

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G618	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 08/15/2014
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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 10606 HAVERSTICK CARMEL, IN 46032
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W000000	<p>This visit was for the investigation of Complaint #IN00151471.</p> <p>Complaint #IN00151471: Substantiated, Federal and state deficiencies related to the allegations are cited at W104, W149 and W331.</p> <p>Dates of Survey: 7/15, 7/16, 8/1 and 8/15/14</p> <p>Facility number: 001173 Provider number: 15G618 AIM number: 100235540B</p> <p>Surveyor: Paula Eastmond, QIDP-TC Glenn David, RN</p> <p>These federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 8/22/14 by Ruth Shackelford, QIDP.</p>	W000000		
W000104	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility. Based on observation, interview and record review for 7 of 7 clients residing</p>	W000104	Home Manager and Program Director will receive retraining to	09/14/2014

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>at the group home (clients A, B, C, D, E, F and G), the facility's governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility maintained an adequate food supply for clients at the group home.</p> <p>Findings include:</p> <p>During the 7/15/14 observation period between 4:20 PM and 5:40 PM, at the group home, the facility did not have much of a food supply on hand. At 4:30 PM, the group home had 1 pack of pork chops, 2 packs of roast beef, 4 gallons of skim milk, 2 pot pies, 1 package of english muffins, 8 packs of lunch meat (turkey) frozen peas and spinach in their freezer. In the cabinets, the group home had 3 boxes of macaroni and cheese, 3/4 of a bag of cheddar cheese puffs, 1 bag of real cheese puffs, 1 package of crackers, 1 jar of peanut butter, 2 boxes of brown rice, 4 cans of ravioli, 5 cans of mixed fruit, 1 can of cranberry sauce, 1 can of sauerkraut, 1 half loaf of bread and a box of instant oatmeal peaches and cream. The group home did not have any fresh fruit, juice, cold cereal, eggs and/or other meats/canned goods. During the above mentioned observation period, clients A, B, C, D, E, F and G had mashed potatoes and gravy, pork chops and spinach for</p>		<p>include ensuring that there is adequate food supply is maintained for the clients in the home at all times. (Addendum) For four weeks, the Home Manager and/or Program Director will do an inventory of the food supply in the home a minimum of three times weekly to ensure that an adequate supply of food is available for the clients. In addition, the Home Manager and/or Program Director will ensure that food supply in the home includes items for the dietician approved menus each week in addition to extra food for substitutions as needed. Ongoing, the Home Manager and/or Program Director will do an inventory of the food supply in the home a minimum of weekly to ensure that an adequate supply of food is available for the clients. In addition, the Home Manager and/or Program Director will ensure that food supply in the home includes items for the dietician approved menus each week in addition to extra food for substitutions as needed. Responsible party: Program Director, Home Manager</p>				

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	<p>dinner. Staff #3, #4 and #5 did not eat with the clients during the dinner meal.</p> <p>On 7/16/14 at 5:25 PM, the facility's food supply indicated the following:</p> <ul style="list-style-type: none"> 1 pack of pork chops 2 packs of roast beef 7 packs of lunch meat 1 pot pie 2 gallons of skim milk 3 bags of spinach 3 bags of green peas 1 package of english muffins 1 box of instant oatmeal and cream 3 boxes of macaroni and cheese boxes 1/2 bag of real cheese puffs flour 1 package of crackers 1 jar of peanut butter 2 boxes of brown rice 4 cans of ravioli 5 cans of mixed fruit a can of cranberry sauce 1 can of sauerkraut. <p>The facility's Summer 2014 Week 2 regular Menu was reviewed on 7/16/14 at 5:35 PM. The menu indicated on Tuesday 7/15/14, the clients were to have roast beef, whipped potatoes with gravy, cooked beets, tossed salad and a dinner roll. The summer menu indicated on 7/16/14 at breakfast, the clients were to</p>						

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	<p>have orange juice, cold cereal, toast, jelly, margarine, milk and coffee. For lunch on 7/16/14, clients A, B, C, D, E, F and G were to have a turkey wrap in soft tortilla with lettuce, onions and tomatoes, marinated green beans, or veggie sticks, fresh fruit and animal crackers. The menu indicated for the dinner meal on 7/16/14, the clients were to have 1 to 2 enchiladas, cooked green peas, nectarine, spinach salad, milk and coffee. The menu indicated on Thursday 7/17/14, clients A, B, C, D, E, F and G were to have orange juice, assorted cold cereal, french toast with margarine/syrup, milk and coffee.</p> <p>The group home's Monthly Spending budget was reviewed on 7/16/14 at 4:25 PM. The Monthly Spending budget sheet indicated the following expenditures for groceries (not all inclusive):</p> <p>-6/9/14 \$493.85</p> <p>-6/27/14 \$497.73</p> <p>-7/2/14 \$199.11</p> <p>Interview with staff #3 on 7/15/14 at 4:30 PM indicated the group home went shopping for groceries every 2 weeks. Staff #3 indicated the manager would probably go grocery shopping tomorrow</p>				

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	<p>(7/16/14).</p> <p>Confidential interview A stated when asked if the group home ever ran out of food, "Yes. We call manager and he gets us some food."</p> <p>Confidential interview B indicated the facility would run out of food toward the end of the month. Confidential interview B indicated staff would sometimes bring food in from their home to ensure clients A, B, C, D, E, F and G had enough food to eat.</p> <p>Confidential interview C indicated the group home had no bread in the house for the clients' lunches on 7/17/14. Confidential interview stated "Not sure what they will have for lunch." Confidential interview C stated they would have to go to another group home to "borrow a loaf of bread." Confidential interview C indicated the group home would often borrow items from another group home until the manager went grocery shopping. When asked what the clients had for dinner on 7/16/14, confidential interview C stated beef stroganoff with broccoli (no noodles, hamburger and/or broccoli were in the house on 7/15/14).</p> <p>Interview with staff #1 on 7/15/14 at 5:32</p>				

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	<p>PM stated he went grocery shopping "every other week." Staff #1 stated "Will probably go this week." Staff #1 indicated he got \$1500 a month for groceries with non-food \$2000.</p> <p>Interview with administrative staff #1 and #3 on 7/16/14 at 4:00 PM stated the group home's "P-Card" (credit card used to buy groceries, etc) would be "reloaded" on the 27th of each month. Administrative staff #1 and #3 indicated if the group home ran out of money and needed food, they were to contact administrative staff #1 and #3 and they would use their P cards to buy the needed items. When asked if the administrative staff was aware facility staff brought food from their home to feed the clients, administrative staff #1 and #3 stated "Staff have brought in extra food for reinforcer." Administrative staff #1 and #3 indicated they were not aware staff brought in food for meals.</p> <p>Administrative staff #1 indicated the facility staff should be eating with the clients. Administrative staff #1 stated the group home "averaged \$7 a day" per client in regard to their grocery budget. Administrative staff #1 indicated he was not aware of the group home having any problems with running out of food.</p> <p>This federal tag relates to complaint</p>			

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W000149	<p>#IN00151471.</p> <p>9-3-1(a)</p> <p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on interview and record review for 1 additional client (H), the facility failed to implement its written policy and procedures to prevent neglect of client H in regard to the care of her shunt.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 7/15/14 at 1:12 PM. The facility's 10/31/13 reportable incident report indicated "On 10-31-13, [client H] had gone home for a home visit, later in the day, [client H's] mother called the house manager to say that [client H] was sick and had a headache. The house manager made an appointment for [client H] at 4:15pm, to see the doctor. Mom brought [client H] back to the group home. Then [client H], mother and the house manager took [client H] to the doctor. After the doctor examined [client H] and mom giving the doctor more of a history of [client H], the doctor decided to send</p>	W000149	<p>1. All direct care staff will receive retraining to include notifying the Program Nurse as soon as possible if any consumers have a change in medical condition such as not being able to complete ADLs as normal, loss of appetite, loss of energy, showing weakness or short of breath.</p> <p>Program Nurse will receive retraining to include ensuring that once a consumer is showing signs or symptoms of general decline in functioning a protocol for daily temperatures and vital signs will be implemented to track if there is any change in consumers medical condition that could lead to a worsening condition. Once certain consumers have been identified Program Nurse will include in the protocol what baseline range is for the temperature and vitals to fall into. If any vital signs or temperatures are found to be outside the baseline range, the staff will be instructed to notify the Program Nurse immediately so an assessment can be</p>	09/14/2014			

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	<p>[client H] to [name of hospital] ER (emergency room) for some testing. He knew that [client H] had a shunt and did not want to rule out the head pain. [Client H's] mother and the house manager too (sic) [client H] to the ER where she had a variety of testing completed such as a CT scan, labs and an MRI. The doctors did not want [client H] to have her 5pm or 9pm meds (medications) since she was getting all this testing done. [Client H] was at the hospital all night but was not officially admitted. Early in the morning of 11-1-2013, the ER decided to send [client H] to another [name of hospital] on [name of street] to be admitted and continue testing and to see a neurologist in the hospital...Mom stayed with [client H] and kept the group home manager updated. The group home manager sent [client H's] medication list to the hospital. Waiting on results of testing."</p> <p>An Email dated 11/15/13 was reviewed on 8/1/14 at 11:30 AM. The email written by staff #1 indicated the following:</p> <p>"On 10-18-13, DSP (Direct Support Professional), [staff #2] reported to HM (home manager) that [client H] was very tired, and had vomited once or twice during the evening hours. She had no</p>		<p>completed on the consumer to determine the further course of action.</p> <p>2. Client H is no longer with our services, so an updated risk plan and/or protocol regarding the shunt are needed at this time.</p> <p>Program Nurse will receive retraining to include ensuring that Client Specific Protocols are developed for each client as needed to address recurring issues and/or risk and how to prevent recurrences. Program Nurse will work with the Program Director to ensure that Risk plans are updated as consumers medical needs change.</p> <p>Ongoing, the Program Nurse will monitor results of staff completing the protocol and make adjustments to the protocol as needed. Ongoing the Program Nurse will ensure that client specific protocols are developed for each client as needed to address their specific medical needs.</p> <p>3. Program Nurse will receive retraining to include ensuring that when monthly and quarterly nursing notes/assessments are completed that status/progress of each of the consumers' medical issues is addressed and documentation is present for any medical needs that have been addressed during the</p>				

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	<p>fever, denied pain and had no other noticeable symptoms. Staff increased [client H's] fluid intake, with which she had no problem, made her comfortable and assisted her with cleanup after vomiting.</p> <p>Over the weekend of 10/18 and 10/19, staff reported that [client H] vomited once on Saturday and once on Sunday. [Client H] also complained of a headache on Saturday. She had no fever, denied stomach pain, and appeared to be more tired than usual. Staff administered Tylenol (pain) as needed. On Sunday afternoon, [client H] reported feeling better. Her activity level returned to normal, her appetite appeared to be normal as well, and she denied any pain.</p> <p>During the week of 10/21 to 10/25, [client H] repeatedly verbalized that she had thrown up and that she was sick. She never vomited, and continued to deny any pain and displayed no symptoms. This is typical of [client H]; she will report past events as if they had just occurred.</p> <p>On Tuesday 10/29, [client H] appeared to be a bit more tired than usual. She had no other symptoms and denied pain. She slept most of the evening.</p> <p>On Wednesday 10/30, [client H] was</p>		<p>review period. The Program Nurse will ensure that she is familiar with all consumers' diagnoses and medical issues so that she can ensure that adequate follow up and monitoring is in place for each medical concern the client has.</p> <p>Ongoing, the Program Nurse will complete monthly nursing notes and quarterly Nursing assessments. The monthly nursing notes will be submitted to the Program Director for review and signature to ensure that all medical needs are being addressed and followed up on as needed. For the next 3 months the Program Nurse will submit the quarterly Nursing assessments to the Area Director for review to ensure that all consumers medical needs are being met and status updates on each consumers medical diagnoses is documented accurately.</p> <p>Responsible Party: Program Director, Home Manager, Area Director, Program Nurse</p>		

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	<p>dropped off at her mother's house for an extended visit. She was to stay for approximately one week. Staff noticed no abnormalities or changes to [client H]; she appeared to be herself and didn't appear to be tired.</p> <p>On Wednesday 10/30, in the afternoon, [client H's] mom [name of mother] called HM's cell phone to report that [client H] was refusing to eat, and had vomited. She reported no fever, and said that [client H] appeared to be tired. She called back later that evening to report that [client H] had thrown up two more times, even though she wasn't eating or drinking anything. [Client H's mother] asked that she be seen by her PCP (primary care physician). HM called and scheduled an appointment, but the first available was Monday 11/4 based on the symptoms [name of client H's mother] reported. HM advised [client H's mother] keep in touch if anything worsened, or if additional symptoms were observed.</p> <p>On Thursday 10/31, in the morning, [client H's mother] called HM again. She reported that [client H] continued to vomit, was lethargic, had 'puffiness around her eyes' and was now reporting a headache. Based on where [client H] reportedly pointed when asked where the pain in her head was, [client H's mother]</p>			

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	<p>reported that this may be an issue with the shunt that [client H] had since she was around 18mos (months) old. [Client H's mother] wanted [client H] to be seen today, so HM called the PCP and reported the additional symptoms, and she was given an appointment for later that afternoon.</p> <p>On Thursday 10/31, in the afternoon, [client H], [client H's mother] and HM went to her PCP. [Client H] appeared to be very tired, and wasn't very talkative. This is unusual for [client H], as she is very interested in doctor appointments, and is usually very excited when she goes to one. [Client H's mother] reported that [client H] vomited once in the car on the way to the appointment. [Name of doctor], [client H's] PCP, concluded that [client H's] symptoms could be either a GI (gastro intestinal) virus, or a neurological problem, based on [client H's] mother verbalizing several times that [client H] had a shunt in her head and it has never been 'worked on' since it was put in. [Name of doctor] recommended that [client H] be seen at the emergency room for more comprehensive examination.</p> <p>On Thursday 10/31, in the evening, [client H], [client H's mother] and HM went to [name of hospital] ER around</p>			

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	<p>5:30pm. [Client H] was taken to a room, where they performed an examination, took blood work, and sent her for a CT scan. They did say that she appeared to be dehydrated, and started her on IV fluids. Within 20 minutes, some of her color had returned and she was a bit more talkative, but wasn't back to her usual self. By 11pm, doctors were unable to locate anything in her head that would cause such symptoms. [Client H] began repeating over and over that her 'shunt hurt' when [client H's mother] would ask her what hurt. [Client H's mother] attempted to tell the doctor that she noticed a 'soft spot' in [client H's] head near her shunt site. The doctor was unable to locate this area, and even had [client H's mother] try to find it. She denied being able to locate it 'now.' HM left the ER around 11pm, just before they were about to perform an MRI. HM gave [client H's mother] his business card and asked her to ask the hospital to fax any discharge paperwork, reports, etc to HM. She said she would do so.</p> <p>On Friday 11/1, [client H's mother] called HM around 6am to report that the MRI was also inconclusive. [Client H] was still tired, but was a bit more alert than she was the night before. [Client H's mother] reported that [client H] was to see a neurologist this morning and would</p>						

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	<p>update HM once that occurred. [Client H] had never been admitted to the [name of hospital]. [Client H's mother] called back later to report that the neurologist was unable to diagnose her, and that they were transferring her to [name of hospital] on [name of street], where shoe would be admitted and seen by a neurosurgeon. [Client H's mother] was to update HM with any findings.</p> <p>On Friday 11/1, in the afternoon, [client H's] mother called HM and reported that [client H] went in for an outpatient exploratory surgery to determine whether her shunt was blocked anywhere. She said that the shunt in her head appeared to be normal, but alluded to something having been done with the 'lower part of her shunt where it drained.' She was unable to say exactly what was done, why it was done, and what this had to do with her other symptoms. [Client H's mother] said that [client H] would be discharged within an hour or so, and that she would go back home with [client H's mother]...." The 11/15/13 email indicated client H's mother removed client H from the facility's care/service on 11/12/13.</p> <p>The facility's 11/11/13 Discharge Census Form (discharge summary) was reviewed on 7/16/14 at 11:45 AM. The discharge</p>			

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	<p>summary indicated client H was discharged from the group home on 11/11/13. The discharge form indicated it was an "Unplanned Discharge" as the client's "Parent/Guardian removed client." The discharge summary indicated "...Was Dissatisfaction Reason for Discharge? Yes...."</p> <p>Client H's hospital record was reviewed on 8/1/14 at 3:20 PM. Client H's 11/1/13 History and Physical (H&P) indicated "Neurological Admission. Admitting Diagnosis: VP (ventriculoperitoneal) shunt malfunction. History Of Present Illness: Patient is a 23-year-old female with a history of shunt dependent hydrocephalus since infancy along with developmental delay. She lives in a group home when she came to her mother's for a visit her mother noticed that she was having difficulty walking. Over the past 48 hours the patient's mother stated that the patient had slept over 40. She had vomited on multiple occasions. She also complained of headache. The patient's mother took her to [name of hospital] then transferred to [name of hospital] for treatment...." The H&P indicated "I (neurosurgeon) reviewed the patient's CT and MRI which showed the tip of the shunt in a midline cyst. Her temporal horns were slightly enlarged and on FLAIR images there</p>			

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	<p>appeared to be a small amount of periventricular CSF (Cerebral Spinal Fluid) resorption (sic). After assessing her I (neurosurgeon) tapped the patient's shunt and there was free flow of CSF under high pressure. I removed 30 ml (milliliters) of CSF and her mother said within 10 to 15 minutes she did improve significantly. I will plan to take the patient to the OR (operating room) for distal shunt revision."</p> <p>Client H's record was reviewed on 8/1/14 at 11:00 PM. Client H's 10/30/13 physician's orders indicated client H's diagnosis included, but was not limited to, "...Hx (history) Hydrocephaly W/ (with) Shunt."</p> <p>Client H's 1/2013, 4/2013 and 7/2013 Quarterly Nursing Assessments indicated the facility's nurse failed to monitor and/or document anything in regard to client H's shunt.</p> <p>Client H's Health care Coordination/Monthly Health Reviews indicated the following:</p> <p>-March 2013 The facility's nurse (LPN #1) documented the client had a history of "Hydrocephaly with shunt."</p> <p>-July 2013 No documentation in regard to</p>						

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	<p>the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>-August 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>-September 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>-October 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>Client H's record and/or progress indicated the facility staff failed to document any health changes and/or events leading to client H's hospitalization on 11/1/3. Client H's record and/or nurse notes failed to indicate the facility staff called RN #1 in regard to client H's health status change (vomiting, headache and/or being tired).</p> <p>Client H's 11/12/12 Individualized Support Plan (ISP) and/or 11/12/12 Risk Management Plan indicated client H did not have a risk plan for monitoring the client's shunt for malfunction/problems</p>			

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	<p>and/or care of the client's shunt.</p> <p>Interview with staff #1, administrative staff #2 and #3 on 8/1/14 at 12:37 PM indicated client H had been discharged from the group home in 11/13. Staff #1 stated "[Client H] had a virus Flu like symptoms. We took her to get checked out. Mom persistent it was her shunt." Staff #1 stated client H was taken to her family doctor and ER and "no one indicated it was her shunt." Staff #1 indicated client H demonstrated signs of nausea, fatigue and headaches prior to going on a home visit with her mother.</p> <p>Interview with RN #1 (by phone), staff #1 and administrative staff #2 and #3 on 8/1/14 at 1:40 PM indicated client H went on a home visit and the client's mother called with concerns of client H's health. RN #1 stated in 10/13, the "House was new to me then." RN #1 stated "Mom thought shunt clogged was the issue. It was a clog. They took care of it. She never came back." Staff #1 indicated he thought the nurse was notified in regard to client H's vomiting, headaches and being tired. Staff #1 indicated there was no documentation to indicate the nurse was called. RN #1 stated "I was never called when she went to ER, not sure prior to." RN #1 indicated if she was called, it would be</p>			

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W000331	<p>documented in the nurse notes. Staff #1 and RN #1 indicated client H did not have a risk plan in regard to monitoring the client's shunt. RN #1 stated "She (client H) never had issues with it." RN #1 stated "I did not realize she had a shunt until then." Staff #1 indicated they had not been trained in regard to what to look for in regard to problems with client H's shunt. Administrative staff #2 and #3 indicated client H's doctor's orders indicated the client had a shunt. Administrative staff #2 indicated client H should have had a risk plan which addressed the care and/or monitoring of client H's shunt.</p> <p>This federal tag relates to complaint #IN00151471.</p> <p>9-3-2(a)</p> <p>483.460(c) NURSING SERVICES The facility must provide clients with nursing services in accordance with their needs. Based on interview and record review for 1 additional client (H), the facility's nursing services failed to meet the health needs of client H in regard to developing a risk plan for client H's shunt, monitoring client H's shunt and/or training staff to ensure they knew how to monitor client H's shunt for possible</p>	W000331	<p>1. All direct care staff will receive retraining to include notifying the Program Nurse as soon as possible if any consumers have a change in medical condition such as not being able to complete ADLs as normal, loss of appetite, loss of energy, showing weakness or short of breath.</p>	09/14/2014			

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	<p>problems/malfunction. The facility's nursing services also failed to ensure facility staff documented the client's health concerns, and/or contacted the nurse when a client's health status changed.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 7/15/14 at 1:12 PM. The facility's 10/31/13 reportable incident report indicated "On 10-31-13, [client H] had gone home for a home visit, later in the day, [client H's] mother called the house manager to say that [client H] was sick and had a headache. The house manager made an appointment for [client H] at 4:15pm, to see the doctor. Mom brought [client H] back to the group home. Then [client H], mother and the house manager took [client H] to the doctor. After the doctor examined [client H] and mom giving the doctor more of a history of [client H], the doctor decided to send [client H] to [name of hospital] ER (emergency room) for some testing. He knew that [client H] had a shunt and did not want to rule out the head pain. [Client H's] mother and the house manager too (sic) [client H] to the ER where she had a variety of testing completed such as a CT scan, labs and an</p>		<p>Program Nurse will receive retraining to include ensuring that once a consumer is showing signs or symptoms of general decline in functioning a protocol for daily temperatures and vital signs will be implemented to track if there is any change in consumers medical condition that could lead to a worsening condition. Once certain consumers have been identified Program Nurse will include in the protocol what baseline range is for the temperature and vitals to fall into. If any vital signs or temperatures are found to be outside the baseline range, the staff will be instructed to notify the Program Nurse immediately so an assessment can be completed on the consumer to determine the further course of action.</p> <p>2. Client H is no longer with our services, so an updated risk plan and/or protocol regarding the shunt are needed at this time.</p> <p>Program Nurse will receive retraining to include ensuring that Client Specific Protocols are developed for each client as needed to address recurring issues and/or risk and how to prevent recurrences. Program Nurse will work with the Program Director to ensure that Risk plans are updated as consumers medical needs change.</p>		

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	<p>MRI. The doctors did not want [client H] to have her 5pm or 9pm meds (medications) since she was getting all this testing done. [Client H] was at the hospital all night but was not officially admitted. Early in the morning of 11-1-2013, the ER decided to send [client H] to another [name of hospital] on [name of street] to be admitted and continue testing and to see a neurologist in the hospital...Mom stayed with [client H] and kept the group home manager updated. The group home manager sent [client H's] medication list to the hospital. Waiting on results of testing."</p> <p>An Email dated 11/15/13 was reviewed on 8/1/14 at 11:30 AM. The email written by staff #1 indicated the following:</p> <p>"On 10-18-13, DSP (Direct Support Professional), [staff #2] reported to HM (home manager) that [client H] was very tired, and had vomited once or twice during the evening hours. She had no fever, denied pain and had no other noticeable symptoms. Staff increased [client H's] fluid intake, with which she had no problem, made her comfortable and assisted her with cleanup after vomiting.</p> <p>Over the weekend of 10/18 and 10/19,</p>		<p>Ongoing, the Program Nurse will monitor results of staff completing the protocol and make adjustments to the protocol as needed. Ongoing the Program Nurse will ensure that client specific protocols are developed for each client as needed to address their specific medical needs.</p> <p>3. Program Nurse will receive retraining to include ensuring that when monthly and quarterly nursing notes/assessments are completed that status/progress of each of the consumers' medical issues is addressed and documentation is present for any medical needs that have been addressed during the review period. The Program Nurse will ensure that she is familiar with all consumers' diagnoses and medical issues so that she can ensure that adequate follow up and monitoring is in place for each medical concern the client has.</p> <p>Ongoing, the Program Nurse will complete monthly nursing notes and quarterly Nursing assessments. The monthly nursing notes will be submitted to the Program Director for review and signature to ensure that all medical needs are being addressed and followed up on as needed. For the next 3 months the Program Nurse will submit the quarterly Nursing assessments to the Area Director for review to ensure</p>				

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	<p>staff reported that [client H] vomited once on Saturday and once on Sunday. [Client H] also complained of a headache on Saturday. She had no fever, denied stomach pain, and appeared to be more tired than usual. Staff administered Tylenol (pain) as needed. On Sunday afternoon, [client H] reported feeling better. Her activity level returned to normal, her appetite appeared to be normal as well, and she denied any pain.</p> <p>During the week of 10/21 to 10/25, [client H] repeatedly verbalized that she had thrown up and that she was sick. She never vomited, and continued to deny any pain and displayed no symptoms. This is typical of [client H]; she will report past events as if they had just occurred.</p> <p>On Tuesday 10/29, [client H] appeared to be a bit more tired than usual. She had no other symptoms and denied pain. She slept most of the evening.</p> <p>On Wednesday 10/30, [client H] was dropped off at her mother's house for an extended visit. She was to stay for approximately one week. Staff noticed no abnormalities or changes to [client H]; she appeared to be herself and didn't appear to be tired.</p> <p>On Wednesday 10/30, in the afternoon,</p>		<p>that all consumers medical needs are being met and status updates on each consumers medical diagnoses is documented accurately.</p> <p>Responsible Party: Program Director, Home Manager, Area Director, Program Nurse</p>				

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	<p>[client H's] mom [name of mother] called HM's cell phone to report that [client H] was refusing to eat, and had vomited. She reported no fever, and said that [client H] appeared to be tired. She called back later that evening to report that [client H] had thrown up two more times, even though she wasn't eating or drinking anything. [Client H's mother] asked that she be seen by her PCP (primary care physician). HM called and scheduled an appointment, but the first available was Monday 11/4 based on the symptoms [name of client H's mother] reported. HM advised [client H's mother] keep in touch if anything worsened, or if additional symptoms were observed.</p> <p>On Thursday 10/31, in the morning, [client H's mother] called HM again. She reported that [client H] continued to vomit, was lethargic, had 'puffiness around her eyes' and was now reporting a headache. Based on where [client H] reportedly pointed when asked where the pain in her head was, [client H's mother] reported that this may be an issue with the shunt that [client H] had since she was around 18mos (months) old. [Client H's mother] wanted [client H] to be seen today, so HM called the PCP and reported the additional symptoms, and she was given an appointment for later that afternoon.</p>			

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	<p>On Thursday 10/31, in the afternoon, [client H], [client H's mother] and HM went to her PCP. [Client H] appeared to be very tired, and wasn't very talkative. This is unusual for [client H], as she is very interested in doctor appointments, and is usually very excited when she goes to one. [Client H's mother] reported that [client H] vomited once in the car on the way to the appointment. [Name of doctor], [client H's] PCP, concluded that [client H's] symptoms could be either a GI (gastro intestinal) virus, or a neurological problem, based on [client H's] mother verbalizing several times that [client H] had a shunt in her head and it has never been 'worked on' since it was put in. [Name of doctor] recommended that [client H] be seen at the emergency room for more comprehensive examination.</p> <p>On Thursday 10/31, in the evening, [client H], [client H's mother] and HM went to [name of hospital] ER around 5:30pm. [Client H] was taken to a room, where they performed an examination, took blood work, and sent her for a CT scan. They did say that she appeared to be dehydrated, and started her on IV fluids. Within 20 minutes, some of her color had returned and she was a bit more talkative, but wasn't back to her usual</p>			
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	<p>self. By 11pm, doctors were unable to locate anything in her head that would cause such symptoms. [Client H] began repeating over and over that her 'shunt hurt' when [client H's mother] would ask her what hurt. [Client H's mother] attempted to tell the doctor that she noticed a 'soft spot' in [client H's] head near her shunt site. The doctor was unable to locate this area, and even had [client H's mother] try to find it. She denied being able to locate it 'now.' HM left the ER around 11pm, just before they were about to perform an MRI. HM gave [client H's mother] his business card and asked her to ask the hospital to fax any discharge paperwork, reports, etc to HM. She said she would do so.</p> <p>On Friday 11/1, [client H's mother] called HM around 6am to report that the MRI was also inconclusive. [Client H] was still tired, but was a bit more alert than she was the night before. [Client H's mother] reported that [client H] was to see a neurologist this morning and would update HM once that occurred. [Client H] had never been admitted to the [name of hospital]. [Client H's mother] called back later to report that the neurologist was unable to diagnose her, and that they were transferring her to [name of hospital] on [name of street], where shoe would be admitted and seen by a</p>			

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	<p>neurosurgeon. [Client H's mother] was to update HM with any findings.</p> <p>On Friday 11/1, in the afternoon, [client H's] mother called HM and reported that [client H] went in for an outpatient exploratory surgery to determine whether her shunt was blocked anywhere. She said that the shunt in her head appeared to be normal, but alluded to something having been done with the 'lower part of her shunt where it drained.' She was unable to say exactly what was done, why it was done, and what this had to do with her other symptoms. [Client H's mother] said that [client H] would be discharged within an hour or so, and that she would go back home with [client H's mother]...." The 11/15/13 email indicated client H's mother removed client H from the facility's care/service on 11/12/13.</p> <p>The facility's 11/11/13 Discharge Census Form (discharge summary) was reviewed on 7/16/14 at 11:45 PM. The discharge summary indicated client H was discharged from the group home on 11/11/13. The discharge form indicated it was an "Unplanned Discharge" as the client's "Parent/Guardian removed client." The discharge summary indicated "...Was Dissatisfaction Reason for Discharge? Yes...."</p>						

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	<p>Client H's hospital record was reviewed on 8/1/14 at 3:20 PM. Client H's 11/1/13 History and Physical (H&P) indicated "Neurological Admission. Admitting Diagnosis: VP (Ventriculoperitoneal) shunt malfunction. History Of Present Illness: Patient is a 23-year-old female with a history of shunt dependent hydrocephalus since infancy along with developmental delay. She lives in a group home when she came to her mother's for a visit her mother noticed that she was having difficulty walking. Over the past 48 hours the patient's mother stated that the patient had slept over 40. She had vomited on multiple occasions. She also complained of headache. The patient's mother took her to [name of hospital] then transferred to [name of hospital] for treatment..." The H&P indicated "I (neurosurgeon) reviewed the patient's CT and MRI which showed the tip of the shunt in a midline cyst. Her temporal horns were slightly enlarged and on FLAIR images there appeared to be a small amount of periventricular CSF (Cerebral Spinal Fluid) resorption (sic). After assessing her I (neurosurgeon) tapped the patient's shunt and there was free flow of CSF under high pressure. I removed 30 ml (milliliters) of CSF and her mother said within 10 to 15 minutes she did improve</p>			
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	<p>significantly. I will plan to take the patient to the OR (operating room) for distal shunt revision."</p> <p>Client H's record was reviewed on 8/1/14 at 11:00 PM. Client H's 10/30/13 physician's orders indicated client H's diagnosis included, but was not limited to, "...Hx (history) Hydrocephaly W/ (with) Shunt."</p> <p>Client H's 1/2013, 4/2013 and 7/2013 Quarterly Nursing Assessments indicated the facility's nurse failed to monitor and/or document anything in regard to client H's shunt.</p> <p>Client H's Health care Coordination/Monthly Health Reviews indicated the following:</p> <p>-March 2013 The facility's nurse (LPN #1) documented the client had a history of "Hydrocephaly with shunt."</p> <p>-July 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>-August 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G618	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 08/15/2014
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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 10606 HAVERSTICK CARMEL, IN 46032
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	<p>-September 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>-October 2013 No documentation in regard to the care and/or monitoring of client H's shunt. Monthly assessment signed by RN #1.</p> <p>Client H's record and/or progress indicated the facility staff failed to document any health changes and/or events leading to client H's hospitalization on 11/1/3. Client H's record and/or nurse notes failed to indicate the facility staff called RN #1 in regard to client H's health status change (vomiting, headache and/or being tired).</p> <p>Client H's 11/12/12 Individualized Support Plan (ISP) and/or 11/12/12 Risk Management Plan indicated client H did not have a risk plan for monitoring the client's shunt for malfunction/problems and/or care of the client's shunt.</p> <p>Interview with staff #1, administrative staff #2 and #3 on 8/1/14 at 12:37 PM indicated client H had been discharged from the group home in 11/13. Staff #1 stated "[Client H] had a virus Flu like symptoms. We took her to get checked</p>			

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	<p>out. Mom persistent it was her shunt." Staff #1 stated client H was taken to her family doctor and ER and "no one indicated it was her shunt." Staff #1 indicated client H demonstrated signs of nausea, fatigue and headaches prior to going on a home visit with her mother.</p> <p>Interview with RN #1 (by phone), staff #1 and administrative staff #2 and #3 on 8/1/14 at 1:40 PM indicated client H went on a home visit and the client's mother called with concerns of client H's health. RN #1 stated in 10/13, the "House was new to me then." RN #1 stated "Mom thought shunt clogged was the issue. It was a clog. They took care of it. She never came back." Staff #1 indicated he thought the nurse was notified in regard to client H's vomiting, headaches and being tired. Staff #1 indicated there was no documentation to indicate the nurse was called. RN #1 stated "I was never called when she went to ER, not sure prior to." RN #1 indicated if she was called, it would be documented in the nurse notes. Staff #1 and RN #1 indicated client H did not have a risk plan in regard to monitoring the client's shunt. RN #1 stated "She (client H) never had issues with it." RN #1 stated "I did not realize she had a shunt until then." Staff #1 indicated they had not been trained in regard to what to</p>			

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	<p>look for in regard to problems with client H's shunt. Administrative staff #2 and #3 indicated client H's doctor's orders indicated the client had a shunt. Administrative staff #2 indicated client H should have had a risk plan which addressed the care and/or monitoring of client H's shunt.</p> <p>This federal tag relates to complaint #IN00151471.</p> <p>9-3-6(a)</p>				