

Licensing

1. **What are the requirements of Medication Technician Curricula?** *Provers must use an approved Medication Technician Curriculum. The specific requirements are described in DDSN Directive 603-13-DD.*
2. **What is Med Tech oversight?** *Documentation of Quarterly Oversight should address the review and discussion of any Medication Errors, along with any trends discovered during the review. The oversight process should identify any areas where the staff may need additional training or technical assistance in order to reduce and/or prevent medication errors. Items to note would include whether there were particular staff/shifts that need more training, any new types of medications that have been initiated for residents. These may be training/ technical assistance opportunities for staff.*
3. **How is the Medication Error Rate calculated?** *For each service location where medications are given, providers are required to record the monthly error rate expressed as a whole number with three decimal points (number of errors divided by the total number of medications passed for each calendar month) along with the number of errors/events. Error rates are not to be used as a substitute for the actual number of errors/events. For clarification, medications passed will include ALL medications: oral, injections, topical, drops, and breathing treatments. The Consulting Pharmacy can usually provide this information for providers. This monthly error rate calculation will allow providers to incorporate data from individual locations into their Risk Management data to identify trends and work with specific areas to determine the need for more assistance and/or training. Any error/event reports should be developed based on the date of discovery of the medication error. Both Medication Errors and Documentation Errors are to be included in the Error Rate Calculation, but providers may choose to document as two separate rates. "Red Flag Events," such as refusals or "near misses," would not be included in the error rates, but there must be a medication error form completed to ensure appropriate follow-up.*

Medication Records, Medication Error Reports, and the monthly error rate calculations for each service location must be available at the location site for the prior three (3) calendar month period. Error rates for the current month must be documented and available by the last day of the following month.

4. **Who do I contact for a DHEC Health & Sanitation Inspection?** *DHEC has made a few restructuring changes and the process for scheduling a DHEC Sanitation Inspection has changed. Instead of contacting a local office, all request will now be centralized. The provider must generate a letter requesting inspection of any home that will be licensed for a child (anyone under the age of 21). Included in the letter must be the name of the home, the complete physical address to include any apartment numbers and a provider contact name and phone number.*

All letters of request must be sent to:
SC DHEC, Bureau of Environmental Health Services
ATTN: Foster/Group Homes
2600 Bull Street
Columbia, SC 29201

For a much faster response of receipt of request letter you may scan and email to:
FosterHomes@dhec.sc.gov.

When you scan and email please remember to copy license@ddsn.sc.gov in the email and DDSN will also receive the DHEC reply of receipt. This will allow for a much faster turn around and DDSN will move forward with the licensing process. Please keep in mind that DHEC's goal is to respond to all requests (schedule) within 30 days and complete all requests within 90 days. For new homes the letter of request should be sent to DHEC well in advance of completing the application to operate. Forward a legible copy to DDSN as soon as you receive the findings.

5. **How do I request a State Fire Marshal Inspection?** *Fire Safety Inspections, when required, must be made by a Fire Marshal employed by the State Fire Marshal's Office. Fees for this service are pre-paid by DDSN, but inspections must be requested. Requests should only be made via the Internet following these steps:*
 - Step 1: Go to www.llr.state.sc.us/fmarshal/
 - Step 2. Select "Online Inspection Report"
 - Step 3. Enter password "america" in lower case letters;
 - Step 4. Selection "Request For Inspection - Other" (Residential) **OR** "Work Camps" (Day)
 - Step 5. Fill in all sections of the request
 - Step 6. Submit the request

Requests must be made at least 90 days in advance. For additional guidance, please contact the Senior Deputy Fire Marshal at (803) 896-9880.

6. **Why do we have to complete a Plan of Correction?** *A Plan of Correction is required for all citations in order to demonstrate corrective action. The Plan of Correction should not only address the individual deficiency cited, but should also include a systemic response to ensure correction across the agency. Corrections are required to be completed no later than 60 days after receiving the written licensing report unless otherwise specified and subsequently approved by the Licensing Contractor or DDSN.*

7. **Why do we have to have a follow-up review?** *The purpose of the follow-up review is to ensure that the provider's Plan of Correction was successfully implemented. To the extent possible, the issue causing the citation should be corrected and efforts should be demonstrated that will prevent reoccurrence of the same citation.*

8. **How can I use Quarterly unannounced visits to residential settings in my Plan of Correction and Follow-up documentation?** *Providers should keep in mind that many of the items frequently cited during licensing inspections are items that could be acknowledged and corrected during the provider's own quarterly unannounced visits. These unannounced visits are required for all residential settings, as required in the DDSN Administrative Standards. Providers are also encouraged to use this process to support the Licensing Plan of Correction. The Plan of Correction could include the verification of the citation correction during the next unannounced visit (to take place within required timeframes). The documentation from the supervisor verifying the citation has been corrected could be used to support the POC and submitted for the follow-up review. This documentation can be uploaded at any time to demonstrate timely correction of the citation.*

9. **Why do providers complete ADT forms?** *The ADT process ensures that service locations are appropriately licensed and have the capacity to support the proposed individual.*

10. **If a home is not licensed for a child, how do I complete the ADT to move them to a location?** *You will have to wait for the home to be appropriately licensed before you can complete the ADT process. Homes that are not licensed to support a child will not appear as an option when completing the ADT process.*

11. **What documents must be submitted with the Application to Operate?** *To initiate licensing/certification reviews of new facilities, all sections of the DDSN Licensing/Certification Application to Operate must be completed with sufficient time to allow a licensing inspection prior to the opening of the facility. A minimum three (3) week notice is suggested, as the Licensing Contractor may need up to two (2) weeks to complete the inspection from the date they receive the packet. The Application must be submitted with all required inspections, to include the State Fire Marshal, Electrical, and HVAC inspection reports. This information should be submitted as a single packet. The projected opening date of the facility must be noted. DDSN must approve all new facilities prior to licensure by DDSN.*

12. **What is the process for transitioning a TFC home (DSS) to a CTH I (DDSN)?** *The DSS Foster Home will have to be licensed to be a CTH I service location. Transfer of the license is not automatic. The provider will need to complete an Application to Operate and follow the process outlined in DDSN Directive 104-01-DD. The process must begin with sufficient time to allow the licensing process to be completed, prior to the expected date of transition, in order to avoid any delay in billing for residential services.*