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur. Based on record review, the Agency did not ensure Orientation and Training requirements were met for 54 of 99 Direct Support Professional, Direct Support Supervisory Personnel and / or Service Coordinators. Review of Agency training records found no evidence of the following required DOH/DDSD trainings being completed: **First Aid:** • Not Found (#518, 523, 534, 544, 558, 567, 568, 569, 573, 574, 576, 578, 586, 588, 590, 591, 592) • Expired (#575, 580, 589) **CPR:** • Not Found (#518, 523, 533, 544, 558, 564, 567, 568, 569, 572, 573, 574, 576, 578, 586, 588, 590, 591, 592) • Expired (#575, 580, 589,) **Assisting with Medication Delivery:** • Not Found (#513, 515, 517, 518, 520, 522, 523, 524, 527, 532, 534, 536, 539, 541, 543, 547, 555, 558, 562, 567, 575, 581, 589, 599)	**New / Repeat Findings:** Based on record review, the Agency did not ensure Orientation and Training requirements were met for 11 of 179 Direct Support Professional, Direct Support Supervisory Personnel and / or Service Coordinators. Review of Agency training records found no evidence of the following required DOH/DDSD trainings being completed: **Assisting with Medication Delivery:** • Not Found (#564, 565, 567, 568, 569, 572, 573, 581, 586, 589, 591) (*Note: During survey, agency did not provide evidence of retraining for DSPs cited during the routine survey for expired AWMD training.)*

DDSD-approved system if any person they support has a BCIP that includes the use of EPR. f. Complete and maintain certification in a DDSD-approved Assistance with Medication Delivery (AWMD) course if required to assist with medication delivery. g. Complete DDSD training regarding the HIPAA located in the New Mexico Waiver Training Hub. **17.1.13 Training Requirements for Service Coordinators (SC):** Service Coordinators (SCs) refer to staff at agencies providing the following services: Supported Living, Family Living, Customized In-home Supports, Intensive Medical Living, Customized Community Supports, Community Integrated Employment, and Crisis Supports. 1. A SC must successfully complete within 30 calendar days of hire and prior to working alone with a person in service: a. Complete IST requirements in accordance with the specifications described in the ISP of each person supported, and as outlined in the Chapter 17.10 Individual-Specific Training below. b. Complete DDSD training in standard precautions located in the New Mexico Waiver Training Hub. c. Complete and maintain certification in First Aid and CPR. The training materials shall meet OSHA requirements/guidelines. d. Complete relevant training in accordance with OSHA requirements (if job involves exposure to hazardous chemicals). e. Become certified in a DDSD-approved system of crisis prevention and intervention (e.g., MANDT, Handle with Care, CPI) before using emergency physical restraint. Agency SC shall maintain certification in a DDSD-approved system if a person they support has a Behavioral Crisis Intervention Plan that includes the use of emergency physical	• Expired (#504, 507, 529, 533, 535, 550, 554, 564, 565, 568, 569, 572, 573, 574, 576, 577, 579, 585, 586, 588, 591, 600, 601,)	

restraint. f. Complete and maintain certification in AWMD if required to assist with medications. g. Complete DDSD training regarding HIPAA located in the New Mexico Waiver Training Hub.		

Standard of Care	Routine Survey Deficiencies October 16 – 27, 2023	Verification Survey New and Repeat Deficiencies April 29 – May 9, 2024
Service Domain: Health and Welfare – *The state, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.*		
Tag # 1A09 Medication Delivery Routine Medication Administration	**Condition of Participation Level Deficiency**	**Condition of Participation Level Deficiency**
Developmental Disabilities Waiver Service Standards Eff 11/1/2021 **Chapter 10 Living Care Arrangements (LCA): 10.3.5 Medication Assessment and Delivery:** Living Supports Provider Agencies must support and comply with: 1. the processes identified in the DDSD AWMD training; 2. the nursing and DSP functions identified in the Chapter 13.3 Adult Nursing Services; 3. all Board of Pharmacy regulations as noted in Chapter 16.5 Board of Pharmacy; and 4. documentation requirements in a Medication Administration Record (MAR) as described in Chapter 20 20.6 Medication Administration Record (MAR) **Chapter 20 Provider Documentation and Client Records: 20.6 Medication Administration Record (MAR):** Administration of medications apply to all provider agencies of the following services: living supports, customized community supports, community integrated employment, intensive medical living supports. 1. Primary and secondary provider agencies are to utilize the Medication Administration Record (MAR) online in Therap. 2. Providers have until November 1, 2022, to have a current Electronic Medication Administration Record online in Therap in all settings where medications or treatments are delivered. 3. Family Living Providers may opt not to use MARs if they are the **sole** provider who supports the person and are related by affinity or consanguinity. However, if there are services provided by unrelated DSP, ANS for Medication Oversight must be budgeted, a MAR online in Therap must be created and used by the DSP.	After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur. Medication Administration Records (MAR) were reviewed for the months of September and October 2023. Based on record review, 9 of 15 individuals had Medication Administration Records (MAR), which contained missing medications entries and/or other errors: Individual #2 October 2023 No Physician's Orders were found for medications listed on the Medication Administration Records for the following medications: • Cyanocobalamin 1000mg • Trintellix 10 mg • Vitamin B12 1000mg • Zinc 50 mg Individual #4 September 2023 As indicated by the Medication Administration Records the individual is to take Mirtazapine 7.5 mg (1 time daily). According to the Physician's Orders, Mirtazapine 15mg is to be taken 1 time daily Medication Administration Record and Physician's Orders do not match. Individual #6 September 2023	**New / Repeat Findings:** After an analysis of the evidence, it has been determined there is a significant potential for a negative outcome to occur. Medication Administration Records (MAR) were reviewed for the month of March 2024. Based on record review, 5 of 13 individuals had Medication Administration Records (MAR), which contained missing medications entries and/or other errors: Individual #2 March 2024 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Acebutolol 400mg (2 times daily) - Blank 3/30 (8:00 AM), 3/31 (8:00 PM) • Aspirin 81mg (1 time daily) - Blank 3/30 (8:00 AM) • Atorvastatin 40mg (1 time daily) - Blank 3/31 (8:00 PM) • Clozapine 25mg (1 time daily) - Blank 3/30 (8:00 AM) • Clozapine 25mg (2 times daily) - Blank 3/31 (8:00 PM) • Cyanocobalamin 1000mg (1 time monthly) - Blank 3/1 - 31

4. Provider Agencies must configure and use the MAR when assisting with medication.
5. Provider Agencies Continually communicate any changes about medications and treatments between Provider Agencies to assure health and safety.
6. Provider agencies must include the following on the MAR:
   a. The name of the person, a transcription of the physician's or licensed health care provider's orders including the brand and generic names for all ordered routine and PRN medications or treatments, and the diagnoses for which the medications or treatments are prescribed.
   b. The prescribed dosage, frequency and method or route of administration; times and dates of administration for all ordered routine and PRN medications and other treatments; all over the counter (OTC) or "comfort" medications or treatments; all self-selected herbal preparation approved by the prescriber, and/or vitamin therapy approved by prescriber.
   c. Documentation of all time limited or discontinued medications or treatments.
   d. The initials of the person administering or assisting with medication delivery.
   e. Documentation of refused, missed, or held medications or treatments.
   f. Documentation of any allergic reaction that occurred due to medication or treatments.
   g. For PRN medications or treatments including all physician approved over the counter medications and herbal or other supplements:
      i. instructions for the use of the PRN medication or treatment which must include observable signs/symptoms or circumstances in which the medication or treatment is to be used and the number of doses that may be used in a 24-hour period;
      ii. clear follow-up detailed documentation that the DSP contacted the agency nurse prior to assisting with the medication or treatment; and

Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Adapalene 0.1% (1 time daily) – Blank 9/30 (8:00 PM)
- Fungi-nail pen (1 time daily) – Blank 9/30 (8:00 PM)
- Panoxyl 10% (1 time daily) – Blank 9/30 (8:00 PM)
- Risperidone 0.25mg (1 time daily) – Blank 9/30 (8:00 PM)
- Risperidone 0.5mg (1 time daily) – Blank 9/30 (8:00 PM)

Individual #7
September 2023

Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Docusate Sodium 100 mg (2 times daily) – Blank 9/29 (8:00 PM)
- Famotidine 20mg (2 times daily) – Blank 9/29 (8:00 PM)
- Topiramate 25mg (1 time daily) - Blank 9/29 (8:00 PM)
- Trazodone HCL 100mg (1 time daily) – Blank 9/29 (8:00 PM)

As indicated by the Medication Administration Records the individual is to take Alive Women's Gummy Vitamin 120mcg-37.5mg (1 time daily). According to the Physician's Orders, Alive Women's Gummy Vitamin 200mcg-37.5mg is to be taken 1 time daily. Medication Administration Record and Physician's Orders do not match.

- Docusate 100mg (2 times daily) - Blank 3/30 (8:00 AM), 3/31 (8:00 PM)
- Lamotrigine 200mg (2 times daily) - Blank 3/30 (8:00 AM), 3/31 (8:00 PM)
- Lithium Carbonate 300mg (2 times daily) - Blank 3/31 (8:00 PM)
- Naltrexone 50 mg (2 times daily) - Blank 3/30 (8:00 AM), 3/31 (8:00 PM)
- Ramelteon 8mg (1 time daily) – Blank 3/31(8:00 PM)
- Trintellix 10 mg (1 time daily) - Blank 3/31 (8:00 PM)
- Vitamin B-12 (1 time daily) – Blank 3/30 (8:00 AM)
- Vitamin C 500mg (3 times daily) - 3/30 (8:00 AM), 3/28, 31 (8:00 PM)

Individual #6
March 2024

Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Fungi Nail Pen (1 time daily) - Blank 3/31 (8:00 AM)
- Risperidone .05mg (1 time daily) - Blank 3/31 (8:00 PM)

Individual #7
March 2024

Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Docusate Sodium 100mg (2 times daily) - Blank 3/31 (8:00 PM)

iii. documentation of the effectiveness of the PRN medication or treatment.

NMAC 16.19.11.8 MINIMUM STANDARDS:
A. MINIMUM STANDARDS FOR THE DISTRIBUTION, STORAGE, HANDLING AND RECORD KEEPING OF DRUGS:
(d) The facility shall have a Medication Administration Record (MAR) documenting medication administered to residents, **including over-the-counter medications.** This documentation shall include:

(i) Name of resident;
(ii) Date given;
(iii) Drug product name;
(iv) Dosage and form;
(v) Strength of drug;
(vi) Route of administration;
(vii) How often medication is to be taken;
(viii) Time taken and staff initials;
(ix) Dates when the medication is discontinued or changed;
(x) The name and initials of all staff administering medications.

Model Custodial Procedure Manual
D. Administration of Drugs
Unless otherwise stated by practitioner, patients will not be allowed to administer their own medications.
Document the practitioner's order authorizing the self-administration of medications.

All PRN (As needed) medications shall have complete detail instructions regarding the administering of the medication. This shall include:

- symptoms that indicate the use of the medication,
- exact dosage to be used, and
- the exact amount to be used in a 24-hour period.

As indicated by the Medication Administration Records the individual is to take Levonorgestrel-Eth Estradiol 200mg (1 time daily). According to the Physician's Orders, Levonorgestrel-Eth Estradiol 0.1-20mg-mcg tablet to be taken 1 time daily. Medication Administration Record and Physician's Orders do not match.

October 2023
Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Propranolol HCL 10 mg Tablet (3 times daily) – Blank 10/15, 16 (12:00 pm)

Individual #8
September 2023
As indicated by the Medication Administration Records the individual is to take Levothyroxine Sodium 50mcg (1 time daily on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday). According to the Physician's Orders, Levothyroxine Sodium 50mcg is to be taken 1 time daily. Medication Administration Record and Physician's Orders do not match.

No Physician's Orders were found for medications listed on the Medication Administration Records for the following medications:

- Levothyroxine Sodium 25 mcg Tablet (Every Sunday)

Individual #12
September 2023
No Physician's Orders were found for medications listed on the Medication Administration Records for the following medications:

- Digest Plus
- Multivitamin Powder
- Natural Calm Powder
- Famotidine 20mg (2 times daily) - Blank 3/31 (8:00 PM)
- Propranolol HCL 10mg (3 times daily) – Blank 3/31 (12:00 PM and 8:00 PM)
- Topiramate 25mg (1 time daily) - Blank 3/31 (8:00 PM)
- Trazodone HCL 100mg (1 time daily) - Blank 3/31 (8:00 PM)

Individual #8
March 2024
Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Xarelto 20mg (1 time daily) - Blank entries: 3/18 - 23, 25, 26, 27 (8:00PM)

Individual #18
March 2024
Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries:

- Baclofen 20mg (1 time daily) – Blank 3/30 (8:00 AM)
- Cyclobenzaprine HCL (1 time daily) - Blank 3/31 (8:00 PM)
- Ofloxacin 0.3% (1 time daily) - Blank 3/30 (8:00 AM)
- Trazodone HCL 50.0 mg (1 time daily) - Blank 3/31 (8:00 PM)
- Vitamin D3 50mcg (1 time daily) - Blank 3/30 (8:00 AM)

	October 2023 As indicated by the Medication Administration Records the individual is to take Fish Oil 1,000 mg Capsule (2 times daily). According to the Medication Label / Package, Fish Oil 700mg is to be taken 2 times daily. Medication Administration Record and the Medication Label / Package do not match. Individual #18 September 2023 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Baclofen 20mg (1 time daily) – Blank 9/25, 30 (8:00 AM) • Cyclobenzaprine HCL 10mg, (1 time daily) – Blank 9/29, 30 (8:00 PM) • Vitamin D3 50mcg, (1 time daily) - Blank 9/30 (8:00 AM) Individual #21 September 2023 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Clotrimazole 1% (2 times daily) – Blank 9/30 (8:00 PM) • Diaper Rash Cream (3 times daily) – Blank 9/30 (8:00 PM) • Gabapentin (Neurontin) 600mg (1 time daily) – Blank 9/30 (8:00 PM) • Hydrocortisone 2.5% (2 times daily) – Blank 9/30 (8:00 PM) • Midodrine HCL 5mg (3 times daily) – Blank 9/30 (8:00 PM)	

	• Nystop Topical Powder (4 times daily) – Blank 9/28, 30 (8:00 PM) • Potassium Chloride 10 MEQ (2 times daily) – Blank 9/30 (8:00 PM) • Trazodone HCL 100 MG (1 time daily) – Blank 9/30 (8:00 PM) No Physician's Orders were found for medications listed on the Medication Administration Records for the following medications: • Furosemide 40mg (1 time daily) Individual #24 September 2023 Medication Administration Records contained missing entries. No documentation found indicating reason for missing entries: • Lamotrigine 25mg tablet (2 times daily) – Blank 9/29 (8:00 PM) • Oxcarbazepine 300mg/5 ml suspension (2 times daily) – Blank 9/29 (8:00 PM) • Quetiapine Fumarate 50mg tablet (1 time daily) – Blank 9/29 (8:00 PM)	

Standard of Care	Routine Survey Deficiencies October 16 – 27, 2023	Verification Survey New and Repeat Deficiencies April 29 – May 9, 2024
Service Domain: Service Plans: ISP Implementation - *Services are delivered in accordance with the service plan, including type, scope, amount, duration and frequency specified in the service plan.*		
Tag # 1A08 Administrative Case File (Other Required Documents)	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A08.1 Administrative and Residential Case File: Progress Notes	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A08.3 Administrative Case File: Individual Service Plan / ISP Components	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag # 1A32 Administrative Case File: Individual Service Plan Implementation	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A32.1 Administrative Case File: Individual Service Plan Implementation *(Not Completed at Frequency)*	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A32.2 Individual Service Plan Implementation (Residential Implementation)	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A38 Living Care Arrangement / Community Inclusion Reporting Requirements	**Standard Level Deficiency**	**COMPLETE**
Tag # IS12 Person Centered Assessment (Community Inclusion)	**Standard Level Deficiency**	**COMPLETE**
Tag # LS14 Residential Service Delivery Site Case File (ISP and Healthcare Requirements)	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag # LS14.1 Residential Service Delivery Site Case File (Other Req. Documentation)	**Standard Level Deficiency**	**COMPLETE**
Service Domain: Qualified Providers – *The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements. The State implements its policies and procedures for verifying that provider training is conducted in accordance with State requirements and the approved waiver.*		
Tag # 1A22 Agency Personnel Competency	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag # 1A37 Individual Specific Training	**Standard Level Deficiency**	**COMPLETE**
Service Domain: Health and Welfare – *The state, on an ongoing basis, identifies, addresses and seeks to prevent occurrences of abuse, neglect and exploitation. Individuals shall be afforded their basic human rights. The provider supports individuals to access needed healthcare services in a timely manner.*		
Tag # 1A05 General Requirements / Agency Policy and Procedure Requirements	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag #1A08.2 Administrative Case File: Healthcare Requirements & Follow-up	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag # 1A09.0 Medication Delivery Routine Medication Administration	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A09.1 Medication Delivery PRN Medication Administration	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag # 1A09.1.0 Medication Delivery PRN Medication Administration	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A09.2 Medication Delivery Nurse Approval for PRN Medication	**Condition of Participation Level Deficiency**	**COMPLETE**

Tag # 1A15.2 Administrative Case File: Healthcare Documentation (Therap and Required Plans)	**Condition of Participation Level Deficiency**	**COMPLETE**
Tag # 1A29 Complaints / Grievances Acknowledgement	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A31.2 Human Right Committee Composition	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A33 Board of Pharmacy: Med. Storage	**Standard Level Deficiency**	**COMPLETE**
Tag # 1A33.1 Board of Pharmacy - License	**Standard Level Deficiency**	**COMPLETE**
Tag # LS06 Family Living Requirements	**Standard Level Deficiency**	**COMPLETE**
Tag # LS25 Residential Health & Safety (Supported Living / Family Living / Intensive Medical Living)	**Standard Level Deficiency**	**COMPLETE**
Service Domain: Medicaid Billing/Reimbursement – *State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver.*		
Tag # IS30 Customized Community Supports Reimbursement	**Standard Level Deficiency**	**COMPLETE**
Tag # LS26 Supported Living Reimbursement	**Standard Level Deficiency**	**COMPLETE**
Tag #IH32 Customized In-Home Supports Reimbursement	**Standard Level Deficiency**	**COMPLETE**

	Verification Survey Plan of Correction, On-going QA/QI and Responsible Party	Completion Date
Tag # 1A20 **Direct Support Professional Training**	**Provider:** **State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?)***: →** **Provider:** **Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)***: →**	
Tag # 1A09 **Medication Delivery Routine Medication Administration**	**Provider:** **State your Plan of Correction for the deficiencies cited in this tag here** *(How is the deficiency going to be corrected? This can be specific to each deficiency cited or if possible an overall correction?)***: →** **Provider:** **Enter your ongoing Quality Assurance/Quality Improvement processes as it related to this tag number here** *(What is going to be done? How many individuals is this going to effect? How often will this be completed? Who is responsible? What steps will be taken if issues are found?)***: →**	

Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alex Castillo Smith, Deputy Secretary
Kathy Slater Huff, Deputy Secretary
Kyra Ochoa, Deputy Secretary

Date: June 28, 2024

To: Emad Elmaoued, Director

Provider: ADID Care INC
Address: 5115 Copper Avenue NE
State/Zip: Albuquerque, New Mexico 87408

E-mail Address: emad@adidcare.com

Region: Metro and Northeast
Routine Survey: October 16 - 27, 2023
Verification Survey: April 29 – May 9, 2024
Program Surveyed: Developmental Disabilities Waiver

Service Surveyed: Supported Living, Family Living, Customized In-Home Supports, Customized Community Supports

Survey Type: Verification

Dear Mr. Elmaoued,

The Division of Health Improvement/Quality Management Bureau has received, reviewed and approved the supporting documents you submitted for your Plan of Correction. The documents you provided verified that all previously cited survey Deficiencies have been corrected.

The Plan of Correction process is now complete.

Furthermore, your agency is now determined to be in Compliance with all Conditions of Participation.

To maintain ongoing compliance with standards and regulations, continue to use the Quality Assurance (self-auditing) processes you described in your Plan of Correction.

Consistent use of these Quality Assurance processes will enable you to identify and promptly respond to problems, enhance your service delivery, and result in fewer deficiencies cited in future QMB surveys.

Thank you for your cooperation with the Plan of Correction process, for striving to come into compliance with standards and regulations, and for helping to provide the health, safety and personal growth of the people you serve.

Sincerely,

Monica Valdez, BS

HCA - DIVISION OF HEALTH IMPROVEMENT
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Monica Valdez, BS
Healthcare Surveyor Advanced/Plan of Correction Coordinator
DHI - Quality Management Bureau

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