

Date: October 27, 2009

To: Bill Myers, Senior Director  
Provider: Dungarvin New Mexico, LLC  
Address: 2000 Randolph SE Suite 205  
State/Zip: Albuquerque, NM 87106

Region: Metro  
Program Surveyed: Developmental Disabilities Waiver  
Service Surveyed: Community Living, Community Inclusion  
Survey Type: Verification  
Survey #: Q10.1-2.D1696.METRO.001.VER.01

Dear Mr. Myers:

The Division of Health Improvement Quality Management Bureau has completed a series of verification visits of the services identified above. The purpose of the survey was to determine compliance with your Plan of Correction submitted to DHI/DDSD regarding the April 20 – 23, 2009. Below are brief descriptions of the verification visits.

- July 1, 2009  
During this visit to your agency I met with Chris and Julie for approximately two hours to discuss the current Plan of Correction and needed changes.
- July 8, 2009  
I received the last of the required paperwork to close out the Plan of Correction.
- August 12, 2009  
Hand delivered POC closure letter, met with local and regional management staff.
- August 18, 2009  
After reviewing all information submitted since last survey until this point no CCHS or COR/EAR deficiencies were noted.
- September 1, 2009  
Visit to Supported Living home in NW quadrant of Albuquerque with Nursing and management staff. Some deficiencies noted in medication administration records (MAR); pointed these out to nurse.
- September 14, 2009  
Received and confirmed all new staff hired by Dungarvin, NM since 8/18/09, no CCHS or COR/EAR deficiencies noted.
- October 2, 2009  
Met with local and regional human resources staff to discuss CCHS and COR/EAR requirements and website information as well as requirements for training and QMB survey process.

*"Assuring safety and quality of care in New Mexico's health facilities and community-based programs."*

**David Rodriguez, Division Director • Division of Health Improvement**

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These visits will continue to occur by the Quality Management Bureau until the next routine survey conducted by the QMB and subsequent recommendations of the IRC. Thank you for your cooperation during these visits as well as your enthusiasm in wanting to build a quality agency.

Please call 505-699-0714 if you have questions about the verification visits. Thank you for your cooperation and for the work you perform.

Sincerely,

*Scott Good, MRC, CRC*

Division of Health Improvement  
Quality Management Bureau

CC: Distribution List: DOH - Division of Health Improvement  
DOH - Developmental Disabilities Supports Division  
DOH - Internal Review Committee