

**OBSERVATION GUIDE**

**This checklist only applies to individuals receiving Residential Habilitation or Adult Day Training services from a paid provider organization.**

**Date:** \_\_\_\_\_

**Provider Name:** \_\_\_\_\_

**Provider ID:** \_\_\_\_\_

**Site:** \_\_\_\_\_

Quality Focus Area	Sub-Focus Area	Areas of Observation	Yes	No	N/A
Participant-Centered Service Planning and Delivery	Participant Decision Making	<ul style="list-style-type: none"> <li>Individuals are participating in activities they chose.</li> <li>Individuals choose their routine (home, day and community).</li> <li>Staff offers a variety of options and choices to the individual.</li> <li>Individuals are given information to make an informed choice.</li> </ul>			
	Participant Direction	<ul style="list-style-type: none"> <li>Individuals are involved in conversations about themselves</li> <li>Individuals are included in all decisions about them regardless of their communication style.</li> <li>Staff listens to the person's choices and accepts the person's choices (dignity of respect).</li> <li>Staff includes the individual in all decisions regarding life activities, including daily routines.</li> </ul>			
	Service Provision	<ul style="list-style-type: none"> <li>Individual shows progress on skills or personal milestones.</li> <li>Staff supports the individual in making progress and in achieving goals/steps/milestones that are important to the person.</li> <li>Goals worked on are the goals in the person's support plan.</li> <li>Staff recognizes the individual's strengths, unique gifts and capacity.</li> </ul>			
	Responsiveness to Changing Needs	<ul style="list-style-type: none"> <li>Staff responds to any expressed needs of the person.</li> <li>Staff determines if the needs and goals of the person are being met.</li> </ul>			

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<p><b>Provider Capacity and Capabilities</b></p>	<p><b>Provider Networks and Availability</b></p>	<ul style="list-style-type: none"> <li>• Appropriate ratios are maintained according to the approved funding.</li> </ul>			
	<p><b>Provider Performance</b></p>	<ul style="list-style-type: none"> <li>• Staff renders services in an effective and efficient manner, consistent with the person’s plan.</li> </ul>			
<p><b>Participant Safeguards</b></p>	<p><b>Risk and Safety Planning</b></p>	<ul style="list-style-type: none"> <li>• Individuals do not show any signs or symptoms such as but not limited to the following:                             <ul style="list-style-type: none"> <li>○ Illness</li> <li>○ Abuse (physical, sexual, i.e.: obvious bruising, scratches, sexually acting out)</li> <li>○ Neglect</li> <li>○ Nutritional issues</li> <li>○ Adverse drug interactions/reactions (i.e.: lethargic, excessive drooling, allergic reaction, significant change in normal behavior, etc.)</li> <li>○ Inappropriate positioning</li> <li>○ Poor hygiene</li> <li>○ Dental issues</li> <li>○ Inappropriate seasonal clothing</li> <li>○ Coughing during mealtime</li> <li>○ Open sores</li> </ul> </li> <li>• Staff repositions the person if it is evident it was necessary</li> <li>• Provider has nutritional food options available (utilization of special diets per script, follows current food pyramid)</li> </ul>			

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	<b>Critical Incidents</b>	<ul style="list-style-type: none"> <li>• Staff attends to a person showing signs of illness or distress</li> <li>• Observe whether there are any safety issues such as but not limited to the following:                             <ul style="list-style-type: none"> <li>○ Individual's adaptive equipment is in good working condition</li> <li>○ Individual who needs certain supports (increased staffing, one-to-one supervision, etc.) has those supports in place per plans/protocols (ISP, behavior plan, nursing care plan, PT, OT, and/or SLP treatment plan, etc.)</li> <li>○ Individual unable to exit the home during an emergency (i.e.: fire, gas leak, etc.)</li> <li>○ Individuals protect themselves from others</li> </ul> </li> </ul>			
	<b>Housing and Environment</b>	<ul style="list-style-type: none"> <li>• Environment is observed to meet health/fire department standards.</li> <li>• Clear of infestations</li> <li>• Abuse registry number is posted and accessible</li> <li>• Exits are not blocked in case of an emergency</li> <li>• Air quality, ventilation and temperature are satisfactory – no signs of physical distress due to air quality from the person</li> </ul>			
	<b>Restrictive Interventions</b>	<ul style="list-style-type: none"> <li>• No observation of any physical, verbal, emotional abuse or exploitation</li> <li>• Provider utilizes appropriate behavioral interventions or follows an individual's behavior plan necessary to meet the needs of the individual as trained</li> <li>• No observation of rights restrictions without proper authority or approval</li> </ul>			
	<b>Medication management</b>	<ul style="list-style-type: none"> <li>• Medication is stored properly</li> <li>• Medication administered is given properly (individuals are recognized and informed this is their medication, they are told what the medication is for, and are assisted with the administration if necessary)</li> </ul>			
	<b>Natural Disasters and Other Public Emergencies</b>	<ul style="list-style-type: none"> <li>• Hurricane kits are available during the season.</li> </ul>			

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<p><b>Participant Rights and Responsibilities</b></p>	<p><b>Civic and Human Rights</b></p>	<ul style="list-style-type: none"> <li>• Individual has a room to sleep in</li> <li>• Individual has access to all areas of the home and day program (without violating someone else's privacy)</li> <li>• Individual has access to personal possessions</li> <li>• Individual has access to food and clothing</li> <li>• Individual has freedom of movement</li> <li>• Individual has privacy (some place to go at the home and day program)</li> <li>• Individual is treated with respect by staff, other individuals and supports</li> <li>• Individuals exercise rights that are important to them</li> <li>• Staff respects the individual's choice.</li> <li>• Staff supports individual's confidentiality (memos, calendars, conversation).</li> <li>• Staff respects the residence as the <b>individual's</b> home (knocks before entering the home and/or individual's rooms).</li> <li>• Staff supports privacy, and respect was demonstrated.</li> <li>• Staff supports the rights that matter most to the individual.</li> </ul>			
	<p><b>Participant Decision Making Authority</b></p>	<ul style="list-style-type: none"> <li>• Individual is offered choices</li> <li>• Individual makes choices</li> <li>• Staff respects the individual's "voice"- the individual is being acknowledged (utilizing active listening skills).</li> </ul>			
<p><b>Participant Outcomes and Satisfaction</b></p>	<p><b>Participant Satisfaction</b></p>	<ul style="list-style-type: none"> <li>• Staff looks for and recognizes any signs of dissatisfaction from the person, and addresses those.</li> </ul>			
	<p><b>Participant Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Individual is acknowledged when an accomplishment is made.</li> <li>• Staff recognizes the individual's strengths, unique gifts and capacity.</li> </ul>			
<p><b>System Performance</b></p>	<p><b>Cultural Competency</b></p>	<ul style="list-style-type: none"> <li>• Individuals are able to express cultural and ethnic preferences.</li> <li>• Staff respects the person's cultural preferences.</li> <li>• Valued social roles are supported.</li> </ul>			

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	<b>Participant and Stakeholder Involvement</b>	<ul style="list-style-type: none"><li>Individual's satisfaction is solicited.</li></ul>			

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