

# Preparing Bridgewell for Residential State Licensing

## Bridgewell of Peabody

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### Introduction

- Bridgewell is a Massachusetts Disability and Recovery Services organization that takes a person-centered approach in its delivery of services.
- Bridgewell offers support through housing, day programs, outpatient treatment, recovery services, education and employment training throughout Eastern Massachusetts.
- Bridgewell is certified by the Commission on Accreditation of Rehabilitation Facilities (CARF) which is of the highest level of certification for this type of organization.
- Bridgewell's services are also licensed by the Massachusetts Department of Developmental Services (DDS), Department of Mental Health and Department of Public Health. (Bridgewell, 2021)

### Related Literature

- "Since the inception of the Department of Developmental Services' Licensure and Certification process in 1994, the tools and processes have periodically been revisited to refine and strengthen the system drawing upon input from individuals, families, providers, staff of the Office of Quality Enhancement and DDS, as well as a review of national trends, in the area of quality management." (Mass.gov, 2019)

### Objectives

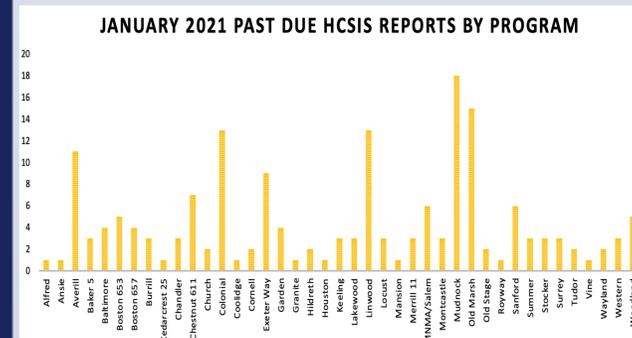
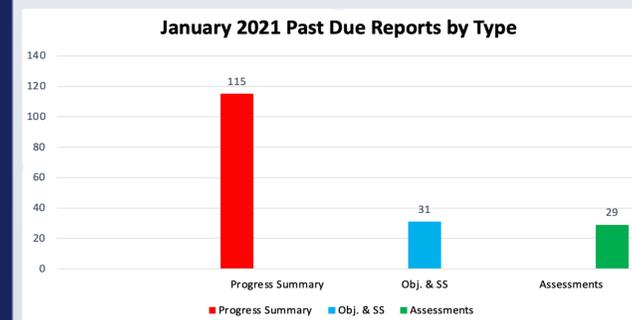
- Prepare Bridgewell for DDS Residential State Licensing and October 2021 Audit.
- Compile data from various client portals
- Sort, summarize, graph and analyze the data

### Materials and Methods

- Used eHana, a cloud-based database for electronic health records for human service organizations, to compile needed client information into the Home and Community Services Information System (HCSIS, the state of Massachusetts' Health and Human Service database) Past Due Running Log spreadsheet.
- Used the Virtual Gateway database to access late reports for the month of January for each client in the HCSIS Past Due Running Log. The Virtual Gateway database is the access point for a wide variety of programs including health care and veterans' service, disability and service programs, children programs including adolescent services and invoice management for claims and reimbursements.

### Materials and Methods

- *Late reports were analyzed based on the following criteria:*
- Type of report: Objective & Support Strategies, Progress Summaries, and Assessments
- Location of program: identified by name, address and program numbers
- The eHana database was used to reclassify and properly label client files in preparation for the October 2021 Audit. **Results**



### Conclusions

- Based on client information collected from the eHana and Virtual Gateway databases, the following conclusions could be made:
- Progress Summary reports were most often submitted to the DDS past their deadlines
- Programs with the highest number of past due reports could be identified
- By sharing this information with the residential program:
- Bridgewell is better informed to make the necessary adjustments to improve the efficiency and performance of the organization.
- Bridgewell is more prepared for DDS Residential State Licensing and the October 2021 Audit.

### Acknowledgements

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