

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G193	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED  07/20/2012
NAME OF PROVIDER OR SUPPLIER  RES CARE COMMUNITY ALTERNATIVES SE IN			STREET ADDRESS, CITY, STATE, ZIP CODE 13711 BENNETTSVILLE RD MEMPHIS, IN 47143		
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W0000	<p>This visit was for a fundamental recertification and state licensure survey.</p> <p>Survey Dates: July 2, 3, 5, and 20, 2012</p> <p>Facility Number: 000723 Provider Number: 15G193 Aim Number: 100234760</p> <p>Surveyor: Jo Anna Scott, Medical Surveyor III</p> <p>The deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed on July 30, 2012 by Dotty Walton, Medical Surveyor III.</p>	W0000			

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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W0104	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on record review and interview for 3 of 3 sampled clients (clients #1, #2 and #3) and 3 additional clients (clients #4, #5 and #6), the governing body failed to exercise general operating direction over the facility by failing to ensure the facility implemented its written policies and procedures to prevent abuse and neglect of clients, the facility failed to conduct thorough investigations of and failed to take appropriate corrective action for incidents of client to client verbal, physical and/or psychological abuse.</p> <p>Findings include:</p> <p>Based on record review and interview for 34 of 65 incidents reviewed, the facility failed to implement written policy and procedure to prevent client to client verbal, physical and/or psychological abuse for clients #1, #2, #3, #4, #5, and #6. Please see W149.</p> <p>Based on record review and interview for 13 of 65 incidents reviewed, the facility failed to conduct thorough investigations of client to client verbal, physical and/or psychological abuse for clients #1, #2, #3,</p>	W0104	<p><b>W 104:</b> The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p><b>Corrective Action (Specific):</b> The Operations Manager of Supervised Group Living and the Program Coordinator will be retrained to ensure the facility implements its written policies and procedures to prevent abuse and neglect of clients, conduct thorough investigations of and take appropriate corrective actions for incidents of client to client verbal, physical and/or psychological abuse for 6 of 6 clients living in the home (#1, #2, #3, #4, #5 and #6). The Director of Quality Assurance will be retrained on conducting thorough investigations of client to client verbal, physical and/or psychological abuse for clients #1, #2, #3, #4, #5 and #6.</p> <p><b>How others will be identified: (Systemic)</b> The Operations Manager of Supervised Group Living and the Program Coordinator will review all incidents to ensure the written policies and procedures were implemented to prevent abuse</p>	08/19/2012	

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	<p>#4, #5 and #6. Please see W154.</p> <p>Based on record review and interview for 29 of 65 incidents of client to client verbal, physical and/or psychological abuse reviewed, the facility failed to take appropriate corrective action for 6 of 6 clients living in the home (clients #1, #2, #3, #4, #5 and #6). Please see W157.</p> <p>9-3-1(a)</p>		<p>and neglect of clients, conduct thorough investigations of and take appropriate corrective actions for incidents of client to client verbal, physical and/or psychological abuse. The director of Quality Assurance will conduct thorough investigations of client to client verbal and physical and/or psychological abuse.</p> <p><b>Measures to be put in place:</b> Operations Manager of Supervised Group Living and the Program Coordinator will be retrained to ensure the facility implements its written policies and procedures to prevent abuse and neglect of clients, Conduct thorough investigations of and take appropriate corrective actions for incidents of client to client verbal, physical and/or psychological abuse for 6 of 6 clients living in the home (#1, #2, #3, #4, #5 and #6). The Director of Quality Assurance will be retrained on conducting thorough investigations of client to client verbal, physical and/or psychological abuse for clients #1, #2, #3, #4, #5 and #6.</p> <p><b>Monitoring of Corrective Action:</b> The Operations Manager of Supervised Group Living, the Program Coordinator and the Director of Quality Assurance will review all incidents</p>		

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			to ensure the written policies and procedures were implemented to prevent abuse and neglect of clients, investigations conducted were thorough and appropriate corrective actions were taken for incidents of client to client verbal, physical and/or psychological abuse.  <b>Completion date: 08/19/2012</b>		

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W0149	<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.</p> <p>Based on record review and interview for 3 of 3 sampled clients (clients #1, #2 and #3) and 3 additional clients (clients #4, #5 and #6), the facility neglected to implement its policy and procedures to prevent verbal, psychological and physical abuse and/or neglect of clients in 34 of 65 incidents reviewed. The facility neglected to specifically address a client targeting other clients/peers (#1).</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 7/2/12 at 11:00 AM. The facility's reportable incident reports and/or investigations indicated the following incidents of client to client aggression:</p> <p>6/28/12 - Client #1 was at the table eating breakfast and client #4 put his plate in the sink and client #1 got up and told him to go take his medications and client #4 told him he had already taken them. Staff got between both of them but client #4 reached out and hit (client #1 in the jaw. The incident was investigated and staff counseled both the consumers on appropriate interactions with housemates.</p> <p>6/26/12 - Client #1 was asked to get</p>	W0149	<p><b>W 149:</b> The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p><b>Corrective Action (Specific):</b> The Operations Manager of Supervised Group Living and the Program Coordinator will be retrained on implementing the facility's policy and procedures to prevent verbal, psychological and physical abuse and/or neglect of clients. The Operations Manager of Supervised Group Living and the Program Coordinator will specifically be retrained on how to address a client targeting other clients/peers. The Operations Manager of Supervised Group Living and the Program Coordinator will be retrained on reviewing incident reports of client verbal, physical and client to client intimidation.</p> <p><b>How others will be identified: (Systemic)</b> The Quality Assurance Director will review all incident reports, to ensure the facilities policy and procedures have been implemented to prevent verbal, psychological and physical abuse and/or neglect of</p>	08/19/2012			

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	<p>his goggles for workshop. The report indicated he got upset because he does not like his goggles. He was getting on the van and grabbed client #5. Client #5 kicked client #1. Staff got client #1 off of the van to separate him from the other consumers. Client #1 calmed down and got back on the van. When he sat down, he grabbed client #3's right hand and pulled his shirt.</p> <p>6/25/12 - Client #1 saw client #3 trying to refuse his medication during medication administration. He got upset and grabbed client #3 by the wrist and tried to push him into the office. Client #3 pushed client #1's hand away. No investigation was provided of the client to client incident.</p> <p>6/13/12 - The consumers were in the van after getting picked up from workshop. Client #6 told client #3 to be quiet. Client #3 got upset and started yelling at client #6 and scratched his chest. He also hit client #5. Client #6 hit client #3 in the back.</p> <p>6/7/12 - The consumers were in the kitchen and client #4 was carrying the dustpan. Client #1 tried to take the dustpan from client #4 and client #4 hit client #1 with it.</p> <p>6/3/12 - Client #2 finished eating and took his plate to the sink and staff asked him to wash off his plate and he refused. Client #1 grabbed client #2 by the shirt</p>		<p>clients. The Director of Quality Assurance will review all incident reports to ensure a client is not targeting other clients/peers. The Director of Quality Assurance will review all incident reports of client verbal, physical and client to client intimidation to ensure the facility's policy and procedures have been implemented</p> <p><b>Measures to be put in place:</b> The Operations Manager of Supervised Group Living and the Program Coordinator will be retrained on implementing its policy and procedures to prevent verbal, psychological and physical abuse and/or neglect of clients. The Operations Manager of Supervised Group Living and the Program Coordinator will specifically be retrained on how to address a client targeting other clients/peers. The Operations Manager of Supervised Group Living and the Program Coordinator will be retrained on reviewing incident reports of client verbal, physical and client to client intimidation.</p> <p><b>Monitoring of Corrective Action:</b> The Director of Quality Assurance, the Operations Manager of Supervised Group Living and the Program Coordinator will review all incident reports to ensure the facility's policy and procedures have been implemented to prevent verbal,</p>				

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	<p>and pulled him over to the sink. Staff redirected client #1 to his room and checked client #2 for injuries. 15 minutes later staff asked client #1 to go and get a glass of water from the kitchen to take his medications and when he walked into the kitchen client #2 was sitting at the table drinking coffee. Client #1 stomped on client #2's foot.</p> <p>5/21/12 - After dinner staff asked client #1 to get a glass of water for medicine pass. Client #6 was in the kitchen at the same time. After medicine administration was done, client #6 brought his shirt to staff showing a ripped place under the arm stating that "[client #1] grabbed it and ripped it."</p> <p>5/21/12 - Client #1 was in his room changing clothes. The other residents were in the living room. Client #1 came out of his room and grabbed client #3's left arm.</p> <p>5/20/12 - Client #1 was trying to shut the door and client #3 was trying to come in. When client #3 got inside, client #1 grabbed him by the hair on the back of his head.</p> <p>5/16/12 - Client #3 was walking into the kitchen to do his chore when client #1 was walking out of the kitchen and client #1 grabbed client #3's shirt and tried to pull him into the kitchen.</p> <p>5/15/12 - Client #1 got into the van with the other consumers and grabbed</p>		<p>psychological and physical abuse and/or neglect of clients. The Director of Quality Assurance, the Operations Manager of Supervised Group Living and the Program Coordinator will review all incident reports to address a client targeting other clients/peers. The director of Quality Assurance, the Operations Manager of Supervised Group Living and the Program Coordinator will review incident reports of client verbal, physical and client to client intimidation..</p> <p><b>Completion date: 08/19/2012</b></p>				

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	<p>client #3's left hand. He let go and grabbed client #5's right shoulder, attempting to take off his glasses.</p> <p>5/9/12 - Client #1 and client #6 were in the kitchen. For no "apparent reason," client #6 hit client #1 in his right eye.</p> <p>5/1/12 - Client #1 became agitated and grabbed client #6's left thumb.</p> <p>4/25/12 - Client #1 and Client #3 were in the van. Client #1 began having behaviors. Client #1 grabbed client #3 by the leg.</p> <p>4/22/12 - Client #1 came out of his room and client #2 was passing him. Client #1 grabbed client #2 by the arm.</p> <p>4/17/12 - Client #1 walked up to client #2, grabbed him by the shirt and pulled it.</p> <p>4/11/12 - Client #1 came out of his room and took the broom from client #4 and took the hat off of client #4's head. Client #4 grabbed client #1's shirt. Client #1 attempted to go after other clients. Client #1 lunged forward and was able to grab client #3 and bite him on top of his right hand. The clients finished getting ready and as they were getting on the van for workshop, client #1 grabbed client #2's shirt. No investigation provided.</p> <p>4/6/12 - Client #3 was getting juice to take his medications and became upset. Client #3 hit client #6 in the right arm.</p> <p>2/17/12 - Client #1 was in his bedroom opening and closing the door.</p>			

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	<p>Client #2 walked out of his room to use the bathroom and client #1 went after him. Staff intervened but client #1 reached around them and grabbed client #2 by the right arm.</p> <p>2/2/12 - Client #1 came into the living room where client #6 was on the phone. Client #1 had a behavior and hit client #6 causing his glasses to break. Client #6 hit client #1 back on the right side of his face.</p> <p>1/30/12 - Client #1 wanted to do his laundry and client #6 was doing his and client #1 went after client #6. Staff tried to redirect client #1 but client #6 hit client #1 and client #1 hit client #6 back. About 15 minutes later client #3 was standing in the living room watching TV (television). Client #1 ran at him and pulled his hair. Around 6:30 AM client #5 was in the kitchen and client #1 went after him. Client #5 hit client #1 when he was running after him and client #1 grabbed client #5's shirt.</p> <p>1/27/12 - Client #was getting ready for breakfast and went up to client #6 and pulled his glasses off and scratched his right hand.</p> <p>1/26/12 - Client #1 saw client #3 trying to fix his lunch and client #1 physically tried to stop him. Staff separated the two and client #1 then went into the living room. There he went up to client #2 and put his hands on his neck.</p>						

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	<p>1/16/12 - Client #1 tried to take the broom away from client #5 and when client #5 wouldn't give it to him. Client #1 hit client #5 in the arm. Client #5 hit him back.</p> <p>The internal incident reports were reviewed on 7/5/12 at 12:51 PM. The following incidents of client verbal, physical and client to client intimidation were reviewed:</p> <p>6/27/12 - Client #1 went after client #5 saying "get out" staff got between the two clients. Client #1 then went outside picking up chairs and throwing them.</p> <p>6/20/12 - Staff was talking to client #2 and client #1 came out of room trying to boss and grab client #2. Client #1 went to his room and slammed door over and over, refused to wear goggles (protective eyewear recommended because of medical condition, corneal thinning).</p> <p>6/7/12 - Client #5 was putting away broom. Client #1 attempted to grab broom from client #5.</p> <p>6/5/12 - Several clients in kitchen putting lunch boxes away. Client #6 came into the kitchen to start dinner and client #1 began to go after him.</p> <p>6/5/12 - Client #4 was sweeping floor, client #1 opened his door and managed to grab the broom trying to take it away from client #4.</p>						

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	<p>5/20/12 - Client #1 was angry that client #6 was leaving his room and forced himself into client #6's room.</p> <p>5/6/12 - Client #3 was trying to walk into kitchen to do his chore. Client #1 was walking out of kitchen, client #3 was waiting for client #1 to get out of the way. Client #1 grabbed client #3 by his shirt, told him to get into the kitchen and clean it.</p> <p>4/22/12 - Client #1 grabbed client #2's hair and shirt.</p> <p>4/17/12 - Client #1 began slamming door, staff got client #1 to office to take medications and client #1 grabbed the back of client #2's shirt.</p> <p>4/11/12 - Client #1 attempting to go after clients. Client #1 lunged forward and was able to grab client #3 and bite him on top of his right hand.</p> <p>Interview with staff #1, administrator, on 7/2/12 at 1:10 PM indicated the facility prohibits abuse/neglect or intimidation in all their homes.</p> <p>9-3-2(a)</p>			

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W0154	<p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on record review and interview for 13 of 65 incidents reviewed, the facility failed to conduct thorough investigations of client to client verbal, physical and/or psychological abuse for clients #1, #2, #3, #4, #5 and #6.</p> <p>Findings include:</p> <p>The facility reportable incidents were reviewed on 7/2/12 at 11:00 AM and the non-reportable incidents were reviewed on 7/5/12 at 12:51 PM. The reports indicated the following incidents had no record of an investigation being conducted:</p> <p>6/25/12 - Client #1 saw client #3 trying to refuse his medications during medication administration. He got upset and grabbed client #3 by the wrist and tried to push him into the office. Client #3 pushed client #1's hand away. No investigation was provided of the client to client incident.</p> <p>5/16/12 - Client #3 was walking into the kitchen to do his chore when client #1 was walking out of the kitchen and client #1 grabbed client #3's shirt and tried to pull him into the kitchen. No investigation provided.</p>	W0154	<p><b>W 154:</b> The facility must have evidence that all alleged violations are thoroughly investigated.. <b>Corrective Action (Specific):</b> The Director of Quality Assurance, the QMRP and the Program Coordinator will be retrained on conducting thorough investigations of client to client, verbal, physical and/or psychological abuse for clients #1, #2, #3, #4, #5 and #6.</p> <p><b>How others will be identified: (Systemic)</b> The Director of Quality Assurance, the QMRP and the Program Coordinator will review all incident reports of client to client, verbal, physical and/or psychological abuse ensuring that an investigation appropriate to each incident report has been completed and that the investigation has been thorough.</p> <p><b>Measures to be put in place:</b> The Director of Quality Assurance, the QMRP and the Program Coordinator will be retrained on conducting thorough investigations of client to client, verbal, physical and/or psychological abuse for clients #1, #2, #3, #4, #5 and #6.</p> <p><b>Monitoring of Corrective Action:</b> The Director of Quality Assurance and the QMRP will monitor all incident reports to ensure that thorough investigations have been</p>	08/19/2012			

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	<p>4/25/12 - Client #1 and Client #3 were in the van. Client #1 began having behaviors. Client #1 grabbed client #3 by the leg. No investigation provided.</p> <p>4/17/12 - Client #1 walked up to client #2, grabbed him by the shirt and pulled it. No investigation provided.</p> <p>4/11/12 - Client #1 came out of his room and took the broom from client #4 and took the hat off of client #4's head. Client #4 grabbed client #1's shirt. Client #1 attempted to go after other clients. Client #1 lunged forward and was able to grab client #3 and bite him on top of his right hand. The clients finished getting ready and as they were getting on the van for workshop, client #1 grabbed client #2's shirt. No investigation provided.</p> <p>2/2/12 - Client #1 came into the living room where client #6 was on the phone. Client #1 had a behavior and hit client #6 causing his glasses to break. Client #6 hit client #1 back on the right side of his face. No investigation provided.</p> <p>6/27/12 - Client #1 went after client #5 saying "get out" staff got between the two clients. Client #1 then went outside picking up chairs and throwing them. No investigation provided.</p> <p>6/20/12 - Staff talking to client #2 and client #1 comes out of room trying to boss and grab client #2. Client #1 went to his room and slammed door over and over, refused to wear goggles (Protective</p>		completed when applicable for incidents of client to client, verbal, physical and/or psychological abuse. <b>Completion date: 08/19/2012</b>				

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	<p>eyewear recommended by ophthalmologist on 6/28/12 because of corneal thinning). No investigation provided.</p> <p>6/5/12 - Client #4 was sweeping floor, client #1 opened his door and managed to grab broom trying to take away from client #4. No investigation provided</p> <p>5/20/12 - Client #1 was angry that client #6 was leaving his room and forced himself into client #6's room. No investigation provided.</p> <p>4/22/12 - Client #1 grabbed client #2's hair and shirt. No investigation provided.</p> <p>4/17/12 - Client #1 began slamming door, staff got client #1 to office to take medications and client #1 grabbed the back of client #2's shirt. No investigation provided.</p> <p>4/16/12 - Client #1 tried to tell client #6 what to do, then attempted to chase client #6 around the table. No investigation provided.</p> <p>Interview with staff #5, Administrator, on 7/6/12 at 1:00 PM indicated all the investigations that were available had been provided for review.</p> <p>Interview with staff #1, Operations Manager, on 7/5/12 at 3:00 PM indicated the incidents should have been investigated.</p>						

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W0157	<p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken.</p> <p>Based on record review and interview for 29 of 65 incidents reviewed, the facility failed to take appropriate corrective action for 6 of 6 clients living in the home (clients #1, #2, #3, #4, #5 and #6).</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 7/2/12 at 11:00 AM. The facility's reportable incident reports and/or investigations indicated the following incidents of client to client aggression:</p> <p>6/28/12 - Client #1 was at the table eating breakfast and client #4 put his plate in the sink and client #1 got up and told him to go take his medications and client #4 told him he had already taken them. Staff got between both of them but client #4 reached out and hit (client #1 in the jaw. The incident was investigated and staff counseled both the consumers on appropriate interactions with housemates.</p> <p>6/26/12 - Client #1 was asked to get his goggles for workshop. The report indicated he got upset because he does not like his goggles. He was getting on the van and grabbed client #5. Client #5</p>	W0157	<p><b>W 157:</b> If the alleged violation is verified, appropriate corrective action must be monitored.</p> <p><b>Corrective Action (Specific):</b> The QMRP and the Program Coordinator will be retrained on taking appropriate corrective action following incidents of client to client aggression, client verbal, physical and client to client intimidation for 6 of 6 clients living in the home (clients #1, #2, #3, #4, #5 and #6). The Director of Behavior Services will be retrained to review all incident reports of client to client aggression, client verbal, physical and client to client intimidation for 6 of 6 clients living in the home (clients #1, #2, #3, #4, #5 and #6) and that an IDT will be held to review the clients' behaviors. The IDT will revise the behavior plan as appropriate.</p> <p><b>How others will be identified: (Systemic)</b> The QMRP and the Director of Behavior Services will review incident reports of client to client aggression, client verbal, physical and client to client intimidation. An IDT will be held to determine any programming changes that are appropriate.</p>	08/19/2012			

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	<p>kicked client #1. Staff got client #1 off of the van to separate him from the other consumers. Client #1 calmed down and got back on the van. When he sat down, he grabbed client #3's right hand and pulled his shirt.</p> <p>6/25/12 - Client #1 saw client #3 trying to refuse his medication during medication administration. He got upset and grabbed client #3 by the wrist and tried to push him into the office. Client #3 pushed client #1's hand away.</p> <p>6/13/12 - The consumers were in the van after getting picked up from workshop. Client #6 told client #3 to be quiet. Client #3 got upset and started yelling at client #6 and scratched his chest. He also hit client #5. Client #6 hit client #3 in the back. Staff intervened and verbally redirected the consumer.</p> <p>6/7/12 - The consumers were in the kitchen and client #4 was carrying the dustpan. Client #1 tried to take the dustpan from client #4 and client #4 hit client #1 with it. The consumers were verbally redirected.</p> <p>6/3/12 - Client #2 finished eating and took his plate to the sink and staff asked him to wash off his plate and he refused. Client #1 grabbed client #2 by the shirt and pulled him over to the sink. Staff redirected client #1 to his room and checked client #2 for injuries. 15 minutes later staff asked client #1 to go and get a</p>		<p><b>Measures to be put in place:</b> The QMRP and the Program Coordinator will be retrained on taking appropriate corrective action following incidents of client to client aggression, client verbal, physical and client to client intimidation for 6 of 6 clients living in the home (clients #1, #2, #3, #4, #5 and #6). The Director of Behavior Services will be retrained to review all incident reports of client to client aggression, client verbal, physical and client to client intimidation for 6 of 6 clients living in the home (clients #1, #2, #3, #4, #5 and #6) and that an IDT will be held to review the clients' behaviors. The IDT will revise the behavior plan as appropriate.</p> <p><b>Monitoring of Corrective Action:</b> The QMRP and the Director of Behavior Services will monitor future incident reports of client to client aggression, client verbal, physical and client to client intimidation and meet with the client's IDT to determine if programming revisions are appropriate.</p> <p><b>Completion date: 08/19/2012</b></p>				

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	<p>glass of water from the kitchen to take his medications and when he walked into the kitchen client #2 was sitting at the table drinking coffee. Client #1 stomped on client #2's foot.</p> <p>5/21/12 - After dinner staff asked client #1 to get a glass of water for medicine pass. Client #6 was in the kitchen at the same time. After medicine administration was done, client #6 brought his shirt to staff showing a ripped place under the arm stating that "client #1 grabbed it and ripped it."</p> <p>5/21/12 - Client #1 was in his room changing clothes. The other residents were in the living room. Client #1 came out of his room and grabbed client #3's left arm.</p> <p>5/20/12 - Client #1 was trying to shut the door and client #3 was trying to come in. When client #3 got inside, client #1 grabbed him by the hair on the back of his head..</p> <p>5/16/12 - Client #3 was walking into the kitchen to do his chore when client #1 was walking out of the kitchen and client #1 grabbed client #3's shirt and tried to pull him into the kitchen.</p> <p>5/15/12 - Client #1 got into the van with the other consumers and grabbed client #3's left hand. He let go and grabbed client #5's right shoulder, attempting to take off his glasses.</p> <p>5/9/12 - Client #1 and client #6 were</p>						

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	<p>in the kitchen. For no "apparent reason," client #6 hit client #1 in his right eye.</p> <p>5/1/12 - Client #1 became agitated and grabbed client #6's left thumb.</p> <p>4/25/12 - Client #1 and Client #3 were in the van. Client #1 began having behaviors. Client #1 grabbed client #3 by the leg.</p> <p>4/22/12 - Client #1 came out of his room and client #2 was passing him. Client #1 grabbed client #2 by the arm.</p> <p>4/17/12 - Client #1 walked up to client #2, grabbed him by the shirt and pulled it.</p> <p>4/11/12 - Client #1 came out of his room and took the broom from client #4 and took the hat off of client #4's head. Client #4 grabbed client #1's shirt. Client #1 attempted to go after other clients. Client #1 lunged forward and was able to grab client #3 and bite him on top of his right hand. The clients finished getting ready and as they were getting on the van for workshop, client #1 grabbed client #2's shirt. No investigation provided.</p> <p>4/6/12 - Client #3 was getting juice to take his medications and became upset. Client #3 hit client #6 in the right arm.</p> <p>2/17/12 - Client #1 was in his bedroom opening and closing the door. Client #2 walked out of his room to use the bathroom and client #1 went after him. Staff intervned but client #1 reached around them and grabbed client</p>						

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	<p>#2 by the right arm.</p> <p>The internal incident reports were reviewed on 7/5/12 at 12:51 PM. The following incidents of client verbal, physical and client intimidation were reviewed:</p> <p>6/27/12 - Client # went after client #5 saying "get out" staff got between the two clients. Client #1 then went outside picking up chairs and throwing them.</p> <p>6/20/12 - Staff talking to client #2 and client #1 comes out of room trying to boss and grab client #2. Client #1 went to his room and slammed door over and over, refused to wear goggles (protective eyewear recommended because of medical condition; corneal thinning).</p> <p>6/7/12 - Client #5 was putting away broom. Client #1 attempted to grab a broom from client #5.</p> <p>6/5/12 - Several clients in kitchen putting lunch boxes away. Client #6 came into the kitchen to start dinner and client #1 began to go after him.</p> <p>6/5/12 - Client #4 was sweeping floor, client #1 opened his door and managed to grab the broom trying to take it away from client #4.</p> <p>5/20/12 - Client #1 was angry that client #6 was leaving his room and forced himself into client #6's room.</p> <p>5/6/12 - Client #3 was trying to walk</p>						

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	<p>into kitchen to do his chore. Client #1 was walking out of kitchen, client #3 was waiting for client #1 get out of the way. Client #1 grabbed client #3 by his shirt, told him to get into kitchen and clean it.</p> <p>4/22/12 - Client #1 grabbed client #2's hair and shirt.</p> <p>4/17/12 - Client #1 began slamming door, staff got client #1 to office to take medications and client #1 grabbed the back of client #2's shirt.</p> <p>4/11/12 - Client #1 attempting to go after clients. Client #1 lunged forward and was able to grab client #3 and bite him on top of his right hand.</p> <p>Interview with staff #2, Director of Behavior Services, on 7/6/12 at 11:30 AM indicated he had revised client #1's behavior plan that went into effect on 2/7/12. The plan included a morning routine as follows:</p> <p>"Client #1 will have an assigned staff</p> <ul style="list-style-type: none"> <li>-This staff will be responsible for helping client #1 with an alternative morning routine.</li> <li>-Staff and Client #1 will take a 20-30 (sic) trip out of the house to pick up the morning newspaper and will go either walking or engage in an activity.</li> <li>-This plan will remain in place until the team meets to discuss the next step of the plan which will include other steps in changing his morning routine." </li></ul>						

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	<p>Staff #2 indicated the staff had been trained on the changes. The behavior notes were reviewed on 7/6/12 at 1:00 PM and indicated staff #2 visited the home once a month and client #1 did not have any behaviors at those times.</p> <p>Interview with staff #1, Operations Manager, on 7/5/12 at 2:00 PM indicated client #1 had been having an increase in physical aggression in the last few months. Staff #1, Operations Manager, indicated the Interdisciplinary Team (IDT) had met on 6/29/12, 6/27/12, 6/11/12, 5/22/12, 5/17/12 and 5/14/12 to review client #1's behavior. Staff #1, Operations Manager, indicated the behavior plan had been revised in February where the staff were supposed to take him out of the home in the morning while the others were getting ready for the day. Staff #1, Operations Manager, indicated he did go out the first week a few times, but since then he has refused. Staff #1, Operations Manager, indicated they had trained staff to keep the client in visual sight when he was in the home out of his room.</p> <p>9-3-2(a)</p>						

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