

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G637	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/03/2013
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NAME OF PROVIDER OR SUPPLIER STONE BELT ARC INC	STREET ADDRESS, CITY, STATE, ZIP CODE 214 E SOUTHERN DR BLOOMINGTON, IN 47401
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W000000	<p>This visit was for a full recertification and state licensure survey.</p> <p>Dates of Survey: October 28, 29, 30, 31, November 18, 19 and December 3, 2013.</p> <p>Facility number: 001210 Provider number: 15G637 AIM number: 100240200</p> <p>Surveyor: Christine Colon, QIDP</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 12/13/13 by Ruth Shackelford, QIDP.</p>	W000000		

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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W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on interview and record review, the facility failed to meet the Condition of Participation: Governing Body for 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5). The governing body failed to ensure the facility implemented its policy and procedures to protect the clients' rights by preventing abuse and conducting thorough investigations. The governing body failed to remove staff from duty during investigations of abuse allegations.</p> <p>Findings include:</p> <p>1. Please refer to W122. The governing body failed to ensure the facility met the Condition of Participation: Client Protections for 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5). The governing body failed to implement its written policies and procedures to prevent abuse of clients. The governing body failed to remove staff from duty during investigations of abuse allegations.</p> <p>2. Please refer to W104. The governing body failed for 3 of 3 sampled clients</p>	W000102	<p>W102 Plan of Correction: The Supervised Group Living (SGL) Director was suspended on 10/9/13 and terminated on 10/10/13. An interim director was hired on 10/11/13. A permanent SGL Director was hired on 11/18/13. The new SGL Director is a Licensed Clinical Social Worker knowledgeable of the state and agency client protection laws and policies including completion of investigations within 5 days. Plan of Prevention: The SGL Director has been trained on ICF/DD state and federal regulations and on state reporting procedures. The SGL Director will be mentored by former SGL Director for the next six months or longer if needed. Quality Assurance Monitoring: The agency's QA team process has been revised to include a review of all ISDH surveys; a review and report of all SGL A/N/E investigations by third party QA team member and the QA team will recommend and monitor corrective actions.</p>	01/02/2014			

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W000104	<p>and 2 additional clients (clients #1, #2, #3, #4 and #5), to exercise general operating direction in a manner to ensure the facility developed and implemented policy and procedures in regards to conducting thorough investigations and to provide oversight to ensure their "Human Rights Policy" was implemented.</p> <p>9-3-1(a)</p> <p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility. Based on record review and interview, the governing body failed for 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5), to exercise general operating direction in a manner to provide oversight to ensure their "Human Rights Policy", "Incident</p>	W000104	W104 Plan of Correction: The alleged staff #2's employment was terminated on 3/12/13. The former Supervised Group Living (SGL) Director was suspended on 10/9/13 and terminated on 10/10/13. The former SGL Director failed to follow agency policy and reporting allegations of	01/02/2014

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	<p>Reporting Procedure" and "Investigation Protocols" policy/procedures were implemented.</p> <p>Findings include:</p> <p>A review of the facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigation records was conducted on 10/28/13 at 12:40 P.M.. Review of the records indicated:</p> <p>1. -Investigation record dated 12/9/12 involving client #4 which was conducted by the Social Worker (SW) indicated:</p> <p>- "Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff 2 was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed Staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground and carried her into the room."</p> <p>-Email from [Staff 1] to the facility's Program Director dated 12/9/12</p>		<p>abuse and ensuring client safety over several months, as cited under this deficiency. An interim director was hired on 10/11/13. A permanent SGL Director was hired on 11/18/13. Facility staff will be retrained on Prevention of Abuse, Neglect, Exploitation and Incident Reporting. Plan of Prevention: The current SGL Director has been trained on ICF/DD state and federal regulations and on state reporting procedures and on actions to be taken to insure the safety and protection of clients during an investigation. SGL Director will be mentored by a previous SGL Director for the next six months or longer if needed. Quality Assurance Monitoring: The agency's QA team process has been revised to include a review of all ISDH surveys; a review and report of all SGL A/N/E investigations by third party QA team member and the QA team will recommend and monitor corrective actions. The agency has implemented a new internal incident reporting system designed to address various failures in implementing the agency's procedures on reporting and investigation allegation A/N/E. The process included the following steps: The written incident report is submitted within 24 hours (or immediately if it contains an allegation A/N/E) to a designated administrative staff. The staff enters the incident into</p>		

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	indicated: "While visiting [Group Home name] with [Visiting client] (12/9/12) I witness (sic) a concerning incident I feel the need to bring up to you. [Client #4] was throwing a bit of a tantrum, upset and yelling about something no one could understand. [Staff #2] was trying to talk to her, but [client #4] stormed away down the hallway towards her room, [Staff #2], clearly agitated, took off after her down the hallway and said 'I'm gonna...' and then I could not understand the rest. From where I was sitting at the dining room table I could see [client #4] go down the hallway towards her room. [Staff #2] got close to her and said 'Don't you dare!' but I was not sure why. At this point [Staff #2] physically picked [client #4] up off the ground, her feet were not touching the ground, and took her into her room and shut the door. I got up and went down the hallway and opened the bedroom door right after it shut because I was concerned with [Staff #2]'s tone and the way [client #4] had been picked up, but she was only talking to her while [client #4] sat on her bed. I thought at first maybe [client #4] had almost fallen and [Staff #2] had caught her and set her right on her feet. After the incident and [client #4] and [Staff #2] were apart I went and talked to the sub, [Sub #1 name], who had been in another room in		the electronic system, attaches required follow up/investigative forms, completes a BDDS report if indicated, notifies a supervisor if indicated and sends an electronic copy of the report to the facility support team. Each member of the support team reads, reviews, documents actions taken and signs the report. The report requires the review and signature of the director before the report is electronically files.		

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	<p>ear-shot but not where she could see the incident. Later on after that I left [Sub #1 name] questioned [Staff #2] about the incident, and [Staff #2] told her that she had said 'Don't you dare!' to [client #4] because [client #4] had been about to hit her, and that she had grabbed her by the waist because [client #4] was running for the back door. However, it did not seem to me like [client #4] was running for the door, and from my prospective (sic) I did not see [client #4] attempt to hit [Staff #2] and she did not seem close enough for her to try when she said it. I'm not sure if I'm over reacting or not but I am rather concerned. Having been a sub not all that long ago and having worked quite a bit at [Group home name] on the weekends I never really have liked the way [Staff #2] interacted with [client #4] and the high stress attitude she seems to have at work. Maybe it's just, e (sic) but it could be something that needs looking into."</p> <p>- "Behavior Plan for [client #4] dealing with staff response to aggressive behavior:...Staff may use physical restraint, following the least restrictive procedures. A bear hug or basket hold should be used only when she is attempting to hurt herself or someone else, or is in an otherwise dangerous</p>				

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	<p>situation. Staff can use a two person transport technique if they need to move [client #4] when she is a danger to herself or others....There are discrepancies in the descriptions of the events by different witnesses. The staff reporting the event states that the client was lifted 6 to 12 inches off the ground during a physical intervention by staff. The client has difficulty with verbal communication, and while she can confirm that the staff did intervene with her by either moving her into her room by an escort maneuver or by actually picking her up from the floor, it can not be determined if her feet actually left the floor....it does not appear that staff followed the client's behavior plan according to response to aggressive behavior, which recommends that staff tell the client to stop, and use a brief physical hold. A brief physical hold is not described by any of the witnesses to the event, rather a hold that became a one person escort, with hands around the client's waist, whether the client was actually lifted from the ground, or moved in an inappropriately forceful manner to their room, is not clear....This causes the investigator to determine that although the staff member, admits to use of an unauthorized technique/restraint and not completing an incident report for a restraint, there was no intent to</p>				

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	<p>harm, intimidate or humiliate the client. The staff admits to being overly stressed by personal and work issues, and not using the least restrictive method to intervene in the situation with the client. If the staff actually lifted the client off her feet, and carried her into her room, or just escorted her using an unauthorized technique this would fall into the category of a client rights violation, and an unauthorized restraint. Date Incident Investigation was completed: 12/27/12." Further review of the investigation record indicated:</p> <p>-BDDS report: Date: 12/9/12...Date of knowledge: 12/13/12...Submitted Date: 12/13/12..."Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground and carried her into her room....The SGL (Supportive Group Living) director and social worker have been notified of the incident and an investigation is</p>						

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	<p>underway. Staff has been suspended pending the outcome of the investigation." Review of the BDDS report failed to indicate the administrator was immediately notified of the incident.</p> <p>-BDDS Follow Up report dated 4/17/13 for the 12/9/12 incident: The result of the investigation is that the allegation was inconclusive. There were discrepancies in the descriptions of events by different witnesses. The staff reporting the event states that the client was lifted 6 to 12 inches off the ground during a physical intervention by staff. The client has difficulty with verbal communication, and while she can confirm that the staff did intervene with her by either moving her into her room by an escort maneuver or by actually picking her up from the floor, it can not be determined if her feet actually left the floor. It did not appear that the client was traumatized by the event, nor was she expressing anger about the event toward her staff. There was no injury from the event that can be determined. It does appear that the staff overreacted and misread the situation. This causes the investigator to determine that although the staff member, admits to use of an unauthorized technique/restraint and not completing an incident report</p>				

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	<p>for a restraint, there was no intent to harm, intimidate or humiliate the client. The staff member involved was referred to EAP (Employee Assistance Program), which she did attend."</p> <p>A review of the facility's actual hours worked clock in and clock out hours for the Group Home Associate Manager (GHAM, Staff #2) was conducted on 10/29/13 at 2:10 P.M.. Review of the record indicated the GHAM worked:</p> <p>"-12/10/12: 8.25 hours -12/12/12: 5.75 hours -12/14/12: 2.00 hours and 8.00 hours -12/15/12: 14.50 hours -12/16/12: 15.50 hours -12/21/12: 10.00 hours -12/22/12: 14.50 hours -12/23/12: 15.50 hours -12/24/12: 8.00 hours -12/25/12: 8.00 hours -12/28/12: 8.75 hours."</p> <p>Review of the record indicated the GHAM was not taken off the group home work schedule during the investigation period.</p> <p>2. -Investigation records dated 2/24/13, 3/3/13 and 3/4/13 indicated:</p> <p>-"Purpose of Investigation-Review:</p>						

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	<p>[SGL Director] (Supportive Group Living) requested the social worker investigate several allegations concerning conduct of [GHAM] toward multiple clients at [Group Home name] to determine whether these are events of client rights violations, and/or possible abuse and neglect.</p> <p>-Victim(s) alleged victim's names: [Client #1], [Client #3], [Client #5], [Client #2] and [Client #4].</p> <p>-Method of communication (verbal, gestures):</p> <p>[Client #1] is verbal and easily understood. [Client #5] is verbal and easily understood. [Client #3] has limited verbal ability limited to a few words. [Client #2] has verbal ability limited to a few words. [Client #4] communicates with a combination of sign, vocalization and augmentative communication device. She is difficult to understand.</p> <p>-Date/time event/alleged event occurred: Multiple events during the weekend of February 22nd, March 3rd and 4th, 2013.</p>			

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	<p>-Date/time incident report was filed: March 4, 2013.</p> <p>-Nature of the event/alleged event:</p> <p>[GHAM] take (sic) [client #3] by the pajamas (at the waist) and physically pulled her into the kitchen with force. During this action, [GHAM] was visibly angry. (Inappropriate restraint and physical abuse.)</p> <p>Regarding the weekend shifts I (Group Home Staff) work at [Group home name]: generally there is a lot of yelling and angry speech, including a terse tone and an audibly raised voice, clearly sounding angry, by [GHAM]. Sometimes the yelling is toward no one in particular, but I have frequently seen it directed at clients. I have seen [GHAM] point angrily and yell at [client #4] over communication issue (sic) This happened last weekend, and [GHAM] typically yells at [client #4] nearly every weekend. [Client #4] often repeats her concerns over and over, and after a few times [GHAM] will get angry, yell, and point at [client #4]. The pattern tends to be that [GHAM] gets easily frustrated and then yells at whom ever she is frustrated with. Or, sometimes she just yells into the general environment, usually voicing her disgust at the</p>				

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	<p>frustrating situation, and clients are clearly able to hear and understand that she is upset with them about something they did or didn't do. (Verbal and emotional abuse.)</p> <p>[GHAM] was frustrated last night that [client #1] was engaged with her new Kindle (computer), rather than doing the tasks [GHAM] expected, which included counting [client #1]'s personal money, changing into pajamas and preparing for bed, as well as taking medication. (It should be noted that in my opinion, none of that needed doing at that particular time). At dinner last night, all the girls were silent. This followed [GHAM] angrily putting food on the table, slamming plates down in front of them. On more than one occasion, I have witnessed [GHAM] angrily grabbing food and throwing it onto their plates, in front of them, with a bare hand, more than once, including last weekend Feb. 24. (Client Rights Violation and Neglect)</p> <p>[GHAM] was yelling loudly and angrily at [client #3] yesterday afternoon, around 4, when I was in the bathroom with another client. I looked into the hallway because of the yelling and heard her say to [client #3] loudly, 'Do your knees hurt [client #3]? Let's go get</p>						

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	<p>some medicine in the office.' Later as I was doing the med count, I noticed she had been given hydrocodone at 4 P.M.. I am concerned that the medication was given to calm [client #3] who was upset with [client #2], rather than for pain. I never heard [client #3] complain of knee pain or any other pain, although as I said earlier I was in the bathroom with another client. (Inappropriate restraint and neglect)</p> <p>Another concern I have is that [client #2] is 'put to bed' without choice by 7:15 every night that I am there with [GHAM]. When [GHAM] is not there, [client #2] goes to bed at a more normal time. [Client #1], the client, has said to me: '[GHAM] will make her (meaning [client #2]) go to bed.' which clearly appears to be the case. (Client Rights Violation)</p> <p>It is my opinion that the girls feel intimidated by her, and fear her retribution, walking on egg shells during the shifts that [GHAM] is present. I have witnessed and heard [client #5] apologize and respond 'I'm sorry, I was just letting you know' after [GHAM] responded angrily to a question she posed (March 4). (Verbal and emotional abuse)</p>				

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	-Interview with [client #1]: [Client #1] was interviewed at [Facility name] building by [Social Worker]. She was interviewed in the conference room. The interviewer asked [client #1] about how things had gone over the past weekend at [Group home]. [Client #1] stated that Sunday was her birthday. She stated that [client #5] had gone to church that morning, and [client #1] had stayed home. [Client #4] went out her friend [Friend name] and [client #5] and [client #1] were at home. I asked her how things were going that day for [GHAM]? [Client #1] stated [client #2] was yelling and screaming non stop that Sunday, and really all that weekend. She stated [GHAM] was 'fit to be tied' with all the yelling and screaming. I asked [client #1] how she could tell that [GHAM] was 'fit to be tied', [client #1] stated [GHAM] was saying the f word all the time. She kept saying, 'she wished this f---ing day was over.' She stated that she heard [GHAM] say this, when she was coming out of the office after getting her meds. [Client #1] stated 5 after 5 [GHAM] had to go back to the theatre to get something that had been left there. She was not happy about this either. I asked [client #1] if any of the other clients heard [GHAM] talking this way. [Client #1] stated that [client #6] heard [GHAM] say it, and so				

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	<p>did [client #2]. [Client #1] stated that it made her nervous, she always feels nervous when [GHAM] gets really stressed out. I asked [client #1] if [GHAM] yells at [client #4]? [Client #1] stated that [GHAM] yells at [client #4] a lot when [client #4] repeats herself. [Client #1] stated that [GHAM] will say '[Client #4] we've already talked about this.' I asked [client #1] if she has seen [GHAM] yell and shake her finger at [client #4]. [Client #1] stated that she has seen [GHAM] yell and shake her finger at [client #4], and then [client #4] gets so upset, and [GHAM] slams [client #4]'s door. [Client #1] stated that she has heard [GHAM] say to [client #4] 'you are acting like a 2 year old'. [Client #1] stated this upsets [client #4], so much that no one knows how to help [client #4] calm down again. [Client #1] stated that sometimes when [client #2] yells, [GHAM] will say 'Stop it or your parents won't come to see you'. I asked [client #1] when she had heard [GHAM] say this, [client #1] stated that she heard [GHAM] say this to [client #2] this past weekend. She stated that she heard her say this before [client #1] and [client #5] went shopping at 2:30. I asked [client #1] if she had seen [client #3] be very agitated when she and [client #5] came back from the store. [Client #1] stated that [client #3] was agitated all day on</p>			
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	<p>Sunday. As [client #1] and [client #5] were walking in the house from the front door, [GHAM] was in the kitchen baking a cake and [client #3] was in the recliner chair. [Client #1] stated that [GHAM] dragged [client #3] into the kitchen. [Client #1] stated that she and the [Qualified Intellectual Disabilities Professional (QIDP)] saw this.</p> <p>I asked [client #1] to describe how [GHAM] will have [client #2] go to bed at night. [Client #1] stated that [GHAM] would say 'its (sic) time to go to bed'. [Client #3] says 'I want to stay up'. [GHAM] says 'its (sic) to go to bed'. [Client #1] stated that [client #3] is up 3 times at night. I asked [client #1] why she thinks [client #3] gets up so often at night. [Client #1] stated that she thinks [client #3] is afraid that 'someone will hurt her'. I asked [client #1] who she thinks [client #3] is afraid will hurt her. [Client #1] stated 'the weekend staff'. I asked [client #1] how she can tell [client #3] is afraid. [Client #1] stated 'by the look on her face'. I asked her if she thinks that [client #3] is afraid of [Direct Support Professional (DSP) #20] (new weekend night aide). [Client #1] stated, no, [DSP #20] is wonderful. [Client #1] stated that [DSP #20] is getting used to [client #3]. [Client #1] stated that she thinks that [client #3] is</p>			

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	<p>afraid of [GHAM], emotionally. I asked [client #1], how [GHAM] could tell if [client #3]'s leg hurt. [Client #1] stated that [GHAM] is always asking [client #3] if her leg hurts. I asked if she thinks that [GHAM] ever gives [client #3] her pain medication to calm her down, instead of when her legs are hurting. [Client #1] said yes, she thinks so. [Client #1] stated that often [client #3]'s legs will hurt when [client #1]'s legs hurt because they both have arthritis and the weather causes her legs to hurt. [Client #1] states that she will notice that when [client #3] is not limping that [GHAM] will take her into the office for her meds. [Client #1] stated that [GHAM] tells her everything about how she is caring for the ladies at the house. [GHAM] will say, 'I gave [client #2] her meds. I gave [client #3] her meds.' [Client #1] stated that a couple of weeks ago, the weekend of February 22nd she heard [GHAM] say to [client #3] 'come on [client #3], its (sic) time to take your calm down pill'. I asked [client #1] if she actually heard [GHAM] say this. She said that she had. I asked [client #1] if (sic) was really telling the truth, or exaggerating. She said no, she was not. [Client #1] stated that [client #3] was perfectly fine, it was just after they had come into the dining room to eat. I asked [client #1] how long this had been going on. She</p>						

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	<p>said about the last 4 weeks.</p> <p>I asked [client #1] how [GHAM] and [DSP #23] were getting along. [Client #1] stated that [DSP #23] was good. I asked what had happened on Sunday when [DSP #23] was helping [client #1] set up her Kindle. [Client #1] stated that [GHAM] had come into the room and said 'can't you do this next week?' [GHAM] was wanting [DSP #23] to do something for her. [DSP #23] responded to [GHAM] 'I'm helping her'. [Client #1] stated that '[GHAM] stomped off' (sic) [Client #1] stated that [GHAM] was angry the rest of the night. She was slamming doors. [Client #1] stated that [GHAM] will talk on the phone with a man. She stated that her boyfriend will call at dinner time and tell [GHAM] that he wants her to bring him something to eat. I asked [client #1] if she has ever seen [GHAM] pick up food and put it on client's plates with her bare hands. [Client #1] said yes. I said, did she mean like pizza or rolls? [Client #1] said, no, she picks up meat with her fingers and throws it on plates. She has done this about 3 times in the past month. I asked her what kinds of food does she pick up with her fingers. [Client #1] stated roast beef, macaroni and cheese, salad. I asked [client #1] if she was telling the truth, or</p>			
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	<p>exaggerating. [Client #1] said no. That this has just started to happen in the past 1-2 months. I asked what the other staff had said about this. [Client #1] stated she does not do this when the other staff are in the room. She said they are usually sitting in the living room.</p> <p>I asked [client #1] how [GHAM] treats [client #5]. [Client #1] stated that [GHAM] yells at [client #5] for no reason. If [client #5] asks [GHAM] for help cutting up her food or cleaning her room. [GHAM] will say 'you are old enough to do this yourself'. [Client #1] stated that [client #5] will get mad. Then [GHAM] will give up and help [client #5]. [Client #1] stated that [GHAM] will get frustrated and she will say 'd--- it' if a client gets in her way. [Client #1] stated that about a week before her birthday she had a bowel accident. She stated that [GHAM] said to her 'D--- it! Why do I Have (sic) to clean up s--- all the time!' (sic) [Client #1] stated that this has been much worse over the last 4 weeks. I ask (sic) [client #1] (sic) the other staff have not reported this. [Client #1] stated sometimes the other staff hear this and just laugh. Another time, [GHAM] has said to [client #1] 'if you do this again, I'll let you sit in it'. [Client #1] stated that [GHAM] said this to her when she had a</p>						

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	<p>stomach virus in January.</p> <p>I asked why [client #1] has not told me or anyone about this? [Client #1] stated that [GHAM] cusses me out, for no reason. If [client #2] makes her mad she will say 'f--- you' 'f--- this' and 'f--- everyone'. I asked her why she had not spoke (sic) up about this. [Client #1] stated she is scared of [GHAM]. I asked her what she meant. [Client #1] stated that 'it all happened about [DSP #25].' She stated that [GHAM]'s behavior will stop for awhile (sic) and then start back up. [Client #1] stated that [GHAM] will tell us all at the house about her problems (sic) How she she has to take her son to appointments. [Client #1] stated that last weekend she felt bad, and [GHAM] gave her \$2.00 and told her not to tell. [Client #1] stated this gave her a very uneasy feeling. [Client #1] stated that [GHAM] will say, even though this is not the policy I am giving you this, so don't tell. I asked [client #1] what else [GHAM] has given her. [Client #1] stated that [GHAM] had given her some of her sweatshirts and has bought pop for her and told her 'if you tell I might hurt you'. [GHAM] told her 'why did you have to open your mouth about [DSP #25]-I was taking care of this'. [Client #1] stated that she told [GHAM] that 'she told because she</p>			
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	<p>did not feel comfortable being left alone at the motel'. [GHAM] said 'that was none of your business'. I asked if she has ever said anything like this again. [Client #1] stated that when [client #6] broke her leg this past January, [GHAM] got mad at [client #6] because she needed help. [GHAM] told [client #6] 'You're getting on my nerves and I wish you stayed in the hospital.' [Client #1] stated she heard [GHAM] say this to [client #6], and [GHAM] told her 'if you repeat that I will hurt you'. I asked [client #1] why she had not told anyone about this. [Client #1] stated that she had a feeling, but I did not know how to express it.</p> <p>I asked [client #1] if she had seen [client #3] get angry right when she and [client #5] and [QIDP] were getting back from the grocery store on Sunday. [Client #1] stated that [client #3] was coming out of the bathroom, she was really angry because [GHAM] had to 'body search her'. I asked [client #1] what she meant by 'body search'. [Client #1] stated that is when they take her into the bathroom and have her take all of her clothes off. That is when they 'search her for ammo'. I asked [client #1] why they did that. [Client #1] stated that [GHAM] had said 'it is part of her plan, and don't tell anyone'. [Client #1] stated that [client</p>			

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	<p>#3] was coming out of the bathroom and she could tell that she was angry because she was doing her 'angry dance'. [GHAM] told [client #3] to sit down in her recliner. [Client #1] stated that [client #3] had been agitated the whole day. I asked [client #1] how [GHAM] will get the ladies to go to bed. [Client #1] stated 'they tell her when she goes to bed that you will need to stay in bed or I'll make you clean the house, I'll make you mop all the floors'. [Client #1] stated that she asks [GHAM] 'why do you do this?' She stated that [GHAM] will say this is part of active treatment or part of [client #3]'s plan. [Client #1] stated that she feels bad for [client #3]. She stated that [client #3] was so upset because [GHAM] was so angry and uses vulgar language that it gets both [client #2] and [client #3] upset. I asked [client #1] if [GHAM] was slamming plates down on the table Sunday night. [Client #1] stated that when [GHAM] is mad she slams the plates down on the table and the food goes everywhere. She stated that she was mad, and was trying to get everyone fed and to get them to go to bed.</p> <p>I told [client #1] that I was really sorry that this had been happening, and that she had not told anyone. [Client #1] repeated that she knew these things were</p>						

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	<p>not right, but did not know how to express them.</p> <p>Findings: Substantiated, the findings support the event as described/allegation."</p> <p>Further review of the investigation record indicated:</p> <p>BDDS report dated 3/3/13...Date of knowledge: 3/4/13...Submitted Date: 3/7/13: Late in the afternoon on Sunday, staff reports that she witnessed [GHAM] forcibly pull [client #3] into the kitchen by grabbing the waistband of her pants. Staff reports that [GHAM] appeared visibly angry at the time and had been yelling loudly. Staff was concerned by [GHAM]'s use of a loud tone and angry demeanor, and found her actions intimidating and demanding....Plan to Resolve: Staff spoke with SW and Director regarding the issue. [GHAM] has been suspended pending the outcome of an investigation." Further review indicated the GHAM was terminated.</p> <p>3. Investigation record dated 10/24/13 indicated:</p> <p>E-mail (electronic mail) dated 9/4/13 at 9:10 P.M. from QIDP to PD (Program</p>				

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	<p>Director) and SW indicated:</p> <p>"All, I talked with [DSP #26], [client #1's brother] and [DSP #27] tonight regarding [DSP #28] hearing [client #1] telling [Sister-in-law] that [DSP #27] had hit her. [DSP #26] said that she had not talked to [client #1] this evening, but if she heard anything she would let me know. I also talked to [client #1's brother] to see what was going on and he stated that [client #1] had called [Sister-in-law] while [client #1's brother] was out working in the yard. [Brother] said he had just heard from [Sister-in-law] that [client #1] said [DSP #27] had hit her. [Brother] did not know the time frame of when this may have occurred and said he was going to clean up and call [client #1] shortly to see when this may have happened. He will call me tomorrow morning to tell me what she said....Lastly I talked to [DSP #27]. I asked if she could think of anything that has occurred recently between she and [client #1]. [DSP #27] said that all weekend [client #1] was withdrawn and not being herself. She said she tried being silly with [client #1], and [client #1] didn't want any part of it. She said that during med passes that she would suggest to [client #1] that she should use her inhaler, nebulizer or nasal sprays to alleviate some of her</p>			
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	<p>symptoms and [client #1] refused. I then asked if there was anything that may have happened that [client #1] could have thought she hit/pushed or bumped into her. [DSP #27] stated that at one point this weekend, she was assisting [client #1] in changing clothes and she bumped [client #1]'s head with her hand when helping her. She said that she said 'oops [client #1], are you ok? I'm sorry I bumped your head'. She said [client #1] said 'I'm fine hunny, it's ok' and they continued with [client #1] changing clothes. She said she wouldn't think [client #1] would think she did this purposely as she apologized and [client #1] said it was fine and didn't act different toward [DSP #27] after this occurred. I will update you when [Brother] calls tomorrow."</p> <p>E-mail dated 9/4/13 at 10:06 P.M. from PD to SW indicated:</p> <p>"[SW] Is there any chance you can talk to [client #1] tomorrow to see what is accurate. I copied [SW #2], if it would be more beneficial for her to speak to [client #1]. I will leave it up to you guys. Obviously an allegation, but with all going on with [client #1], I would like to know one way or another as [DSP #27] is in (sic) the schedule for tomorrow. She usually works weekends</p>			

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	<p>only but filling in due to open shifts. [QIDP] called me to let me know and I asked her to check it out since it was 'overheard.' If you want to wait to see what [brother] tells [QIDP] in the A.M., that is ok as well. Let me know what you think."</p> <p>E-mail dated 9/4/13 at 10:38 P.M. from SW to PD:</p> <p>"Yes I will talk to [client #1] tomorrow when I go to the house. I believe that what [DSP #27] told [QIDP] is probably what happened, but since [Brother] will fill us in, I can follow up with [client #1] and let her know that we are aware of the concern and see how she explains it."</p> <p>E-mail dated 9/5/13 at 6:59 P.M. from PD:</p> <p>"If this issue has been put to rest, could you summarize in a Social Work note or whatever source you choose. It will prove to be beneficial down the road if the issue arises again. Thanks."</p> <p>E-mail dated 9/10/13 at 10:32 A.M. from SW:</p> <p>"Here are my social worker notes concerning this event, in case anyone</p>				

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	<p>needs to refer to them later. I checked on [client #1] yesterday and she indicated that the weekend went okay, however she looked flat and depressed. I will check in again with her on Thursday. [Staff name] says she has [client #1] on [Doctor's] schedule at clinic to address her Lexapro."</p> <p>Further review of the record indicated:</p> <p>Social Worker Progress Notes dated 9/4/13 indicated:</p> <p>"Problem: Staff have been reporting that [client #1] has not been compliant with her medications for her sinus problems and allergies, she has been refusing to shower and being more withdrawn. [Client #1] has seemed to be reluctant to let certain staff assist her in the rest room, or to shower. [Client #1] has been telling family members, other staff and [PD] in a variety of versions that staff [DSP #27] bumped her cheek, slapped her cheek, hit her cheek with a closed fist and that 'she can not tell anyone about this'. Social Worker was asked to talk with [client #1] to ascertain if [client #1] has an actual allegation of if she is displaying behavior issues of false or exaggerated allegations related to mood, and interpersonal difficulties as has been</p>						

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	<p>seen in the past.</p> <p>Activity: Social Worker talked with [client #1] on 9/4/13, 9/5/13, and [client #1] told Social Worker a variety of versions of events with [DSP #27], involving a couple occasions over the past two weeks while [DSP #27] was assisting [client #1] in the rest room where [DSP #27] bumped [client #1]'s check (sic) with her hand while assisting her with the hoier lift onto the commode. Within the same discussions [client #1] would claim that [DSP #27] bumped her, accidentally but did not apologize, slapped her and told her not to tell anyone, and that this happened one time over the labor day holiday and then that it has happened one time previously. In talking with [client #1], she began expressing that she gets 'feeling' (sic) that [DSP #27] will try to exploit her as a previous associate house manager had attempted by trying to take her clothing, or her sodas in a re-play of what was a long term dysfunctional relationship between [client #1] and that staff. Social worker reviewed with [client #1] ways she can be assertive in relationships, and also ways that she can get assistance if she feels that she is being exploited or abused in a situation. [Client #1]'s version of events with staff [DSP #27] were inconsistent even</p>			
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	<p>during the same conversation with the social worker and [client #1] admitted that she feels confused when she talks about these events to different people, and she may not be perceiving them accurately due to her over association with past experiences.</p> <p>Response: [Client #1] is open to having counseling meeting with [DSP #27] and [QIDP] and Manager to discuss her perception of events with [DSP #27], and with [DSP #27] to allow [DSP #27] to explain her perception of the same events. [Client #1] agrees to return to working with her therapist, to work on these issues."</p> <p>Social Worker Progress Notes dated 9/6/13 indicated:</p> <p>"Problem: [Client #1] had been expressing various versions of an event where staff [DSP #27] had bumped her cheek while assisting [client #1] in the rest room, telling various family and staff members about the event giving different versions, and expressing to the social worker that she is confused about whether [DSP #27] 'would become like a former staff' who had been exploitive and verbally abusive to [client #1]. [Client #1] seeme</p>						

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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on interview and record review, the facility failed to meet the Condition of Participation: Client Protections for 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5). The facility failed to implement its written policies and procedures to prevent abuse of clients. The facility failed to conduct thorough investigations, remove staff from duty during investigations and failed to report the results of the investigations within 5 working days.</p> <p>Findings include:</p> <p>1. Please refer to W149: The facility neglected for 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5) to implement written policy and procedures to prevent alleged abuse. The facility neglected to conduct thorough investigations in regards to alleged abuse. The facility neglected to remove staff from duty to prevent alleged abuse.</p> <p>2. Please refer to W153: The facility failed for 3 of 3 allegations of abuse involving 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4</p>	W000122	W122 Plan of Correction: The Supervised Group Living (SGL) Director who failed to follow abuse/neglect procedures and ensure client protections has been terminated. The offending staff has been terminated. Facility staff have been retrained. See W104 for details. Plan of Prevention: See W104. Quality Assurance Monitoring: See W104 for details.	01/02/2014			

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	<p>and #5), to report the allegations immediately to the administrator and to the Bureau of Developmental Disabilities Services (BDDS) in accordance with state law.</p> <p>3. Please refer to W154: The facility failed to provide written evidence a thorough investigations were conducted for 1 of 3 incidents, involving 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5).</p> <p>4. Please refer to W155: The facility failed for 1 of 3 sampled clients and 1 additional client (clients #1 and #4) for 2 of 3 incidents of abuse/neglect reviewed, to remove the staff from duty while allegations of staff to client abuse were being investigated.</p> <p>5. Please refer to W156: The facility failed to report the results of 1 of 3 reviewed incidents of client abuse, involving 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5), to the administrator within five business days.</p> <p>9-3-2(a)</p>				

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W000140	<p>483.420(b)(1)(i) CLIENT FINANCES</p> <p>The facility must establish and maintain a system that assures a full and complete accounting of clients' personal funds entrusted to the facility on behalf of clients. Based on record review and interview, the facility failed to maintain an accurate accounting system for 1 of 3 sampled clients (client #1), for whom the facility managed her personal funds accounts.</p> <p>Findings include:</p> <p>A review of the facility's records was conducted at the group home on 10/28/13 at 6:55 A.M.. A review of client #1's financial record indicated the following:</p> <p>Client #1's personal financial accounting ledger dated 10/27/13 indicated she should have a balance of \$35.22. The Group Home Manager (GHM) reviewed the currency in client #1's petty cash pouch and counted a balance of \$16.53 plus a \$9.75 receipt.</p>	W000140	<p>W140 Plan of Correction: Client #1 will receive additional teaching and training on the importance of accounting for personal finances, including submitting receipts for purchases. Facility staff will be retrained in the implementation of client#1's IHP financial goals. Facility Q and GHM will be retrained to use the "Money On Hand" form. Plan of Prevention: The group home manager will conduct a weekly audit of client #1's personal financial account ledger and turn it into the agency's financial services department for review. Quality Assurance Monitoring: The Quality Assurance Monitoring checklist has been updated to include a review of the weekly personal ledger and a reconciliation of cash and purchases.</p>	01/02/2014	

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W000149	<p>An interview with the GHM was conducted on 10/28/13 at 7:05 A.M.. The GHM indicated each client's ledger entry balance and the currency amount should always match. The GHM further indicated client #1's balance did not match.</p> <p>9-3-2(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 record review and interview for 3 of 3 sampled clients and 2 additional clients (clients #1, #2, #3, #4 and #5) the facility neglected to implement written policy and procedures to prevent alleged abuse. The facility neglected to conduct thorough investigations in regards to alleged abuse. The facility neglected to remove staff from duty to prevent alleged abuse.</p> <p>Findings include:</p> <p>A review of the facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigation records was</p>	W000149	<p>W149 Plan of Correction: The SGL Director that failed to prohibit the mistreatment and abuse of clients and failed to remove staff from duty has been terminated. Plan of Prevention: The current SGL Director has been trained on ICF/DD state and federal regulations and on state reporting procedures and on actions to be taken to insure the safety and protection of clients during an investigation. SGL Director will be mentored by a previous SGL Director for the next six months or longer if needed. All facility staff will be retrained on Prevention of Abuse, Neglect and Exploitation. Quality Assurance Monitoring: The agency's QA team process has been revised to include a</p>	01/02/2014

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	<p>conducted on 10/28/13 at 12:40 P.M.. Review of the records indicated:</p> <p>1. -Investigation record dated 12/9/12 involving client #4 which was conducted by the Social Worker (SW) indicated:</p> <p>-"Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff 2 was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed Staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground and carried her into the room."</p> <p>-Email from [Staff 1] to the facility's Program Director dated 12/9/12 indicated: "While visiting [Group Home name] with [Visiting client] (12/9/12) I witness (sic) a concerning incident I feel the need to bring up to you. [Client #4] was throwing a bit of a tantrum, upset and yelling about something no one could understand. [Staff 2] was trying to talk to her, but [client #4] stormed away down the hallway towards her</p>		<p>review of all ISDH surveys; a review and report of all SGL A/N/E investigations by third party QA team member and the QA team will recommend and monitor corrective actions.</p>		

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	room, [Staff #2], clearly agitated, took off after her down the hallway and said 'I'm gonna...' and then I could not understand the rest. From where I was sitting at the dining room table I could see [client #4] go down the hallway towards her room. [Staff #2] got close to her and said 'Don't you dare!' but I was not sure why. At this point [Staff #2] physically picked [client #4] up off the ground, her feet were not touching the ground, and took her into her room and shut the door. I got up and went down the hallway and opened the bedroom door right after it shut because I was concerned with [Staff #2]'s tone and the way [client #4] had been picked up, but she was only talking to her while [client #4] sat on her bed. I thought at first maybe [client #4] had almost fallen and [Staff #2] had caught her and set her right on her feet. After the incident and [client #4] and [Staff #2] were apart I went and talked to the sub, [Sub #1 name], who had been in another room in ear-shot but not where she could see the incident. Later on after that I left [Sub #1 name] questioned [Staff #2] about the incident, and [Staff #2] told her that she had said 'Don't you dare!' to [client #4] because [client #4] had been about to hit her, and that she had grabbed her by the waist because [client #4] was running for the back door. However, it			

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	<p>did not seem to me like [client #4] was running for the door, and from my prospective (sic) I did not see [client #4] attempt to hit [Staff #2] and she did not seem close enough for her to try when she said it. I'm not sure if I'm over reacting or not but I am rather concerned. Having been a sub not all that long ago and having worked quite a bit at [Group home name] on the weekends I never really have liked the way [Staff #2] interacted with [client #4] and the high stress attitude she seems to have at work. Maybe it's just, e (sic) but it could be something that needs looking into."</p> <p>-"Behavior Plan for [client #4] dealing with staff response to aggressive behavior:...Staff may use physical restraint, following the least restrictive procedures. A bear hug or basket hold should be used only when she is attempting to hurt herself or someone else, or is in an otherwise dangerous situation. Staff can use a two person transport technique if they need to move [client #4] when she is a danger to herself or others....There are discrepancies in the descriptions of the events by different witnesses. The staff reporting the event states that the client was lifted 6 to 12 inches off the ground during a physical intervention by staff.</p>				

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	The client has difficulty with verbal communication, and while she can confirm that the staff did intervene with her by either moving her into her room by an escort maneuver or by actually picking her up from the floor, it can not be determined if her feet actually left the floor....it does not appear that staff followed the client's behavior plan according to response to aggressive behavior, which recommends that staff tell the client to stop, and use a brief physical hold. A brief physical hold is not described by any of the witnesses to the event, rather a hold that became a one person escort, with hands around the client's waist, whether the client was actually lifted from the ground, or moved in an inappropriately forceful manner to their room, is not clear....This causes the investigator to determine that although the staff member, admits to use of an unauthorized technique/restraint and not completing an incident report for a restraint, there was no intent to harm, intimidate or humiliate the client. The staff admits to being overly stressed by personal and work issues, and not using the least restrictive method to intervene in the situation with the client. If the staff actually lifted the client off her feet, and carried her into her room, or just escorted her using an unauthorized technique this would fall			

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	<p>into the category of a client rights violation, and an unauthorized restraint. Date Incident Investigation was completed: 12/27/12." Further review of the investigation record indicated:</p> <p>-BDDS report: Date: 12/9/12...Date of knowledge: 12/13/12...Submitted Date: 12/13/12..."Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground and carried her into her room....The SGL (Supportive Group Living) director and social worker have been notified of the incident and an investigation is underway. Staff has been suspended pending the outcome of the investigation." Review of the BDDS report failed to indicate the administrator was immediately notified of the incident.</p> <p>-BDDS Follow Up report dated 4/17/13 for the 12/9/12 incident: The result of</p>			
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	<p>the investigation is that the allegation was inconclusive. There were discrepancies in the descriptions of events by different witnesses. The staff reporting the event states that the client was lifted 6 to 12 inches off the ground during a physical intervention by staff. The client has difficulty with verbal communication, and while she can confirm that the staff did intervene with her by either moving her into her room by an escort maneuver or by actually picking her up from the floor, it can not be determined if her feet actually left the floor. It did not appear that the client was traumatized by the event, nor was she expressing anger about the event toward her staff. There was no injury from the event that can be determined. It does appear that the staff overreacted and misread the situation. This causes the investigator to determine that although the staff member, admits to use of an unauthorized technique/restraint and not completing an incident report for a restraint, there was no intent to harm, intimidate or humiliate the client. The staff member involved was referred to EAP (Employee Assistance Program), which she did attend."</p> <p>A review of the facility's actual hours worked clock in and clock out hours for the Group Home Associate Manager</p>				

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	<p>(GHAM, Staff #2) was conducted on 10/29/13 at 2:10 P.M.. Review of the record indicated the GHAM worked:</p> <p>"-12/10/12: 8.25 hours -12/12/12: 5.75 hours -12/14/12: 2.00 hours and 8.00 hours -12/15/12: 14.50 hours -12/16/12: 15.50 hours -12/21/12: 10.00 hours -12/22/12: 14.50 hours -12/23/12: 15.50 hours -12/24/12: 8.00 hours -12/25/12: 8.00 hours -12/28/12: 8.75 hours."</p> <p>Review of the record indicated the GHAM was not taken off the group home work schedule during the investigation period.</p> <p>2. -Investigation records dated 2/24/13, 3/3/13 and 3/4/13 indicated:</p> <p>"Purpose of Investigation-Review: [SGL Director] (Supportive Group Living) requested the social worker investigate several allegations concerning conduct of [GHAM] toward multiple clients at [Group Home name] to determine whether these are events of client rights violations, and/or possible abuse and neglect.</p>				

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	<p>-Victim(s) alleged victim's names: [Client #1], [Client #3], [Client #5], [Client #2] and [Client #4].</p> <p>-Method of communication (verbal, gestures):</p> <p>[Client #1] is verbal and easily understood. [Client #5] is verbal and easily understood. [Client #3] has limited verbal ability limited to a few words. [Client #2] has verbal ability limited to a few words. [Client #4] communicates with a combination of sign, vocalization and augmentative communication device. She is difficult to understand.</p> <p>-Date/time event/alleged event occurred: Multiple events during the weekend of February 22nd, March 3rd and 4th, 2013.</p> <p>-Date/time incident report was filed: March 4, 2013.</p> <p>-Nature of the event/alleged event:</p> <p>[GHAM] take (sic) [client #3] by the pajamas (at the waist) and physically pulled her into the kitchen with force. During this action, [GHAM] was visibly</p>				

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	<p>angry. (Inappropriate restraint and physical abuse.)</p> <p>Regarding the weekend shifts I (Group Home Staff) work at [Group home name]: generally there is a lot of yelling and angry speech, including a terse tone and an audibly raised voice, clearly sounding angry, by [GHAM]. Sometimes the yelling is toward no one in particular, but I have frequently seen it directed at clients. I have seen [GHAM] point angrily and yell at [client #4] over communication issue (sic) This happened last weekend, and [GHAM] typically yells at [client #4] nearly every weekend. [Client #4] often repeats her concerns over and over, and after a few times [GHAM] will get angry, yell, and point at [client #4]. The pattern tends to be that [GHAM] gets easily frustrated and then yells at whom ever she is frustrated with. Or, sometimes she just yells into the general environment, usually voicing her disgust at the frustrating situation, and clients are clearly able to hear and understand that she is upset with them about something they did or didn't do. (Verbal and emotional abuse.)</p> <p>[GHAM] was frustrated last night that [client #1] was engaged with her new Kindle (computer), rather than doing the</p>						

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	<p>tasks [GHAM] expected, which included counting [client #1]'s personal money, changing into pajamas and preparing for bed, as well as taking medication. (It should be noted that in my opinion, none of that needed doing at that particular time). At dinner last night, all the girls were silent. This followed [GHAM] angrily putting food on the table, slamming plates down in front of them. On more than one occasion, I have witnessed [GHAM] angrily grabbing food and throwing it onto their plates, in front of them, with a bare hand, more than once, including last weekend Feb. 24. (Client Rights Violation and Neglect)</p> <p>[GHAM] was yelling loudly and angrily at [client #3] yesterday afternoon, around 4, when I was in the bathroom with another client. I looked into the hallway because of the yelling and heard her say to [client #3] loudly, 'Do your knees hurt [client #3]? Let's go get some medicine in the office.' Later as I was doing the med count, I noticed she had been given hydrocodone at 4 P.M.. I am concerned that the medication was given to calm [client #3] who was upset with [client #2], rather than for pain. I never heard [client #3] complain of knee pain or any other pain, although as I said earlier I was in the bathroom with</p>			
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	<p>another client. (Inappropriate restraint and neglect)</p> <p>Another concern I have is that [client #2] is 'put to bed' without choice by 7:15 every night that I am there with [GHAM]. When [GHAM] is not there, [client #2] goes to bed at a more normal time. [Client #1], the client, has said to me: '[GHAM] will make her (meaning [client #2]) go to bed.' which clearly appears to be the case. (Client Rights Violation)</p> <p>It is my opinion that the girls feel intimidated by her, and fear her retribution, walking on egg shells during the shifts that [GHAM] is present. I have witnessed and heard [client #5] apologize and respond 'I'm sorry, I was just letting you know' after [GHAM] responded angrily to a question she posed (March 4). (Verbal and emotional abuse)</p> <p>-Interview with [client #1]: [Client #1] was interviewed at [Facility name] building by [Social Worker]. She was interviewed in the conference room. The interviewer asked [client #1] about how things had gone over the past weekend at [Group home]. [Client #1] stated that Sunday was her birthday. She stated that [client #5] had gone to</p>						

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	church that morning, and [client #1] had stayed home. [Client #4] went out her friend [Friend name] and [client #5] and [client #1] were at home. I asked her how things were going that day for [GHAM]? [Client #1] stated [client #2] was yelling and screaming non stop that Sunday, and really all that weekend. She stated [GHAM] was 'fit to be tied' with all the yelling and screaming. I asked [client #1] how she could tell that [GHAM] was 'fit to be tied', [client #1] stated [GHAM] was saying the f word all the time. She kept saying, 'she wished this f---ing day was over.' She stated that she heard [GHAM] say this, when she was coming out of the office after getting her meds. [Client #1] stated 5 after 5 [GHAM] had to go back to the theatre to get something that had been left there. She was not happy about this either. I asked [client #1] if any of the other clients heard [GHAM] talking this way. [Client #1] stated that [client #6] heard [GHAM] say it, and so did [client #2]. [Client #1] stated that it made her nervous, she always feels nervous when [GHAM] gets really stressed out. I asked [client #1] if [GHAM] yells at [client #4]? [Client #1] stated that [GHAM] yells at [client #4] a lot when [client #4] repeats herself. [Client #1] stated that [GHAM] will say '[Client #4] we've already talked			

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	<p>about this.' I asked [client #1] if she has seen [GHAM] yell and shake her finger at [client #4]. [Client #1] stated that she has seen [GHAM] yell and shake her finger at [client #4], and then [client #4] gets so upset, and [GHAM] slams [client #4]'s door. [Client #1] stated that she has heard [GHAM] say to [client #4] 'you are acting like a 2 year old'. [Client #1] stated this upsets [client #4], so much that no one knows how to help [client #4] calm down again. [Client #1] stated that sometimes when [client #2] yells, [GHAM] will say 'Stop it or your parents won't come to see you'. I asked [client #1] when she had heard [GHAM] say this, [client #1] stated that she heard [GHAM] say this to [client #2] this past weekend. She stated that she heard her say this before [client #1] and [client #5] went shopping at 2:30. I asked [client #1] if she had seen [client #3] be very agitated when she and [client #5] came back from the store. [Client #1] stated that [client #3] was agitated all day on Sunday. As [client #1] and [client #5] were walking in the house from the front door, [GHAM] was in the kitchen baking a cake and [client #3] was in the recliner chair. [Client #1] stated that [GHAM] dragged [client #3] into the kitchen. [Client #1] stated that she and the [Qualified Intellectual Disabilities Professional (QIDP)] saw this.</p>			
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	<p>I asked [client #1] to describe how [GHAM] will have [client #2] go to bed at night. [Client #1] stated that [GHAM] would say 'its (sic) time to go to bed'. [Client #3] says 'I want to stay up'. [GHAM] says 'its (sic) to go to bed'. [Client #1] stated that [client #3] is up 3 times at night. I asked [client #1] why she thinks [client #3] gets up so often at night. [Client #1] stated that she thinks [client #3] is afraid that 'someone will hurt her'. I asked [client #1] who she thinks [client #3] is afraid will hurt her. [Client #1] stated 'the weekend staff'. I asked [client #1] how she can tell [client #3] is afraid. [Client #1] stated 'by the look on her face'. I asked her if she thinks that [client #3] is afraid of [Direct Support Professional (DSP) #20] (new weekend night aide). [Client #1] stated, no, [DSP #20] is wonderful. [Client #1] stated that [DSP #20] is getting used to [client #3]. [Client #1] stated that she thinks that [client #3] is afraid of [GHAM], emotionally. I asked [client #1], how [GHAM] could tell if [client #3]'s leg hurt. [Client #1] stated that [GHAM] is always asking [client #3] if her leg hurts. I asked if she thinks that [GHAM] ever gives [client #3] her pain medication to calm her down, instead of when her legs are hurting. [Client #1] said yes, she thinks so.</p>			
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	<p>[Client #1] stated that often [client #3]'s legs will hurt when [client #1]'s legs hurt because they both have arthritis and the weather causes her legs to hurt. [Client #1] states that she will notice that when [client #3] is not limping that [GHAM] will take her into the office for her meds. [Client #1] stated that [GHAM] tells her everything about how she is caring for the ladies at the house. [GHAM] will say, 'I gave [client #2] her meds. I gave [client #3] her meds.' [Client #1] stated that a couple of weeks ago, the weekend of February 22nd she heard [GHAM] say to [client #3] 'come on [client #3], its (sic) time to take your calm down pill'. I asked [client #1] if she actually heard [GHAM] say this. She said that she had. I asked [client #1] if (sic) was really telling the truth, or exaggerating. She said no, she was not. [Client #1] stated that [client #3] was perfectly fine, it was just after they had come into the dining room to eat. I asked [client #1] how long this had been going on. She said about the last 4 weeks.</p> <p>I asked [client #1] how [GHAM] and [DSP #23] were getting along. [Client #1] stated that [DSP #23] was good. I asked what had happened on Sunday when [DSP #23] was helping [client #1] set up her Kindle. [Client #1] stated that [GHAM] had come into the room and</p>				

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	<p>said 'can't you do this next week?' [GHAM] was wanting [DSP #23] to do something for her. [DSP #23] responded to [GHAM] 'I'm helping her'. [Client #1] stated that '[GHAM] stomped off' (sic) [Client #1] stated that [GHAM] was angry the rest of the night. She was slamming doors. [Client #1] stated that [GHAM] will talk on the phone with a man. She stated that her boyfriend will call at dinner time and tell [GHAM] that he wants her to bring him something to eat. I asked [client #1] if she has ever seen [GHAM] pick up food and put it on client's plates with her bare hands. [Client #1] said yes. I said, did she mean like pizza or rolls? [Client #1] said, no, she picks up meat with her fingers and throws it on plates. She has done this about 3 times in the past month. I asked her what kinds of food does she pick up with her fingers. [Client #1] stated roast beef, macaroni and cheese, salad. I asked [client #1] if she was telling the truth, or exaggerating. [Client #1] said no. That this has just started to happen in the past 1-2 months. I asked what the other staff had said about this. [Client #1] stated she does not do this when the other staff are in the room. She said they are usually sitting in the living room.</p> <p>I asked [client #1] how [GHAM] treats</p>						

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	<p>[client #5]. [Client #1] stated that [GHAM] yells at [client #5] for no reason. If [client #5] asks [GHAM] for help cutting up her food or cleaning her room. [GHAM] will say 'you are old enough to do this yourself'. [Client #1] stated that [client #5] will get mad. Then [GHAM] will give up and help [client #5]. [Client #1] stated that [GHAM] will get frustrated and she will say 'd--- it' if a client gets in her way. [Client #1] stated that about a week before her birthday she had a bowel accident. She stated that [GHAM] said to her 'D--- it! Why do I Have (sic) to clean up s--- all the time!' (sic) [Client #1] stated that this has been much worse over the last 4 weeks. I ask (sic) [client #1] (sic) the other staff have not reported this. [Client #1] stated sometimes the other staff hear this and just laugh. Another time, [GHAM] has said to [client #1] 'if you do this again, I'll let you sit in it'. [Client #1] stated that [GHAM] said this to her when she had a stomach virus in January.</p> <p>I asked why [client #1] has not told me or anyone about this? [Client #1] stated that [GHAM] cusses me out, for no reason. If [client #2] makes her mad she will say 'f--- you' 'f--- this' and 'f--- everyone'. I asked her why she had not spoke (sic) up about this. [Client #1]</p>			
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	<p>stated she is scared of [GHAM]. I asked her what she meant. [Client #1] stated that 'it all happened about [DSP #25].' She stated that [GHAM]'s behavior will stop for awhile (sic) and then start back up. [Client #1] stated that [GHAM] will tell us all at the house about her problems (sic) How she she has to take her son to appointments. [Client #1] stated that last weekend she felt bad, and [GHAM] gave her \$2.00 and told her not to tell. [Client #1] stated this gave her a very uneasy feeling. [Client #1] stated that [GHAM] will say, even though this is not the policy I am giving you this, so don't tell. I asked [client #1] what else [GHAM] has given her. [Client #1] stated that [GHAM] had given her some of her sweatshirts and has bought pop for her and told her 'if you tell I might hurt you'. [GHAM] told her 'why did you have to open your mouth about [DSP #25]-I was taking care of this'. [Client #1] stated that she told [GHAM] that 'she told because she did not feel comfortable being left alone at the motel'. [GHAM] said 'that was none of your business'. I asked if she has ever said anything like this again. [Client #1] stated that when [client #6] broke her leg this past January, [GHAM] got mad at [client #6] because she needed help. [GHAM] told [client #6] 'You're getting on my nerves and I wish</p>						

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	<p>you stayed in the hospital.' [Client #1] stated she heard [GHAM] say this to [client #6], and [GHAM] told her 'if you repeat that I will hurt you'. I asked [client #1] why she had not told anyone about this. [Client #1] stated that she had a feeling, but I did not know how to express it.</p> <p>I asked [client #1] if she had seen [client #3] get angry right when she and [client #5] and [QIDP] were getting back from the grocery store on Sunday. [Client #1] stated that [client #3] was coming out of the bathroom, she was really angry because [GHAM] had to 'body search her'. I asked [client #1] what she meant by 'body search'. [Client #1] stated that is when they take her into the bathroom and have her take all of her clothes off. That is when they 'search her for ammo'. I asked [client #1] why they did that. [Client #1] stated that [GHAM] had said 'it is part of her plan, and don't tell anyone'. [Client #1] stated that [client #3] was coming out of the bathroom and she could tell that she was angry because she was doing her 'angry dance'. [GHAM] told [client #3] to sit down in her recliner. [Client #1] stated that [client #3] had been agitated the whole day. I asked [client #1] how [GHAM] will get the ladies to go to bed. [Client #1] stated 'they tell her when she goes to</p>			

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	<p>bed that you will need to stay in bed or I'll make you clean the house, I'll make you mop all the floors'. [Client #1] stated that she asks [GHAM] 'why do you do this?' She stated that [GHAM] will say this is part of active treatment or part of [client #3]'s plan. [Client #1] stated that she feels bad for [client #3]. She stated that [client #3] was so upset because [GHAM] was so angry and uses vulgar language that it gets both [client #2] and [client #3] upset. I asked [client #1] if [GHAM] was slamming plates down on the table Sunday night. [Client #1] stated that when [GHAM] is mad she slams the plates down on the table and the food goes everywhere. She stated that she was mad, and was trying to get everyone fed and to get them to go to bed.</p> <p>I told [client #1] that I was really sorry that this had been happening, and that she had not told anyone. [Client #1] repeated that she knew these things were not right, but did not know how to express them.</p> <p>Findings: Substantiated, the findings support the event as described/allegation."</p> <p>Further review of the investigation record indicated:</p>						

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	<p>BDDS report dated 3/3/13...Date of knowledge: 3/4/13...Submitted Date: 3/7/13: Late in the afternoon on Sunday, staff reports that she witnessed [GHAM] forcibly pull [client #3] into the kitchen by grabbing the waistband of her pants. Staff reports that [GHAM] appeared visibly angry at the time and had been yelling loudly. Staff was concerned by [GHAM]'s use of a loud tone and angry demeanor, and found her actions intimidating and demanding....Plan to Resolve: Staff spoke with SW and Director regarding the issue. [GHAM] has been suspended pending the outcome of an investigation." Further review indicated the GHAM was terminated.</p> <p>3. Investigation record dated 10/24/13 indicated:</p> <p>E-mail (electronic mail) dated 9/4/13 at 9:10 P.M. from QIDP to PD (Program Director) and SW indicated:</p> <p>"All, I talked with [DSP #26], [client #1's brother] and [DSP #27] tonight regarding [DSP #28] hearing [client #1] telling [Sister-in-law] that [DSP #27] had hit her. [DSP #26] said that she had not talked to [client #1] this evening, but if she heard anything she would let me</p>			
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	<p>know. I also talked to [client #1's brother] to see what was going on and he stated that [client #1] had called [Sister-in-law] while [client #1's brother] was out working in the yard. [Brother] said he had just heard from [Sister-in-law] that [client #1] said [DSP #27] had hit her. [Brother] did not know the time frame of when this may have occurred and said he was going to clean up and call [client #1] shortly to see when this may have happened. He will call me tomorrow morning to tell me what she said....Lastly I talked to [DSP #27]. I asked if she could think of anything that has occurred recently between she and [client #1]. [DSP #27] said that all weekend [client #1] was withdrawn and not being herself. She said she tried being silly with [client #1], and [client #1] didn't want any part of it. She said that during med passes that she would suggest to [client #1] that she should use her inhaler, nebulizer or nasal sprays to alleviate some of her symptoms and [client #1] refused. I then asked if there was anything that may have happened that [client #1] could have thought she hit/pushed or bumped into her. [DSP #27] stated that at one point this weekend, she was assisting [client #1] in changing clothes and she bumped [client #1]'s head with her hand when helping her. She said</p>			

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	<p>that she said 'oops [client #1], are you ok? I'm sorry I bumped your head'. She said [client #1] said 'I'm fine hunny, it's ok' and they continued with [client #1] changing clothes. She said she wouldn't think [client #1] would think she did this purposely as she apologized and [client #1] said it was fine and didn't act different toward [DSP #27] after this occurred. I will update you when [Brother] calls tomorrow."</p> <p>E-mail dated 9/4/13 at 10:06 P.M. from PD to SW indicated:</p> <p>"[SW] Is there any chance you can talk to [client #1] tomorrow to see what is accurate. I copied [SW #2], if it would be more beneficial for her to speak to [client #1]. I will leave it up to you guys. Obviously an allegation, but with all going on with [client #1], I would like to know one way or another as [DSP #27] is in (sic) the schedule for tomorrow. She usually works weekends only but filling in due to open shifts. [QIDP] called me to let me know and I asked her to check it out since it was 'overheard.' If you want to wait to see what [brother] tells [QIDP] in the A.M., that is ok as well. Let me know what you think."</p> <p>E-mail dated 9/4/13 at 10:38 P.M. from</p>						

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	<p>SW to PD:</p> <p>"Yes I will talk to [client #1] tomorrow when I go to the house. I believe that what [DSP #27] told [QIDP] is probably what happened, but since [Brother] will fill us in, I can follow up with [client #1] and let her know that we are aware of the concern and see how she explains it."</p> <p>E-mail dated 9/5/13 at 6:59 P.M. from PD:</p> <p>"If this issue has been put to rest, could you summarize in a Social Work note or whatever source you choose. It will prove to be beneficial down the road if the issue arises again. Thanks."</p> <p>E-mail dated 9/10/13 at 10:32 A.M. from SW:</p> <p>"Here are my social worker notes concerning this event, in case anyone needs to refer to them later. I checked on [client #1] yesterday and she indicated that the weekend went okay, however she looked flat and depressed. I will check in again with her on Thursday. [Staff name] says she has [client #1] on [Doctor's] schedule at clinic to address her Lexapro."</p>				

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	<p>Further review of the record indicated:</p> <p>Social Worker Progress Notes dated 9/4/13 indicated:</p> <p>"Problem: Staff have been reporting that [client #1] has not been compliant with her medications for her sinus problems and allergies, she has been refusing to shower and being more withdrawn. [Client #1] has seemed to be reluctant to let certain staff assist her in the rest room, or to shower. [Client #1] has been telling family members, other staff and [PD] in a variety of versions that staff [DSP #27] bumped her cheek, slapped her cheek, hit her cheek with a closed fist and that 'she can not tell anyone about this'. Social Worker was asked to talk with [client #1] to ascertain if [client #1] has an actual allegation of if she is displaying behavior issues of false or exaggerated allegations related to mood, and interpersonal difficulties as has been seen in the past.</p> <p>Activity: Social Worker talked with [client #1] on 9/4/13, 9/5/13, and [client #1] told Social Worker a variety of versions of events with [DSP #27], involving a couple occasions over the past two weeks while [DSP #27] was assisting [client #1] in the rest room</p>						

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	<p>where [DSP #27] bumped [client #1]'s check (sic) with her hand while assisting her with the hooyer lift onto the commode. Within the same discussions [client #1] would claim that [DSP #27] bumped her, accidentally but did not apologize, slapped her and told her not to tell anyone, and that this happened one time over the labor day holiday and then that it has happened one time previously. In talking with [client #1], she began expressing that she gets 'feeling' (sic) that [DSP #27] will try to exploit her as a previous associate house manager had attempted by trying to take her clothing, or her sodas in a re-play of what was a long term dysfunctional relationship between [client #1] and that staff. Social worker reviewed with [client #1] ways she can be assertive in relationships, and also ways that she can get assistance if she feels that she is being exploited or abused in a situation. [Client #1]'s version of events with staff [DSP #27] were inconsistent even during the same conversation with the social worker and [client #1] admitted that she feels confused when she talks about these events to different people, and she may not be perceiving them accurately due to her over association with past experiences.</p> <p>Response: [Client #1] is open to having</p>			

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W000153	<p>counseling meeting with [DSP #27] and [QIDP] and Manager to discuss her perception of events with [DSP #27], and with [DSP #27] to allow [DSP #27] to explain her perception of the same events. [Client #1] agrees to return to working with her therapist, to work on these issues."</p> <p>Social Worker Progress Notes dated 9/6/13 indicated:</p> <p>"Problem: [Client #1] had been expressing various versions of an event where staff [DSP #27] had bumped her cheek while assisting [client #1] in the rest room, telling various family and staff members about the event giving different versions, and expressing to the social worker that she is confused about whether [DSP #27] 'would become like a former staff' who had been exploitive and verbally abusive to [client #1]</p> <p>483.420(d)(2) STAFF TREATMENT OF CLIENTS The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures. Based on record review and interview, the facility failed for 3 of 3 allegations of abuse involving 3 of 3 sampled clients and 2 additional clients (clients</p>	W000153	W153 Plan of Correction: Facility staff will be retrained on Prevention of Abuse, Neglect, Exploitation and Incident Reporting, including reporting allegations immediately per	01/02/2014			

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	<p>#1, #2, #3, #4 and #5), to report the allegations immediately to the administrator and to the Bureau of Developmental Disabilities Services (BDDS) in accordance with state law.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services reports (BDDS) and investigation records was conducted on 10/28/13 at 12:40 P.M.. Review of the records indicated:</p> <p>1. -Investigation record dated 12/9/12 involving client #4 which was conducted by the Social Worker (SW) indicated:</p> <p>-"Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff 2 was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed Staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground and carried her into the room.</p>		<p>agency policy and state law. The facility has also reorganized the home management system to include more coordination (Q) positions in order to increase client support, staff training and supervision, facility monitoring and compliance with incident reporting and investigation. Plan of Prevention: The facility has developed a new electronic incident reporting system to ensure that all allegations of mistreatment, abuse, neglect and injuries of unknown source are reported immediately to the administrator or designated staff in accordance with state law. The department has arranged for staff training in incident reporting and investigations form an outside expert. Quality Assurance Monitoring: The agency's QA process will be revised to include a review and report of all ISDH surveys by a third party QA member including failure to comply with state law regarding A/N/E reports and the QA team will recommend and monitor corrective actions.</p>		

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	<p>-Email from [Staff 1] to the facility's Program Director dated 12/9/12 indicated: 'While visiting [Group Home name] with [Visiting client] (12/9/12) I witness (sic) a concerning incident I feel the need to bring up to you. [Client #4] was throwing a bit of a tantrum, upset and yelling about something no one could understand. [Staff 2] was trying to talk to her, but [client #4] stormed away down the hallway towards her room, [Staff #2], clearly agitated, took off after her down the hallway and said 'I'm gonna...' and then I could not understand the rest. From where I was sitting at the dinning room table I could see [client #4] go down the hallway towards her room. [Staff #2] got close to her and said 'Don't you dare!' but I was not sure why. At this point [Staff #2] physically picked [client #4] up off the ground, her feet were not touching the ground, and took her into her room and shut the door. I got up and went down the hallway and opened the bedroom door right after it shut because I was concerned with [Staff #2]'s tone and the way [client #4] had been picked up, but she was only talking to her while [client #4] sat on her bed. I thought at first maybe [client #4] had almost fallen and [Staff #2] had caught her and set her right on her feet. After the incident and</p>			
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	<p>[client #4] and [Staff #2] were apart I went and talked to the sub, [Sub #1 name], who had been in another room in ear-shot but not where she could see the incident. Later on after that I left [Sub #1 name] questioned [Staff #2] about the incident, and [Staff #2] told her that she had said 'Don't you dare!' to [client #4] because [client #4] had been about to hit her, and that she had grabbed her by the waist because [client #4] was running for the back door. However, it did not seem to me like [client #4] was running for the door, and from my prospective (sic) I did not see [client #4] attempt to hit [Staff #2] and she did not seem close enough for her to try when she said it. I'm not sure if I'm over reacting or not but I am rather concerned. Having been a sub not all that long ago and having worked quite a bit at [Group home name] on the weekends I never really have liked the way [Staff #2] interacted with [client #4] and the high stress attitude she seems to have at work. Maybe it's just, e (sic) but it could be something that needs looking into."</p> <p>-BDDS report: Date: 12/9/12...Date of knowledge: 12/13/12...Submitted Date: 12/13/12..."Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1</p>						

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	<p>observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground and carried her into her room....The SGL (Supportive Group Living) director and social worker have been notified of the incident and an investigation is underway. Staff has been suspended pending the outcome of the investigation." Review of the BDDS report failed to indicate the incident was reported to BDDS within 24 hours.</p> <p>2. -Investigation record dated 2/24/13, 3/3/13 and 3/4/13 indicated:</p> <p>-"Purpose of Investigation-Review: [SGL Director] (Supportive Group Living) requested the social worker investigate several allegations concerning conduct of [GHAM] toward multiple clients at [Group Home name] to determine whether these are events of client rights violations, and/or possible abuse and neglect.</p> <p>-Victim(s) alleged victim's names:</p>						

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	<p>[Client #1], [Client #3], [Client #5], [Client #2] and [Client #4].</p> <p>-Method of communication (verbal, gestures):</p> <p>[Client #1] is verbal and easily understood. [Client #5] is verbal and easily understood. [Client #3] has limited verbal ability limited to a few words. [Client #2] has verbal ability limited to a few words. [Client #4] communicates with a combination of sign, vocalization and augmentative communication device. She is difficult to understand.</p> <p>-Date/time event/alleged event occurred: Multiple events during the weekend of February 22nd, March 3rd and 4th, 2013.</p> <p>-Date/time incident report was filed: March 4, 2013.</p> <p>-Nature of the event/alleged event: [GHAM] take (sic) [client #3] by the pajamas (at the waist) and physically pull her into the kitchen with force. During this action, [GHAM] was visibly angry.</p>			

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	<p>Regarding the weekend shifts I work at [Group home name]: generally there is a lot of yelling and angry speech, including a terse tone and an audibly raised voice, clearly sounding angry, by [GHAM]. Sometimes the yelling is toward no one in particular, but I have frequently seen it directed at clients. I have seen [GHAM] point angrily and yell at [client #4] over communication issue (sic) This happened last weekend, and [GHAM] typically yells at [client #4] nearly every weekend. [Client #4] often repeats her concerns over and over, and after a few times [GHAM] will get angry, yell, and point at [client #4]. The pattern tends to be that [GHAM] gets easily frustrated and then yells at whom ever she is frustrated with. Or, sometimes she just yells into the general environment, usually voicing her disgust at the frustrating situation, and clients are clearly able to hear and understand that she is upset with them about something they did or didn't do.</p> <p>[GHAM] was frustrated last night that [client #1] was engaged with her new Kindle (computer), rather than doing the tasks [GHAM] expected, which included counting [client #1]'s personal money, changing into pajamas and preparing for bed, as well as taking</p>			

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	<p>medication. (It should be noted that in my opinion, none of that needed doing at that particular time). At dinner last night, all the girls were silent. This followed [GHAM] angrily putting food on the table, slamming plates down in front of them. On more than one occasion, I have witnessed [GHAM] angrily grabbing food and throwing it onto their plates, in front of them, with a bare hand, more than once, including last weekend Feb. 24.</p> <p>[GHAM] was yelling loudly and angrily at [client #3] yesterday afternoon, around 4, when I was in the bathroom with another client. I looked into the hallway because of the yelling and heard her say to [client #3] loudly, 'Do your knees hurt [client #3]? Let's go get some medicine in the office.' Later as I was doing the med count, I noticed she had been given hydrocodone at 4 P.M.. I am concerned that the medication was given to calm [client #3] who was upset with [client #2], rather than for pain. I never heard [client #3] complain of knee pain or any other pain, although as I said earlier I was in the bathroom with another client.</p> <p>Another concern I have is that [client #2] is 'put to bed' without choice by 7:15 every night that I am there with</p>			

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	<p>[GHAM]. When [GHAM] is not there, [client #2] goes to bed at a more normal time. [Client #1], the client, has said to me: '[GHAM] will make her (meaning [client #2]) go to bed.' which clearly appears to be the case.</p> <p>It is my opinion that the girls feel intimidated by her, and fear her retribution, walking on egg shells during the shifts that [GHAM] is present. I have witnessed and heard [client #5] apologize and respond 'I'm sorry, I was just letting you know' after [GHAM] responded angrily to a question she posed (March 4)."</p> <p>BDDS report dated 3/3/13...Date of knowledge: 3/4/13...Submitted Date: 3/7/13: Late in the afternoon on Sunday, staff reports that she witnessed [GHAM] forcibly pull [client #3] into the kitchen by grabbing the waistband of her pants. Staff reports that [GHAM] appeared visibly angry at the time and had been yelling loudly. Staff was concerned by [GHAM]'s use of a loud tone and angry demeanor, and found her actions intimidating and demanding....Plan to Resolve: Staff spoke with SW and Director regarding the issue. [GHAM] has been suspended pending the outcome of an investigation." Review of the record indicated the incident was</p>						

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	<p>not reported to BDDS within 24 hours.</p> <p>3. Investigation record dated 10/24/13 indicated:</p> <p>E-mail (electronic mail) dated 9/4/13 at 9:10 P.M. from QIDP to PD and SW indicated:</p> <p>"All, I talked with [DSP #26], [client #1's brother] and [DSP #27] tonight regarding [DSP #28] hearing [client #1] telling [Sister-in-law] that [DSP #27] had hit her. [DSP #26] said that she had not talked to [client #1] this evening, but if she heard anything she would let me know. I also talked to [client #1's brother] to see what was going on and he stated that [client #1] had called [Sister-in-law] while [client #1's brother] was out working in the yard. [Brother] said he had just heard from [Sister-in-law] that [client #1] said [DSP #27] had hit her. [Brother] did not know the time frame of when this may have occurred and said he was going to clean up and call [client #1] shortly to see when this may have happened. He will call me tomorrow morning to tell me what she said....Lastly I talked to [DSP #27]. I asked if she could think of anything that has occurred recently between she and [client #1]. [DSP #27] said that all weekend [client #1] was</p>						

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	<p>withdrawn and not being herself. She said she tried being silly with [client #1], and [client #1] didn't want any part of it. She said that during med passes that she would suggest to [client #1] that she should use her inhaler, nebulizer or nasal sprays to alleviate some of her symptoms and [client #1] refused. I then asked if there was anything that may have happened that [client #1] could have thought she hit/pushed or bumped into her. [DSP #27] stated that at one point this weekend, she was assisting [client #1] in changing clothes and she bumped [client #1]'s head with her hand when helping her. She said that she said 'oops [client #1], are you ok? I'm sorry I bumped your head'. She said [client #1] said 'I'm fine hunny, it's ok' and they continued with [client #1] changing clothes. She said she wouldn't think [client #1] would think she did this purposely as she apologized and [client #1] said it was fine and didn't act different toward [DSP #27] after this occurred. I will update you when [Brother] calls tomorrow."</p> <p>Further review of the record did not indicate BDDS was notified within 24 hours of the allegation of abuse.</p> <p>An interview with the Qualified Intellectual Disabilities Professional</p>						

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W000154	<p>(QIDP) was conducted at the facility's administrative office on 10/29/13 at 2:00 P.M.. The QIDP indicated these incidents were not immediately reported to the administrator or BDDS. The QIDP further indicated the incidents should have been immediately reported to the administrator and within 24 hours to BDDS.</p> <p>9-3-2(a)</p> <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview for 1 of 3 allegations of abuse involving 1 of 3 sampled clients (client #1), the facility failed to provide written evidence an investigation was conducted.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services (BDDS) reports and investigation records was conducted on 10/28/13 at 12:40 P.M.. Review of the records</p>	W000154	W154 Plan of Correction: The current SGL Director has been trained on ICF/DD state and federal regulations, state reporting procedures and the need for thorough investigations of all allegations of A/N/E. Plan of Prevention: The facility has developed a new electronic incident reporting system to ensure that all allegations of mistreatment, abuse, neglect, injuries of unknown source, and elopement are reported immediately to the administrator or designated staff in accordance with state law. The department	01/02/2014			

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	<p>indicated:</p> <p>Investigation record dated 10/24/13 indicated:</p> <p>E-mail (electronic mail) dated 9/4/13 at 9:10 P.M. from QIDP (Qualified Intellectual Disabilities Professional) to PD (Program Director) and SW (Social Worker) indicated:</p> <p>"All, I talked with [DSP #26], [client #1's brother] and [DSP #27] tonight regarding [DSP #28] hearing [client #1] telling [Sister-in-law] that [DSP #27] had hit her. [DSP #26] said that she had not talked to [client #1] this evening, but if she heard anything she would let me know. I also talked to [client #1's brother] to see what was going on and he stated that [client #1] had called [Sister-in-law] while [client #1's brother] was out working in the yard. [Brother] said he had just heard from [Sister-in-law] that [client #1] said [DSP #27] had hit her. [Brother] did not know the time frame of when this may have occurred and said he was going to clean up and call [client #1] shortly to see when this may have happened. He will call me tomorrow morning to tell me what she said....Lastly I talked to [DSP #27]. I asked if she could think of anything that has occurred recently</p>		<p>has arranged for staff training in incident reporting and investigations form an outside expert. Plan of Prevention: The new electronic incident reporting system allows for Qs to document follow up on incidents as needed. Quality Assurance Monitoring: The agency's QA process will be revised to include a review and report of all ISDH surveys by a third party QA member including failure to do follow up investigations on allegations A/N/E, injuries of unknown source, and client elopement and the QA team will recommend and monitor corrective action.</p>				

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	<p>between she and [client #1]. [DSP #27] said that all weekend [client #1] was withdrawn and not being herself. She said she tried being silly with [client #1], and [client #1] didn't want any part of it. She said that during med passes that she would suggest to [client #1] that she should use her inhaler, nebulizer or nasal sprays to alleviate some of her symptoms and [client #1] refused. I then asked if there was anything that may have happened that [client #1] could have thought she hit/pushed or bumped into her. [DSP #27] stated that at one point this weekend, she was assisting [client #1] in changing clothes and she bumped [client #1]'s head with her hand when helping her. She said that she said 'oops [client #1], are you ok? I'm sorry I bumped your head'. She said [client #1] said 'I'm fine hunny, it's ok' and they continued with [client #1] changing clothes. She said she wouldn't think [client #1] would think she did this purposely as she apologized and [client #1] said it was fine and didn't act different toward [DSP #27] after this occurred. I will update you when [Brother] calls tomorrow."</p> <p>E-mail dated 9/4/13 at 10:06 P.M. from PD to SW indicated:</p> <p>"[SW] Is there any chance you can talk</p>				

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	<p>to [client #1] tomorrow to see what is accurate. I copied [SW #2], if it would be more beneficial for her to speak to [client #1]. I will leave it up to you guys. Obviously an allegation, but with all going on with [client #1], I would like to know one way or another as [DSP #27] is in (sic) the schedule for tomorrow. She usually works weekends only but filling in due to open shifts. [QIDP] called me to let me know and I asked her to check it out since it was 'overheard.' If you want to wait to see what [brother] tells [QIDP] in the A.M., that is ok as well. Let me know what you think."</p> <p>E-mail dated 9/4/13 at 10:38 P.M. from SW to PD:</p> <p>"Yes I will talk to [client #1] tomorrow when I go to the house. I believe that what [DSP #27] told [QIDP] is probably what happened, but since [Brother] will fill us in, I can follow up with [client #1] and let her know that we are aware of the concern and see how she explains it."</p> <p>E-mail dated 9/5/13 at 6:59 P.M. from PD:</p> <p>"If this issue has been put to rest, could you summarize in a Social Work note or</p>				

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	<p>whatever source you choose. It will prove to be beneficial down the road if the issue arises again. Thanks."</p> <p>E-mail dated 9/10/13 at 10:32 A.M. from SW:</p> <p>"Here are my social worker notes concerning this event, in case anyone needs to refer to them later. I checked on [client #1] yesterday and she indicated that the weekend went okay, however she looked flat and depressed. I will check in again with her on Thursday. [Staff name] says she has [client #1] on [Doctor's] schedule at clinic to address her Lexapro."</p> <p>Further review of the record indicated:</p> <p>Social Worker Progress Notes dated 9/4/13 indicated:</p> <p>"Problem: Staff have been reporting that [client #1] has not been compliant with her medications for her sinus problems and allergies, she has been refusing to shower and being more withdrawn. [Client #1] has seemed to be reluctant to let certain staff assist her in the rest room, or to shower. [Client #1] has been telling family members, other staff and [PD] in a variety of versions that staff [DSP #27] bumped</p>			

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	<p>her cheek, slapped her cheek, hit her cheek with a closed fist and that 'she can not tell anyone about this'. Social Worker was asked to talk with [client #1] to ascertain if [client #1] has an actual allegation of if she is displaying behavior issues of false or exaggerated allegations related to mood, and interpersonal difficulties as has been seen in the past.</p> <p>Activity: Social Worker talked with [client #1] on 9/4/13, 9/5/13, and [client #1] told Social Worker a variety of versions of events with [DSP #27], involving a couple occasions over the past two weeks while [DSP #27] was assisting [client #1] in the rest room where [DSP #27] bumped [client #1]'s check (sic) with her hand while assisting her with the hoyer lift onto the commode. Within the same discussions [client #1] would claim that [DSP #27] bumped her, accidentally but did not apologize, slapped her and told her not to tell anyone, and that this happened one time over the labor day holiday and then that it has happened one time previously. In talking with [client #1], she began expressing that she gets 'feeling' (sic) that [DSP #27] will try to exploit her as a previous associate house manager had attempted by trying to take her clothing, or her sodas in a re-play of</p>			

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	<p>what was a long term dysfunctional relationship between [client #1] and that staff. Social worker reviewed with [client #1] ways she can be assertive in relationships, and also ways that she can get assistance if she feels that she is being exploited or abused in a situation. [Client #1]'s version of events with staff [DSP #27] were inconsistent even during the same conversation with the social worker and [client #1] admitted that she feels confused when she talks about these events to different people, and she may not be perceiving them accurately due to her over association with past experiences.</p> <p>Response: [Client #1] is open to having counseling meeting with [DSP #27] and [QIDP] and Manager to discuss her perception of events with [DSP #27], and with [DSP #27] to allow [DSP #27] to explain her perception of the same events. [Client #1] agrees to return to working with her therapist, to work on these issues."</p> <p>Social Worker Progress Notes dated 9/6/13 indicated:</p> <p>"Problem: [Client #1] had been expressing various versions of an event where staff [DSP #27] had bumped her cheek while assisting [client #1] in the</p>						

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	<p>rest room, telling various family and staff members about the event giving different versions, and expressing to the social worker that she is confused about whether [DSP #27] 'would become like a former staff' who had been exploitive and verbally abusive to [client #1]. [Client #1] seemed confused about whether these events were intentionally abusive, accidents or indications that staff [DSP #27] 'would turn into someone who would take advantage of her'.</p> <p>Activity: [Client #1], [SW], [DSP #27], [QIDP] and [Staff] met at administrative office to discuss how [client #1] had been perceiving events and interactions with [DSP #27]. [Client #1] had the opportunity to talk about how her past experiences have caused her to get confused about interpreting [DSP #27]'s motives. [DSP #27], [QIDP] and [Staff] were able to talk about [DSP #27] needing to be firm sometimes when prompting [client #1] to perform her hygiene and medical tasks, and [client #1] needing to realize that this is [DSP #27] performing her job, not [DSP #27] showing signs of becoming abusive or exploitive to [client #1]. [Client #1] and [DSP #27] talked about their feelings and experiences of the interactions."</p>			

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W000155	<p>An interview with the SW was conducted on 10/29/13 at 1:50 P.M.. When asked if all staff who worked with the clients at the group home were interviewed, the SW indicated they were not interviewed. When asked if all clients residing at the group home were interviewed in regards to the incident, the SW stated "No." When asked if an investigation was conducted for the 9/4/13 allegation involving client #1 when she was made aware of the allegation, the SW stated "Not at that time."</p> <p>9-3-2(a)</p> <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must prevent further potential abuse while the investigation is in progress. Based on record review and interview</p>	W000155	W155 The SGL Director that failed to prohibit the mistreatment	01/02/2014	

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	<p>for 1 of 3 sampled clients and 1 additional client (clients #1 and #4) for 2 of 3 investigations of abuse/neglect reviewed, the facility failed to remove the staff from duty while allegations of staff to client abuse were being investigated.</p> <p>Findings include:</p> <p>A review of the facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigation records was conducted on 10/28/13 at 12:40 P.M.. Review of the records indicated:</p> <p>1. -Investigation record dated 12/9/12 involving client #4 which was conducted by the Social Worker (SW) indicated:</p> <p>-"Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff 2 was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed Staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground</p>		<p>and abuse of clients and failed to remove staff from duty has been terminated. Plan of Prevention: The current SGL Director has been trained on ICF/DD state and federal regulations and on state reporting procedures and on actions to be taken to insure the safety and protection of clients during an investigation. Plan of Prevention: All facility staff will be retrained on Prevention of Abuse, Neglect and Exploitation. Quality Assurance Monitoring: The agency's QA team process has been revised to include a review of all ISDH surveys; a review and report of all SGL A/N/E investigations by third party QA team member and the QA team will recommend and monitor corrective actions.</p>				

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	<p>and carried her into the room."</p> <p>-Email from [Staff 1] to the facility's Program Director dated 12/9/12 indicated: "While visiting [Group Home name] with [Visiting client] (12/9/12) I witness (sic) a concerning incident I feel the need to bring up to you. [Client #4] was throwing a bit of a tantrum, upset and yelling about something no one could understand. [Staff 2] was trying to talk to her, but [client #4] stormed away down the hallway towards her room, [Staff #2], clearly agitated, took off after her down the hallway and said 'I'm gonna...' and then I could not understand the rest. From where I was sitting at the dining room table I could see [client #4] go down the hallway towards her room. [Staff #2] got close to her and said 'Don't you dare!' but I was not sure why. At this point [Staff #2] physically picked [client #4] up off the ground, her feet were not touching the ground, and took her into her room and shut the door. I got up and went down the hallway and opened the bedroom door right after it shut because I was concerned with [Staff #2]'s tone and the way [client #4] had been picked up, but she was only talking to her while [client #4] sat on her bed. I thought at first maybe [client #4] had almost fallen and [Staff #2] had caught her and set her</p>			
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	<p>right on her feet. After the incident and [client #4] and [Staff #2] were apart I went and talked to the sub, [Sub #1 name], who had been in another room in ear-shot but not where she could see the incident. Later on after that I left [Sub #1 name] questioned [Staff #2] about the incident, and [Staff #2] told her that she had said 'Don't you dare!' to [client #4] because [client #4] had been about to hit her, and that she had grabbed her by the waist because [client #4] was running for the back door. However, it did not seem to me like [client #4] was running for the door, and from my prospective (sic) I did not see [client #4] attempt to hit [Staff #2] and she did not seem close enough for her to try when she said it. I'm not sure if I'm over reacting or not but I am rather concerned. Having been a sub not all that long ago and having worked quite a bit at [Group home name] on the weekends I never really have liked the way [Staff #2] interacted with [client #4] and the high stress attitude she seems to have at work. Maybe it's just, e (sic) but it could be something that needs looking into."</p> <p>-"Behavior Plan for [client #4] dealing with staff response to aggressive behavior:...Staff may use physical restraint, following the least restrictive</p>				

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	<p>procedures. A bear hug or basket hold should be used only when she is attempting to hurt herself or someone else, or is in an otherwise dangerous situation. Staff can use a two person transport technique if they need to move [client #4] when she is a danger to herself or others....There are discrepancies in the descriptions of the events by different witnesses. The staff reporting the event states that the client was lifted 6 to 12 inches off the ground during a physical intervention by staff. The client has difficulty with verbal communication, and while she can confirm that the staff did intervene with her by either moving her into her room by an escort maneuver or by actually picking her up from the floor, it can not be determined if her feet actually left the floor....it does not appear that staff followed the client's behavior plan according to response to aggressive behavior, which recommends that staff tell the client to stop, and use a brief physical hold. A brief physical hold is not described by any of the witnesses to the event, rather a hold that became a one person escort, with hands around the client's waist, whether the client was actually lifted from the ground, or moved in an inappropriately forceful manner to their room, is not clear....This causes the investigator to determine that</p>			

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	<p>although the staff member, admits to use of an unauthorized technique/restraint and not completing an incident report for a restraint, there was no intent to harm, intimidate or humiliate the client. The staff admits to being overly stressed by personal and work issues, and not using the least restrictive method to intervene in the situation with the client. If the staff actually lifted the client off her feet, and carried her into her room, or just escorted her using an unauthorized technique this would fall into the category of a client rights violation, and an unauthorized restraint. Date Incident Investigation was completed: 12/27/12." Further review of the investigation record indicated:</p> <p>-BDDS report: Date: 12/9/12...Date of knowledge: 12/13/12...Submitted Date: 12/13/12..."Staff 1 witnessing this incident was visiting the group home with a client from another home. Staff 1 observed that [client #4] was upset about something and yelling, but staff could not understand what she was mad about. Staff was trying to talk with [client #4] to understand why she was upset, but [client #4] stormed away towards her room. Staff 2 followed her. Staff 1 observed staff 2 say 'Don't you dare!', then physically picked [client #4] up so her feet were not touching the ground</p>						

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	<p>and carried her into her room....The SGL (Supportive Group Living) director and social worker have been notified of the incident and an investigation is underway. Staff has been suspended pending the outcome of the investigation." Review of the BDDS report failed to indicate the administrator was immediately notified of the incident.</p> <p>-BDDS Follow Up report dated 4/17/13 for the 12/9/12 incident: The result of the investigation is that the allegation was inconclusive. There were discrepancies in the descriptions of events by different witnesses. The staff reporting the event states that the client was lifted 6 to 12 inches off the ground during a physical intervention by staff. The client has difficulty with verbal communication, and while she can confirm that the staff did intervene with her by either moving her into her room by an escort maneuver or by actually picking her up from the floor, it can not be determined if her feet actually left the floor. It did not appear that the client was traumatized by the event, nor was she expressing anger about the event toward her staff. There was no injury from the event that can be determined. It does appear that the staff overreacted and misread the situation. This causes</p>						

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	<p>the investigator to determine that although the staff member, admits to use of an unauthorized technique/restraint and not completing an incident report for a restraint, there was no intent to harm, intimidate or humiliate the client. The staff member involved was referred to EAP (Employee Assistance Program), which she did attend."</p> <p>A review of the facility's actual hours worked clock in and clock out hours for the Group Home Associate Manager (GHAM, Staff #2) was conducted on 10/29/13 at 2:10 P.M.. Review of the record indicated the GHAM worked:</p> <p>"-12/10/12: 8.25 hours -12/12/12: 5.75 hours -12/14/12: 2.00 hours and 8.00 hours -12/15/12: 14.50 hours -12/16/12: 15.50 hours -12/21/12: 10.00 hours -12/22/12: 14.50 hours -12/23/12: 15.50 hours -12/24/12: 8.00 hours -12/25/12: 8.00 hours -12/28/12: 8.75 hours."</p> <p>Review of the record indicated the GHAM was not taken off the group home work schedule during the investigation period.</p>						

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	<p>2. Investigation record dated 10/24/13 indicated:</p> <p>E-mail (electronic mail) dated 9/4/13 at 9:10 P.M. from QIDP to PD (Program Director) and SW indicated:</p> <p>"All, I talked with [DSP #26], [client #1's brother] and [DSP #27] tonight regarding [DSP #28] hearing [client #1] telling [Sister-in-law] that [DSP #27] had hit her. [DSP #26] said that she had not talked to [client #1] this evening, but if she heard anything she would let me know. I also talked to [client #1's brother] to see what was going on and he stated that [client #1] had called [Sister-in-law] while [client #1's brother] was out working in the yard. [Brother] said he had just heard from [Sister-in-law] that [client #1] said [DSP #27] had hit her. [Brother] did not know the time frame of when this may have occurred and said he was going to clean up and call [client #1] shortly to see when this may have happened. He will call me tomorrow morning to tell me what she said....Lastly I talked to [DSP #27]. I asked if she could think of anything that has occurred recently between she and [client #1]. [DSP #27] said that all weekend [client #1] was withdrawn and not being herself. She said she tried being silly with [client #1],</p>			

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	<p>and [client #1] didn't want any part of it. She said that during med passes that she would suggest to [client #1] that she should use her inhaler, nebulizer or nasal sprays to alleviate some of her symptoms and [client #1] refused. I then asked if there was anything that may have happened that [client #1] could have thought she hit/pushed or bumped into her. [DSP #27] stated that at one point this weekend, she was assisting [client #1] in changing clothes and she bumped [client #1]'s head with her hand when helping her. She said that she said 'oops [client #1], are you ok? I'm sorry I bumped your head'. She said [client #1] said 'I'm fine hunny, it's ok' and they continued with [client #1] changing clothes. She said she wouldn't think [client #1] would think she did this purposely as she apologized and [client #1] said it was fine and didn't act different toward [DSP #27] after this occurred. I will update you when [Brother] calls tomorrow."</p> <p>E-mail dated 9/4/13 at 10:06 P.M. from PD to SW indicated:</p> <p>"[SW] Is there any chance you can talk to [client #1] tomorrow to see what is accurate. I copied [SW #2], if it would be more beneficial for her to speak to [client #1]. I will leave it up to you</p>						

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	<p>guys. Obviously an allegation, but with all going on with [client #1], I would like to know one way or another as [DSP #27] is in (sic) the schedule for tomorrow. She usually works weekends only but filling in due to open shifts. [QIDP] called me to let me know and I asked her to check it out since it was 'overheard.' If you want to wait to see what [brother] tells [QIDP] in the A.M., that is ok as well. Let me know what you think."</p> <p>E-mail dated 9/4/13 at 10:38 P.M. from SW to PD:</p> <p>"Yes I will talk to [client #1] tomorrow when I go to the house. I believe that what [DSP #27] told [QIDP] is probably what happened, but since [Brother] will fill us in, I can follow up with [client #1] and let her know that we are aware of the concern and see how she explains it."</p> <p>E-mail dated 9/5/13 at 6:59 P.M. from PD:</p> <p>"If this issue has been put to rest, could you summarize in a Social Work note or whatever source you choose. It will prove to be beneficial down the road if the issue arises again. Thanks."</p>						

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	<p>E-mail dated 9/10/13 at 10:32 A.M. from SW:</p> <p>"Here are my social worker notes concerning this event, in case anyone needs to refer to them later. I checked on [client #1] yesterday and she indicated that the weekend went okay, however she looked flat and depressed. I will check in again with her on Thursday. [Staff name] says she has [client #1] on [Doctor's] schedule at clinic to address her Lexapro."</p> <p>Further review of the record indicated:</p> <p>Social Worker Progress Notes dated 9/4/13 indicated:</p> <p>"Problem: Staff have been reporting that [client #1] has not been compliant with her medications for her sinus problems and allergies, she has been refusing to shower and being more withdrawn. [Client #1] has seemed to be reluctant to let certain staff assist her in the rest room, or to shower. [Client #1] has been telling family members, other staff and [PD] in a variety of versions that staff [DSP #27] bumped her cheek, slapped her cheek, hit her cheek with a closed fist and that 'she can not tell anyone about this'. Social Worker was asked to talk with [client</p>						

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	<p>#1] to ascertain if [client #1] has an actual allegation of if she is displaying behavior issues of false or exaggerated allegations related to mood, and interpersonal difficulties as has been seen in the past.</p> <p>Activity: Social Worker talked with [client #1] on 9/4/13, 9/5/13, and [client #1] told Social Worker a variety of versions of events with [DSP #27], involving a couple occasions over the past two weeks while [DSP #27] was assisting [client #1] in the rest room where [DSP #27] bumped [client #1]'s check (sic) with her hand while assisting her with the hoier lift onto the commode. Within the same discussions [client #1] would claim that [DSP #27] bumped her, accidentally but did not apologize, slapped her and told her not to tell anyone, and that this happened one time over the labor day holiday and then that it has happened one time previously. In talking with [client #1], she began expressing that she gets 'feeling' (sic) that [DSP #27] will try to exploit her as a previous associate house manager had attempted by trying to take her clothing, or her sodas in a re-play of what was a long term dysfunctional relationship between [client #1] and that staff. Social worker reviewed with [client #1] ways she can be assertive in</p>						

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	<p>relationships, and also ways that she can get assistance if she feels that she is being exploited or abused in a situation. [Client #1]'s version of events with staff [DSP #27] were inconsistent even during the same conversation with the social worker and [client #1] admitted that she feels confused when she talks about these events to different people, and she may not be perceiving them accurately due to her over association with past experiences.</p> <p>Response: [Client #1] is open to having counseling meeting with [DSP #27] and [QIDP] and Manager to discuss her perception of events with [DSP #27], and with [DSP #27] to allow [DSP #27] to explain her perception of the same events. [Client #1] agrees to return to working with her therapist, to work on these issues."</p> <p>Social Worker Progress Notes dated 9/6/13 indicated:</p> <p>"Problem: [Client #1] had been expressing various versions of an event where staff [DSP #27] had bumped her cheek while assisting [client #1] in the rest room, telling various family and staff members about the event giving different versions, and expressing to the social worker that she is confused about</p>						

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	<p>whether [DSP #27] 'would become like a former staff' who had been exploitive and verbally abusive to [client #1]. [Client #1] seemed confused about whether these events were intentionally abusive, accidents or indications that staff [DSP #27] 'would turn into someone who would take advantage of her'.</p> <p>Activity: [Client #1], [SW], [DSP #27], [QIDP] and [Staff] met at administrative office to discuss how [client #1] had been perceiving events and interactions with [DSP #27]. [Client #1] had the opportunity to talk about how her past experiences have caused her to get confused about interpreting [DSP #27]'s motives. [DSP #27], [QIDP] and [Staff] were able to talk about [DSP #27] needing to be firm sometimes when prompting [client #1] to perform her hygiene and medical tasks, and [client #1] needing to realize that this is [DSP #27] performing her job, not [DSP #27] showing signs of becoming abusive or exploitive to [client #1]. [Client #1] and [DSP #27] talked about their feelings and experiences of the interactions."</p> <p>A review of the facility's actual hours worked clock in and clock out hours for DSP #27 was conducted on 10/29/13 at 2:10 P.M.. Review of the record</p>			

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	<p>indicated DSP #27 worked:</p> <p>"-9/5/13: 7.00 hours -9/6/13: 6.75 hours -9/7/13: 15.75 hours -9/8/13: 15.25 hours -9/9/13: 6.00 hours -9/10/13: 7.25 hours -9/11/13: 6.00 hours -9/12/13: 7.00 hours -9/13/13: 2.00 hours -9/14/13: 10.50 hours -9/15/13: 3.50 hours."</p> <p>Review of the record indicated the DSP #27 was not immediately taken off the group home work schedule.</p> <p>An interview with the SW was conducted on 10/29/13 at 1:50 P.M.. When asked if the staff involved in the incidents were immediately taken off the schedule until the investigations were completed, the SW stated "Yes." When informed the staff involved in the incidents time sheets did not reflect they had been taken off the schedule, the SW indicated the PD was to ensure the staff had been taken off the schedule.</p> <p>An interview with the QIDP was conducted on 10/29/13 at 2:00 P.M.. When asked if the staff involved in the incidents were immediately taken off the</p>				

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W000156	<p>schedule, the QIDP stated "Yes."</p> <p>An interview with the Group Home Coordinator (GHC) was conducted on 10/29/13 at 2:20 P.M.. The GHC indicated the GHAM and DSP #27 should have been immediately taken off the schedule after the allegations were made until the investigations were completed. After reviewing the actual clock in and clock out hours for the GHAM and DSP #27, the GHC indicated the staff were not taken off the schedule until the completion of the investigations.</p> <p>9-3-2(a)</p> <p>483.420(d)(4) STAFF TREATMENT OF CLIENTS The results of all investigations must be reported to the administrator or designated representative or to other officials in accordance with State law within five working days of the incident. Based on record review and interview, the facility failed to report the results of 1 of 3 reviewed investigations of client abuse, involving 3 of 3 sampled clients and 2 additional clients (clients #1, #2,</p>	W000156	W156 Plan of Correction: The current SGL Director has been trained on ICF/DD state and federal regulations, state reporting procedures and the need for thorough investigations	01/02/2014

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	<p>#3, #4 and #5), to the administrator within five business days.</p> <p>Findings include:</p> <p>A review of the facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigation records was conducted on 10/28/13 at 12:40 P.M.. Review of the records indicated:</p> <p>-Investigation records dated 2/24/13, 3/3/13 and 3/4/13 indicated:</p> <p>-"Purpose of Investigation-Review: [SGL Director] (Supportive Group Living) requested the social worker investigate several allegations concerning conduct of [GHAM] toward multiple clients at [Group Home name] to determine whether these are events of client rights violations, and/or possible abuse and neglect.</p> <p>-Victim(s) alleged victim's names: [Client #1], [Client #3], [Client #5], [Client #2] and [Client #4].</p> <p>-Method of communication (verbal, gestures):</p> <p>[Client #1] is verbal and easily understood. [Client #5] is verbal and easily</p>		<p>of all allegations of A/N/E, which are to be completed within five days. Plan of Prevention: The facility has developed a new electronic incident reporting system to ensure that all allegations of mistreatment, abuse, neglect, injuries of unknown source, and elopement are reported immediately to the administrator or designated staff in accordance with state law. The department has arranged for staff training in incident reporting and investigations form an outside expert. Quality Assurance Monitoring: The agency's QA process will be revised to include a review and report of all ISDH surveys by a third party QA member including failure to do follow up investigations on allegations A/N/E, injuries of unknown source, and client elopement and the QA team will recommend and monitor corrective action.</p>				

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	<p>understood.</p> <p>[Client #3] has limited verbal ability limited to a few words.</p> <p>[Client #2] has verbal ability limited to a few words.</p> <p>[Client #4] communicates with a combination of sign, vocalization and augmentative communication device. She is difficult to understand.</p> <p>-Date/time event/alleged event occurred: Multiple events during the weekend of February 22nd, March 3rd and 4th, 2013.</p> <p>-Date/time incident report was filed: March 4, 2013.</p> <p>-Nature of the event/alleged event:</p> <p>[GHAM] take (sic) [client #3] by the pajamas (at the waist) and physically pulled her into the kitchen with force. During this action, [GHAM] was visibly angry. (Inappropriate restraint and physical abuse.)</p> <p>Regarding the weekend shifts I (Group Home Staff) work at [Group home name]: generally there is a lot of yelling and angry speech, including a terse tone and an audibly raised voice, clearly sounding angry, by [GHAM]. Sometimes the yelling is toward no one</p>						

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	<p>in particular, but I have frequently seen it directed at clients. I have seen [GHAM] point angrily and yell at [client #4] over communication issue (sic) This happened last weekend, and [GHAM] typically yells at [client #4] nearly every weekend. [Client #4] often repeats her concerns over and over, and after a few times [GHAM] will get angry, yell, and point at [client #4]. The pattern tends to be that [GHAM] gets easily frustrated and then yells at whom ever she is frustrated with. Or, sometimes she just yells into the general environment, usually voicing her disgust at the frustrating situation, and clients are clearly able to hear and understand that she is upset with them about something they did or didn't do. (Verbal and emotional abuse.)</p> <p>[GHAM] was frustrated last night that [client #1] was engaged with her new Kindle (computer), rather than doing the tasks [GHAM] expected, which included counting [client #1]'s personal money, changing into pajamas and preparing for bed, as well as taking medication. (It should be noted that in my opinion, none of that needed doing at that particular time). At dinner last night, all the girls were silent. This followed [GHAM] angrily putting food on the table, slamming plates down in</p>			

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	<p>front of them. On more than one occasion, I have witnessed [GHAM] angrily grabbing food and throwing it onto their plates, in front of them, with a bare hand, more than once, including last weekend Feb. 24. (Client Rights Violation and Neglect)</p> <p>[GHAM] was yelling loudly and angrily at [client #3] yesterday afternoon, around 4, when I was in the bathroom with another client. I looked into the hallway because of the yelling and heard her say to [client #3] loudly, 'Do your knees hurt [client #3]? Let's go get some medicine in the office.' Later as I was doing the med count, I noticed she had been given hydrocodone at 4 P.M.. I am concerned that the medication was given to calm [client #3] who was upset with [client #2], rather than for pain. I never heard [client #3] complain of knee pain or any other pain, although as I said earlier I was in the bathroom with another client. (Inappropriate restraint and neglect)</p> <p>Another concern I have is that [client #2] is 'put to bed' without choice by 7:15 every night that I am there with [GHAM]. When [GHAM] is not there, [client #2] goes to bed at a more normal time. [Client #1], the client, has said to me: '[GHAM] will make her (meaning</p>						

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	<p>[client #2]) go to bed.' which clearly appears to be the case. (Client Rights Violation)</p> <p>It is my opinion that the girls feel intimidated by her, and fear her retribution, walking on egg shells during the shifts that [GHAM] is present. I have witnessed and heard [client #5] apologize and respond 'I'm sorry, I was just letting you know' after [GHAM] responded angrily to a question she posed (March 4). (Verbal and emotional abuse).</p> <p>Findings: Substantiated, the findings support the event as described/allegation."</p> <p>Further review of the investigation record indicated:</p> <p>BDDS report dated 3/3/13...Date of knowledge: 3/4/13...Submitted Date: 3/7/13: Late in the afternoon on Sunday, staff reports that she witnessed [GHAM] forcibly pull [client #3] into the kitchen by grabbing the waistband of her pants. Staff reports that [GHAM] appeared visibly angry at the time and had been yelling loudly. Staff was concerned by [GHAM]'s use of a loud tone and angry demeanor, and found her actions intimidating and demanding....Plan to</p>			

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	<p>Resolve: Staff spoke with SW and Director regarding the issue. [GHAM] has been suspended pending the outcome of an investigation." Further review of the record did not indicate the results of the investigation were reported to the administrator within 5 business days.</p> <p>An interview with the SW was conducted on 10/29/13 at 1:50 P.M.. When asked if the investigations had been completed within 5 working days, the SW stated "No."</p> <p>An interview with the QIDP was conducted on 10/29/13 at 2:00 P.M.. When asked if the investigations were completed within 5 days, the QIDP stated "No." When asked if the results of the investigations were reported to the administrator within 5 business days, the QIDP stated "No."</p> <p>9-3-2(a)</p>				

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W000189	<p>483.430(e)(1) STAFF TRAINING PROGRAM</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on observation, record review and interview, the facility failed for 1 of 3 sampled clients (client #1) to provide group home staff with training on transfer methods.</p> <p>Findings include:</p> <p>A morning observation was conducted at the group on 10/28/13 from 5:10 A.M. until 7:30 A.M.. At 5:40 A.M., Direct Support Professional (DSP) #1 prepared a Hoyer Lift located in client #1's bedroom, to transfer her out of her bed into her wheelchair.</p> <p>A review of client #1's record was conducted on 10/29/13 at 10:55 A.M.. Review of her Individual Support Plan (ISP) dated 12/6/12 did not indicate the use of a lift to transfer client #1 in and out of her wheelchair. Further review of the record failed to indicate any lift plans to give staff guidance and when and how to assist client #1 with transferring in and out of her wheelchair.</p> <p>A request for group home staff training</p>	W000189	<p>W189 Plan of Correction: Facility staff will receive training on use of Client #1's Hoyer lift. Plan of Prevention: Facility staff will receive ongoing training during regular house meeting and regional department meetings each month in order to effectively, efficiently and competently perform job duties. Quality Assurance Monitoring: The need for staff training will be reviewed during monthly SGL Support Team Meetings.</p>	01/02/2014			

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	<p>on the use of Hoyer lift was made on 10/30/13 at 4:00 P.M.. No documentation was submitted for review to indicate group home staff were trained on using a Hoyer lift to assist client #1 in being transferred in and out of her wheelchair.</p> <p>An interview with the Qualified Intellectual Disabilities Professional (QIDP) was conducted on 10/30/13 at 3:00 P.M.. When asked how group home staff transferred client #1 in and out of her wheelchair, the QIDP stated "Staff use a Hoyer Lift." When asked if there was a plan in place to give guidance when and how staff were to transfer client #1 in and out of her wheelchair, the QIDP stated "No, there isn't a plan in place." When asked if there was documentation available for review to indicate all staff who worked with client #1 received client specific training on how to transfer client #1 in and out of her wheelchair, the QIDP indicated she did not have written documentation available to indicate staff were trained on the use of a Hoyer lift to transfer client #1 in and out of her wheelchair.</p> <p>9-3-3(a)</p>						

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W000218	<p>483.440(c)(3)(v) INDIVIDUAL PROGRAM PLAN The comprehensive functional assessment must include sensorimotor development. Based on observation, record review and interview, the facility failed to assess the need of a mechanical lift for 1 of 3 sampled clients (client #1) who used a wheelchair for mobility and who required significant assistance to transfer with the use of a mechanical lift at all transfer times.</p> <p>Findings include:</p> <p>A morning observation was conducted at the group on 10/28/13 from 5:10 A.M. until 7:30 A.M.. At 5:40 A.M., Direct Support Professional (DSP) #1 prepared a Hoyer Lift located in client #1's bedroom, to transfer her out of her bed into her wheelchair.</p> <p>A review of client #1's record was conducted on 10/29/13 at 10:55 A.M.. The review did not indicate a physical therapy evaluation (PT) or occupational therapy evaluation (OT) to determine how and when a mechanical lift should be used for client #1.</p>	W000218	<p>W218 Plan of Correction: A written recommendation will be obtained from OT/PT in regards to Client #1's needs during transfers and/or use of Hoyer lift. Plan of Prevention: House Manager will complete, on a monthly basis, the Group Home File Checklist, indicating when medical appointments/evaluations are due for renewal for all facility clients. Quality Assurance Monitoring: The interdisciplinary Support Team will review any issues with adaptive equipment and/or client needs during monthly meetings, to be documented on SGL Support Team Review Form.</p>	01/02/2014
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W000240	<p>An interview with the Qualified Intellectual Disabilities Professional (QIDP) was conducted on 11/18/13 at 3:15 P.M.. The QIDP indicated there were no PT or OT assessments for the use of a Hoyer lift for client #1. When asked if there was an order for client #1 for the use of a Hoyer lift, the QIDP stated "No." When asked how long the Hoyer lift had been used for client #1, the QIDP stated "For a couple of years."</p> <p>9-3-4(a)</p> <p>483.440(c)(6)(i) INDIVIDUAL PROGRAM PLAN The individual program plan must describe relevant interventions to support the individual toward independence. Based on observation, record review and interview, the facility failed to develop written instruction related to how 1 of 3 sampled clients (client #1), was to be transferred in and out of her wheelchair with the use of a Hoyer lift.</p> <p>Findings include:</p> <p>A morning observation was conducted at</p>	W000240	<p>W240 Plan of Correction: Client #1's Individual Support Plan will be revised to include a goal for use of Hoyer lift during transfers. A plan will be written to give staff guidance on how and when to support Client #1 in use of the Hoyer lift. Plan of Prevention: QIDP will review goal progress quarterly to ensure current goals include relevant interventions to support clients toward independence. Quality</p>	01/02/2014			

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	<p>the group on 10/28/13 from 5:10 A.M. until 7:30 A.M.. At 5:40 A.M., Direct Support Professional (DSP) #1 prepared a Hoyer Lift located in client #1's bedroom, to transfer her out of her bed into her wheelchair.</p> <p>A review of client #1's record was conducted on 10/29/13 at 10:55 A.M.. Review of her Individual Support Plan (ISP) dated 12/6/12 did not indicate the use of a Hoyer lift to transfer client #1 in and out of her wheelchair. Further review of the record failed to indicate any lift plans to give group home and day program staff guidance on when and how to assist client #1 with transferring in and out of her wheelchair.</p> <p>An interview with the Qualified Intellectual Disabilities Professional (QIDP) was conducted on 11/18/13 at 3:15 P.M.. When asked how group home staff transferred client #1 in and out of her wheelchair, the QIDP stated "Staff used a Hoyer Lift." When asked if there was a plan in place to give guidance when and how staff were to transfer client #1 in and out of her wheelchair, the QIDP stated "No, there wasn't a plan in place." When asked if client #1's Individual Support Plan gave written instruction to staff for the use of a lift for client #1, the QIDP stated "No."</p>		Assurance Monitoring: Facility staff will complete a Program Assessment, at least annually, to comprehensively assess the clients' skills and design individualized training programs that address the areas in which the client is in most need of instruction and active treatment to further independent skills.				

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W000369	<p>9-3-4(a)</p> <p>483.460(k)(2) DRUG ADMINISTRATION The system for drug administration must assure that all drugs, including those that are self-administered, are administered without error.</p> <p>Based on observation, record review and interview, the facility failed for 1 of 2 clients observed during the morning medication administration (client #1), to ensure staff administered 2 of 10 of the client's medications, as ordered without error.</p> <p>Findings include:</p> <p>A morning observation was conducted at the group home on 10/28/13 from 5:10 A.M. until 7:30 A.M.. At 6:20 A.M., Direct Support Professional (DSP) #1 assisted client #1 with administering her nasal spray. Client #1 took the bottle out of the box and sprayed 2 sprays in each nostril. Client #1 was not prompted and did not shake before use.</p>	W000369	<p>W369 Plan of Correction: Facility staff will be retrained on proper medication administration. Plan of Prevention: The interdisciplinary Support Team will review the need for staff training during monthly meetings. Quality Assurance Monitoring: QIDP will complete the Quality Assurance Monitoring Checklist, at least annually, which addresses medication administration. Facility nurses will complete quarterly nurse checklists to ensure medication administration, storage and documentation procedures are being followed.</p>	01/02/2014	

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	<p>Client #1 then took her oral medications with a sip of Gatorade. A review of the labels and Medication Administration Record (MAR) dated 10/1/13 to 10/31/13 was conducted at 6:30 A.M.. Review of the MAR and labels indicated: "Oyster Shell 500 mg (milligrams) (supplement)...1 tablet two times daily...Take with meals...take with a full glass of water...Ponaris nasal spray (allergies)...2 sprays in each nostril 4 times daily...Shake well before use." Client #1 ate her breakfast at 7:00 A.M.. Client #1 did not take her oral medications with a meal and did not have a full glass of water.</p> <p>An interview with the Qualified Intellectual Disabilities Professional (QIDP) was conducted on 11/18/13 at 3:15 P.M.. The QIDP indicated client #1's nasal spray should have been shaken and she should have been prompted to drink a full glass of water/Gatorade. The QIDP further indicated staff should have followed the directions on the label.</p> <p>9-3-6(a)</p>				

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W000460	<p>483.480(a)(1) FOOD AND NUTRITION SERVICES Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets. Based on observation, interview and record review for 3 of 3 sampled clients and 3 additional clients (clients #1, #2, #3, #4, #5 and #6), the facility failed to assure the staff provided food in accordance with the menu and with the client's diet order.</p> <p>Findings include:</p> <p>A morning observation was conducted at the group on 10/28/13 from 5:10 A.M. until 7:30 A.M.. At 7:00 A.M., client #1 ate her breakfast which consisted of a bagel. Direct Support Professional (DSP) #4 did not offer client #1 1/2 cup of bran cereal with her bagel. Client #1 did not eat 1/2 cup of bran cereal with her breakfast. At 7:10 A.M., clients #2, #3, #4, #5 and #6 were observed to eat their breakfast which consisted of a toasted bagel. Client #1, #2, #3, #4, #5 and #6 did not eat eggs, bacon, hashbrowns, juice and milk for breakfast. DSP #4 did not offer each client eggs, bacon, hashbrowns, juice and milk for breakfast.</p> <p>An evening observation was conducted at the group on 10/28/13 from 5:10 P.M.</p>	W000460	<p>W460 Plan of Correction: Facility staff will be retrained on ICFDD regulations on nutrition, following menus, nutritional assessments and proper substitutes if clients chose not to follow the menu. Plan of Prevention: The interdisciplinary Support Team will review the need for staff training during monthly meetings. Quality Assurance Monitoring: QIDP will complete the Quality Assurance Monitoring Checklist, at least annually, which address dietary plans being followed.</p>	01/02/2014			

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	<p>until 7:25 P.M.. At 6:30 P.M., clients #1, #2, #3, #4, #5 and #6 ate their dinner which consisted of a hamburger, french fries, salad, cut up apples, juice and water. DSPs #5, #6 and #7 did not offer milk with the evening meal.</p> <p>A review of the group home menu dated "Monday, 5/21/13, Week 2" was conducted on 10/28/13 at 7:30 A.M.. Review of the menu indicated:</p> <p>"Breakfast: Egg of choice, bacon, hashbrowns, bread toast, juice of choice, margarine/jelly, salt and pepper, 8 ounces of skim milk....Dinner: 2 slices bread, chicken salad, 6 ounces cream of asparagus soup, garden vegetable blend, 1 slice of cheese cake with strawberries, 8 ounces of milk, 8 ounces of tea, salt and pepper."</p> <p>A review of client #1's record was conducted on 10/29/13 at 10:55 A.M.. Review of client #1's most current Nutritional Assessment dated 9/27/13 indicated: "1/2 cup bran cereal for breakfast."</p> <p>An interview with the Qualified Intellectual Disabilities Professional (QIDP) was conducted on 11/18/13 at 3:15 P.M.. The QIDP indicated staff should have prompted client #1 to have</p>				

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G637	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/03/2013
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	<p>bran with her meal. The QIDP indicated staff should have followed the client's ordered diet. The QIDP further indicated group home staff should follow the menu.</p> <p>9-3-8(a)</p>			