

September 08, 2023

Habilitation Center, Llc  
1810 Industrial Dr  
Fordyce, AR 71742-7110

The Division of Provider Services and Quality Assurance (DPSQA) of the Arkansas Department of Human Services has contracted with Arkansas Foundation for Medical Care (AFMC) to perform Inspections of Care (IOC) for Inpatient Psychiatric Services for Under 21. The Medicaid Manual for Inpatient Psychiatric Services for Under Age 21 was used in the completion of this report.

Observations and any deficiencies noted are listed below for the inspection conducted at the following service site on the following date:

**Habilitation Center, Llc**  
**Provider Medicaid ID:** [REDACTED]  
Onsite Inspection Date: September 05, 2023  
Onsite Inspection Time: 9:03a.m.

A summary of the inspection and any deficiencies noted are outlined below.

### Inspection of Care Summary

#### Facility Tour:

Upon arrival to facility, AFMC staff was promptly greeted at the entrance by a Habilitation Centers, LLC staff member and a COVID-19 screening was conducted and temperatures noted. AFMC was immediately taken to a conference room where they were met by the Chief Executive Officer and the Director of Risk Management.

A tour of the facility was completed with the Chief Executive Officer. The facility environment was extremely clean, well-organized, and appeared to be in good repair. Therapeutic groups and educational classes were in session. Staff were able to answer all questions regarding the facility. There were no areas of concern noted during the tour. All facility staff encountered during the day were exceptionally pleasant and hospitable toward AFMC staff, other facility staff, and the clients.

#### Facility Review – Policies and Procedures:

Upon review of the site's policies and procedures, there were no deficiencies noted.

#### Personnel Records – Licenses, Certifications, Training:

There were forty-eight personnel records requested; nine (27%) professional staff and thirty-nine (25%) paraprofessional staff. During the review of the personnel records, no deficiencies were noted.

#### Observations:

During the personnel record review, it was noted that the child maltreatment registry for SR014781 was dated after the onsite inspection. The registry check was dated for September 7, 2023.

### Clinical Summary

As a part of the Quality of Care survey of the IOC, an active Fee for Service (FFS) Medicaid client list was requested, client and/or guardian interviews were conducted, and a clinical record review was completed. The following is a summary of findings and noted deficiencies.

#### Client/Guardian Interviews:

There was no active FFS Medicaid clients currently admitted at the time of IOC. Therefore, no client interviews were conducted.

#### Clinical Record Review Deficiencies:

There was no active FFS Medicaid clients currently admitted at the time of IOC. Therefore, no clinical record reviews were conducted.

#### Program Activity/Service Milieu Observation:

Clients were observed in the classroom and in a group activity on one of the units in the common area. Staff were engaged with the clients and were providing a therapeutic environment.

#### Medication Pass:

No active FFS Medicaid clients received medications during a medication pass while AFMC staff was onsite. Due to the observation of non-Medicaid clients not being compliant with the HIPAA minimal necessary rule, no medication pass was observed. AFMC RN visited with the Habilitation Centers, LLC Health medication nurse who was able to show AFMC RN the facility policies and procedures regarding medication administration, narcotic count/reconciliation/handling, and medication discrepancies.

Facility nurse was able to verbalize the step-by-step process of medication delivery including the demonstration of the five rights of medication administration, documentation of medication delivery, verification of client taking medication including mouth/cheek checks, and how clients are educated about each medication. The facility nurse also verbalized the process utilized when a client refuses medications. Tour of medication room completed with the Habilitation Centers, LLC medication nurse and no discrepancies with medication storage, cleanliness of medication room, and knowledge of medication dispensing found.

Respectfully,

Inspection of Care Team  
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