

STATE OF MARYLAND



# DHMH

Maryland Department of Health and Mental Hygiene

Office of Health Care Quality

Spring Grove Center • Bland Bryant Building

55 Wade Avenue • Catonsville, Maryland 21228-4663

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

June 6, 2011

Susan Harrington  
Harrington Software Associates, Inc.  
7431 Wilson Road  
Warrenton, VA 20186-7464

Dear Ms. Harrington:

The department has reviewed the information that you have submitted, and believe that your training, in addition to your knowledge and skills in the industry meet the Office of Health Care Quality's Assisted Living Units criteria for recommendation.

The recommendation above is based on your persistent commendable training offered to the assisted living providers of Maryland.

Your name will be posted on the Assisted Living Units web site of approved trainers for the following 20 hour continuing education hour courses:

Adverse Medication Events (1 CE hour)

Burns and Scalds (1 CE hour)

Choking and Aspiration (1 CE hour)

Elder Abuse (1 CE hour)

Falls (2 CE hour)

Malnutrition (1 CE hour)

Problem Use of Alcohol (1 CE hour)

Suicide and Depression (1 CE hour)

Fire Safety Devices (2 CE hours)

Preventing Fire Hazards (2 CE hours)

Restorative Care for Administrators (2 CE hours)

QA/QI – Foundations for Success (2 CE hours)

QA/QI – Developing Successful Action Plans (1.5 CE hours)

Culture Change101: Foundations for Success (1.5 CE hours)

Toll Free 1-877-4MD-DHMH – TTY/Maryland Relay Service 1-800-735-2258

Web Site: [www.dhmh.state.md.us](http://www.dhmh.state.md.us)

Thank you for your cooperation. If there are any further questions or comments, please contact me at 410-402-8087.

Sincerely,

Kimberly I. Fiore, RN, BSN  
Nurse Surveyor  
Assisted Living Unit  
Office