

## Provider Performance Review Report

Provider: DC HEALTHCARE, INC.

Date(s) of PCR Review: 08/07/2012 - 08/09/2012

Services Reviewed: Residential Habilitation, Supported Living, and Supported Living Periodic.

Total # of Q/A indicators met: 216

Total # of Q/A indicators not met: 9

Scores/results from Initial Review:

Service	Person Centered Domains Score	%	Organization Score	%	Rating	Satisfaction Score	%
	# Yes/Total		# Yes/Total			# Yes/Total	
Residential Habilitation	55/56	98%	32/33	97%	Excellent	10/10	100%
All Mandatory Indicators	10/10	100%	13/13	100%			
Supported Living	90/93	97%	32/33	97%	Excellent	20/20	100%
All Mandatory Indicators	21/21	100%	13/13	100%			
Supported Living Periodic	39/43	91%	32/33	97%	Needs Improvement	10/10	100%
All Mandatory Indicators	8/9	89%	13/13	100%			

As a result of the scores above, DC HEALTHCARE, INC. received a score of 98% in Person Centered Outcomes, and a score of 100% in Mandatory indicators, and a score of 100% for Satisfaction Indicators for Residential Habilitation; a score of 97% in Person Centered Outcomes, and a score of 100% in Mandatory indicators, and a score of 100% for Satisfaction Indicators for Supported Living; and a score of 91% in Person Centered Outcomes, and a score of 89% in Mandatory indicators, and a score of 100% for Satisfaction Indicators for Supported Living Periodic.

DC HEALTHCARE, INC. received an overall score of 97%, and a score of 100% in Mandatory indicators for Organizational Outcomes.

As a result, DC HEALTHCARE, INC. received an overall rating of Excellent for Residential Habilitation, an overall rating of Excellent for Supported Living, and an overall rating of Needs Improvement for Supported Living Periodic.

Follow up required: Yes

Scores/results from the F/U review if required:

<b>Service</b>	<b>Person Centered Domains Score</b>	<b>%</b>	<b>Organization Score</b>	<b>%</b>	<b>Rating</b>	<b>Satisfaction Score</b>	<b>%</b>
	# Yes/Total		# Yes/Total			# Yes/Total	
Residential Habilitation	56/56	100%	33/33	100%		10/10	100%
All Mandatory Indicators	10/10	100%	13/13	100%			
Supported Living	93/93	100%	33/33	100%		20/20	100%
All Mandatory Indicators	21/21	100%	13/13	100%			
Supported Living Periodic	43/43	100%	33/33	100%	Satisfactory	10/10	100%
All Mandatory Indicators	9/9	100%	13/13	100%			

The results of the follow-up review indicate that DC HEALTHCARE, INC. received an overall score of 100% in Person Centered Outcomes, and a score of 100% in Mandatory indicators for Residential Habilitation; an overall score of 100% in Person Centered Outcomes, and a score of 100% in Mandatory indicators for Supported Living; and an overall score of 100% in Person Centered Outcomes, and a score of 100% in Mandatory indicators for Supported Living Periodic.

DC HEALTHCARE, INC. received an overall score of 100%, and a score of 100% in Mandatory indicators for Organizational Outcomes.

As a result, DC HEALTHCARE, INC. received an overall rating of Excellent for Residential Habilitation, an overall rating of Excellent for Supported Living, and an overall rating of Satisfactory for Supported Living Periodic.

Certification issued/dates/services

<b>Waiver Service</b>	<b>Certification Dates</b>	<b>Certification Type</b>
Residential Habilitation	08/07/2012 - 08/07/2013	Annual
Supported Living	08/07/2012 - 08/07/2013	Annual
Supported Living Periodic	08/07/2012 - 08/07/2013	Annual

Number of PCR issues requiring F/U through Issue Resolution System in MCIS: 0