

# H&W INDEPENDENT SOLUTIONS

Consulting & Training • Disability Supports and Services

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## Ms. Catherine V. Hayes, MA

Ms. Hayes has 30 years of experience with a primary focus in the field of developmental disability issues. She has worked in a variety of settings including six years with the federal government in Baltimore at the Centers for Medicare and Medicaid Services (CMS). Her most recent position was as Branch Chief for the Continuing Care Provider Branch. Catherine also served as the national team leader for the Intermediate Care Facilities for People with Mental Retardation (ICFs/MR). In addition to overseeing the revised survey process and updated guidelines, she organized and conducted annual advanced and basic training courses for ICF/MR surveyors from all over the country.

While at CMS, Catherine specialized in abuse and neglect as well as restraint and seclusion issues. Catherine organized the Abuse and Neglect Prevention Forum, which resulted in significant changes to surveyor guidance and training. She oversaw the development of the "Abuse and Neglect Detection and Prevention Training" and served as an advisor to the U.S. Department of Health and Human Services (DHHS) Office of Inspector General regarding abuse. She provided orientation to OIG inspectors at a two-day meeting as well as ongoing guidance in understanding CMS rules and requirements. The OIG investigation resulted in two OIG reports, including "Reporting Abuse of People with Disabilities". She worked closely with the U.S. Department of Justice, Civil Rights of Institutionalized Persons Act (CRIPA), regarding regulations and requirements in ICFs/MR. She has held a variety of other positions, including serving as manager, trainer, quality assurance coordinator, Director of Operations and surveyor/trainer with The Accreditation Council and National Director of the Epilepsy Foundation's Training & Placement Program.

Ms Hayes formed her own company, H&W Independent Solutions, Inc. in 2001. She offers training on range of topics including understanding the survey process and active treatment, along with consulting services that include analyzing survey reports and providing guidance to agencies on how to meet the ICF/MR requirements.

Ms. Hayes is a lifelong volunteer and served as president of the national Huntington's Disease Society of America (HDSA). Her editorial on genetic testing was published in the New England Journal of Medicine. She has authored *Positive Outcomes: A Provider's Guide to Active Treatment*, published through the ANCOR network, and contributed a chapter in the *Quality Enhancement in Developmental Disabilities* book. Ms. Hayes has a Masters of Arts in Counseling from Louisiana State University.