

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G153		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 07/03/2013	
NAME OF PROVIDER OR SUPPLIER PIKE COUNTY ARC - THIRD ST				STREET ADDRESS, CITY, STATE, ZIP CODE 403 S THIRD ST PETERSBURG, IN 47567			
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W000000	<p>This visit was for a fundamental recertification and state licensure survey.</p> <p>Dates of Survey: 6/26, 6/27, 6/28 and 7/3/13</p> <p>Facility number: 000689 Provider number: 15G153 AIM number: 100234480</p> <p>Surveyor: Paula Chika, QIDP-TC</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 7/17/13 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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W000125	<p>483.420(a)(3) PROTECTION OF CLIENTS RIGHTS The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process.</p> <p>Based on interview and record review for 1 additional client (#7), the facility failed to ensure the client had the right to look at her own TV in her bedroom and/or to listen to music in her own bedroom.</p> <p>Findings include:</p> <p>Interview with client #7 on 6/26/13 at 5:05 PM indicated client #1 was her roommate. Client #7 indicated client #1 would not let her watch her own TV in their bedroom. Client #7 stated "I can't watch TV in my own room because she sleeps a lot. She goes to bed as soon as she comes in (from work)." Client #7 indicated client #1 would yell at her to turn her TV off. Client #7 indicated client #1 would play her music loud when she (client #7) would try to go to bed. Client #7 indicated she would have to watch TV in the living room. Client #7 stated "I'm sick of it."</p> <p>Client #7's record was reviewed on 6/27/13 at 3:45 PM. Client #7's 3/9/13 Behavior Support Plan (BSP) and/or</p>	W000125	The IDT met to discuss the issue of client #7 not being allowed by roommate (client #1) to access her room freely to watch tv/listen to radio. Roommate is "bossy and controlling" and client #7 does not feel comfortable doing these activities with roommate present in room. The team discussed the possibility of switching roommates. The team reviewed all residents' behavior concerns, personalities, likes and dislikes, programming, etc. It was felt no other clients would be more compatible than clients #1 and #7, but the team wanted input from consumers. The team discussed this issue with consumers. Clients #2-8 all expressed having the same issues with client #1 as her current roommate is having and all stated they did not want to change rooms. Client #7 stated she would be satisfied with the current arrangement if she was able to have free time alone in her room. The team determined client #7 will be allowed time in her room alone without her roommate. When client #7 wants to listen to her television, radio, or	08/02/2013			

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	<p>2/13/13 Individual Program Plan (IPP) did not indicate client #7 should not have access to and/or the right to watch her own TV in her bedroom, and/or could not listen to music in her bedroom. Client #7's 2/13/13 IPP and/or record did not indicate the client's IDT (interdisciplinary team) met to review and/or address client #7's right to access her bedroom.</p> <p>Interview with staff #2 on 6/27/13 at 7:30 AM stated "[Client #7] has not been able to watch her TV even if she turns the volume down low. [Client #1] wants it off." Staff #2 stated client #1 had to "control everything." Staff #2 stated "[Client #7] has the right to watch her TV."</p> <p>Interview with the Qualified Intellectual Disabilities Professional (QDDP) on 6/28/13 at 10:30 AM indicated she was aware client #1 would not let client #7 watch TV in her bedroom. The QDDP indicated the facility had not addressed the violation of client #7's right to have access to/right to watch her TV in her bedroom.</p> <p>9-3-2(a)</p>		<p>just have quiet/leisure time, she will tell staff. Staff will then engage her roommate in another activity away from the room for one hour (flexible) while client #7 has time to enjoy leisure activities. The QMRP-D will have regular (at least monthly) meetings with all the consumers to ask how they are getting along with roommates, ask for complaints from residents, and discuss individual rights and what clients should do if they feel intimidated by peers. Staff will also observe clients' habits to determine if certain activities are being avoided or altered due to peers' behaviors. The QMRP will monitor all behavioral related data (contact notes, behavior report forms, incident reports, etc) to identify precursors which may lead to clients feeling intimidated by peers. If any such issues or a pattern is identified, the team will complete a corrective action plan to correct the problem. The QMRP-D will do observation in house to watch for any consumer altering his or her hobbies or leisure activities due to reactions from peers. When such a situation is identified, the team will meet and complete a corrective action plan within 24 hours of the date of knowledge. The QMRP will ensure such plans are implemented. This change will be completed by 8/2/13</p>				

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W000154	<p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on interview and record review for 1 of 7 allegations of abuse, neglect and/or injuries of unknown source, the facility failed to conduct/document a thorough investigation in regard to an injury from a physical restraint for client #1.</p> <p>Findings include:</p> <p>Client #1's record was reviewed on 6/27/13 at 12:30 PM. Client #1's 4/1/13 QMRP note indicated "QMRP (Qualified Mental Retardation Professional) was informed today that on 3/30/13 [client #1] had become upset and physically aggressive towards staff [staff #4]. [Staff #4] used physical restraint (cpi) (Crisis Prevention Intervention techniques) per [client #1's] behavior plan. The hold was the one person interim control position and lasted about 20 seconds. [Client #1] has two bruises on upper left arm, one inch long, one eighth inch wide similar to finger marks. [Staff #4] and [client #1] report this is from [client #1] attempting to swing at [staff #4] and [staff #4's] blocking blows...." Client #1's 4/1/13 QMRP note did not indicate any additional documentation of an investigation and/or include any</p>	W000154	<p>The facility failed to have evidence that all alleged violations are thoroughly investigated. QMRP verbally interviewed staff involved in a physical restraint hold, but failed to document interviews. In the future, QMRP will document all interviews and responses as part of the thorough investigation.</p> <p>QMRP will review all incidents of alleged violations for every client. QMRP will document components of the investigation, including staff responses.</p> <p>All incident reports will be reviewed by the QMRP in order to determine if an investigation is required. QMRP will sign off on incident reports after reviewing and indicate whether an investigation was conducted. The agency Medical Coordinator currently files all incident reports. Medical Coordinator has been instructed not to file incident reports without QMRP's signature and investigation indicator as a checks and balance for QMRP. Reports not having the signature and indicator will be routed back to QMRP for review.</p> <p>Each month, the IDT will review incident reports to monitor alleged</p>	07/23/2013			

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	<p>recommendations in regard to the 3/30/13 incident.</p> <p>Interview with staff #4 and the QMRP on 6/28/13 at 10:30 AM indicated client #1 had been physically aggressive toward staff #4. Staff #4 indicated she had client #1 in a one person hold when the client was able to get out of the hold and started swinging at her. Staff #4 stated she "grabbed her arm. Waiting for second staff to get there. Hold slipped and she started hitting me." The QMRP indicated she conducted interviews in regard to the incident to ensure abuse did not occur. The QMRP did not provide any additional documentation of interviews of an investigation.</p> <p>9-3-2(a)</p>		<p>violations, the investigations being conducted, and documentation of investigations.</p> <p>This change will be completed by 7/23/13</p>		

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W000227	<p>483.440(c)(4) INDIVIDUAL PROGRAM PLAN The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section. Based on interview and record review for 1 of 4 sampled clients (#1), the client's Individual Support Plan (ISP) failed to specifically address the client's identified behavior of bossing.</p> <p>Findings include:</p> <p>The facility's reportable incident reports, Accident /Incident Reports (AIRs) and/or investigations were reviewed on 6/26/13 at 2:28 PM. The facility's reportable incident reports, AIRs and/or investigations indicated the following (not all inclusive):</p> <p>-4/5/13 at 4:55 PM, "Client (client #1) came in from work yelling and cussing out other housemates and staff. Staff tried redirecting and calming her down...." The AIR indicated staff had to utilize CPI (Crisis Prevention Intervention techniques) with client #1.</p> <p>-3/17/13 "[Client #5] was sitting on the sofa reading a book. [Client #1] wanted to do a puzzle on the coffee table in front of her. [Client #1] told [client #5] to</p>	W000227	<p>Client #1's programming failed to address "bossing." An addendum has been added to client #1's IPP identifying client #1's bossing behaviors (Form A) and client #1 has been given a formal training objective to address "bossing." (Form B).</p> <p>Annual behavior assessments and IPPs are completed by the QMRP. The behaviorist visits with all clients and does observations in homes weekly. In addition to this, if new or worsening behaviors are reported through contact notes or staff reports, the QMRP will address the identified behavior(s) in the client's programming. The QMRP will notify the behaviorist of the status change.</p> <p>Staff will document all behavioral incidents and observations. The team will review this data monthly or as needed. If a new or worsening maladaptive behavior is identified, the QMRP and IDT will address it in the IPP and training.</p> <p>The team and QMRP will review all behavior data, corrective actions taken, and the</p>	07/23/2013	

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	<p>move. [Client #5] did not move and [client #1] began cussing and screaming at her to do so. She (sic) both became engaged in a physical altercation. Staff separated them, asked [client #1] to go to her room to calm down. During the scuffle, they kicked at one another and hit one another...."</p> <p>-8/24/12 "[Client #1] came to the group home office banging on the window demanding that she get her cigarette. When told that she did not have any, she had them all, she became angry and started yelling and screaming and demanding that the staff give her one of the other residents (sic) cigarettes. Staff was giving medications to another resident at this time, when the resident left the office, [client #1] pushed her way into the office, She started cussing and demanding she get a cigarette...."</p> <p>Interview with client #4 on 6/26/13 at 4:44 PM indicated when asked how client #4 got along with the other clients in the group home, client #4 stated "No one gets along with her (client #1). She is mean and bossy. Facility is trying to move her. I wish she would get out of this group home. All the girls feel the same way."</p> <p>Interview with client #7 on 6/26/13 at 5:05 PM stated "[Client #1], my</p>		<p>effectiveness of interventions at least monthly and on an as needed basis.</p> <p>This change will be completed by 7/23/13</p>				

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	<p>roommate, bosses everyone." Client #7 indicated client #1 would not let her watch her own TV in their bedroom. Client #7 stated "She (client #1) does not have patience at all."</p> <p>Interview with client #6 on 6/26/13 at 5:06 PM stated "If she (client #1) wasn't here we would be a lot happier. Demands everything and gets what she wants." Client #6 indicated client #1 would have behaviors daily.</p> <p>Interview with client #5 on 6/27/13 at 4:12 PM stated "[Client #1] bosses others and does not get along with others." Client #5 stated "We fight, make up and then get along."</p> <p>Interview with client #2 on 6/27/13 at 4:18 PM indicated things were not going well at the group home. Client #2 stated "We want [client #1] out of here. She hits, bosses girls around. Bosses all of us around especially [client #6]."</p> <p>Client #1's record was reviewed on 6/27/13 at 12:30 PM. Client #1's Contact Notes indicated the following:</p> <p>-6/19/13 "After returning home from workshop, [client #1's] housemate got a phone call. Staff answered the phone and told housemate she had a phone call.</p>						

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	<p>[Client #1] began screaming at housemate to come to the phone...."</p> <p>-5/21/13 Client #1 was talking about her peers and calling the peers names while talking on the phone to another person.</p> <p>-5/21/13 Staff found a card/mail in client #1's room which was addressed to client #6. The 5/21/13 note indicated the facility staff instructed client #1 to give client #6 her card which client #6's mother had sent client #6 for Easter. The note indicated "...[Client #1] had it in her room the entire time and had not given it to [client #6]. It had already been opened when staff found it. [Client #6] wanted it reported that her mail had been taken."</p> <p>-5/9/13 "We were sitting in the van waiting to pull into the carwash bay. [Client #1] started yelling and calling [client #7] a b...This staff tried to redirect [client #1]. [Client #1] turned around and hit [client #7] on the left leg...."</p> <p>-5/1/13 "at 3:15 P [client #1] came in door angry and cursing at housemates and staff. Demanding 3:30 cig (cigarette). #2 staff (facility identifier) told her it was not time yet. [Client #1] was redirected to put away laundry from night before. Staff #1 (facility identifier went with [client #1] to her room. [Client #1] was doing her</p>						

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	<p>chore but cussing and screaming and keeping her behavior going. Staff #1 (facility identifier) stayed with [client #1] trying to calm her down. She (QDDP) was in the living room. [Client #1] began again yelling, cussing at (QDDP) and housemate...."</p> <p>-4/28/13 "...[Client #1] was telling [client #8], [client #5], & [client #7] to stay out of her conversation & mind their own business or she would bust their a... she said that [client #2] was kicking her seat & she would knock the ...out of her she was calling [client #2] & [client #6] who f...sl...t & b...[Client #6] called [client #1] a whore. Words were exchanged between [client #1] & [clients #2 and client #6]...."</p> <p>-4/20/13 "At 7:15 pm Saturday we were at Track & Field practice @ (at) [name of school] when a staff member overheard [client #1] speak to [client #2] and told her she will do this or else. When staff approached [client #1] about what was going on, she stated 'that she received .75 cents from [client #9] and she was having [client #2] go to [name of store] to get her a Mt. Dew...."</p> <p>Client #1's 3/7/13 QDDP-D Progress/Observation Report indicated at the dinner table "...She dominated the entire conversation during supper and no</p>						

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	<p>other peer had a chance to engage in conversation."</p> <p>Client #1's 3/9/13 Behavior Support Plan (BSP) indicated client #1 demonstrated the targeted behavior of Verbal Outbursts which was defined as "Cusses, call names, yells, and may threaten others." Client #1's 3/9/13 BSP and/or 1/25/13 IPP did not specifically address the client's identified behavior of bossing.</p> <p>Interview with staff #2 on 6/27/13 at 7:30 AM indicated client #1 would try to tell the other clients what to do. Staff #2 stated "If arguing, she will escalate if staff is not right there. We will take to room if she starts arguing."</p> <p>Interview with the QDDP on 6/28/13 at 10:30 AM stated client #1 demonstrated "bossing, threatening and intimidation" toward others. The QDDP indicated client #1's BSP addressed the client's verbal outbursts. The QDDP indicated client #1's 3/9/13 BSP did not specifically address client #1's identified behavior of bossing others.</p> <p>9-3-4(a)</p>				

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W000240	<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, interview and record review for 4 of 4 sampled clients (#1, #2, #3 and #4) and for 4 additional clients (#5, #6, #7 and #8), the clients' Individual Program Plans (IPPs) failed to indicate how clients would be assisted to feel comfortable in their home due to client #1's bossing, verbal aggression and/or physical aggression towards others.</p> <p>Findings include:</p> <p>The facility's reportable incident reports, Accident /Incident Reports (AIRs) and/or investigations were reviewed on 6/26/13 at 2:28 PM. The facility's reportable incident reports, AIRs and/or investigations indicated the following (not all inclusive):</p> <p>-6/7/13 Client #1 was cursing staff, hitting staff and threatened the Qualified Intellectual Developmental Disabilities Professional (QIDP). AIR indicated staff had to use "Team CPI" (Crisis Prevention Intervention techniques).</p> <p>-4/5/13 at 3:30 PM, client #6 was "punched in the back under her right</p>	W000240	<p>Client IPPs failed to indicate how clients will be assisted to feel comfortable in their home due to client #1's behaviors. The IDT met to discuss this issue and added strategies to client #2-#8's IPPs (Form C).</p> <p>(Referring to Form C) During these group sessions, clients may identify other peers they are not comfortable around and this will be a time to discuss issues and staff to give suggestions for coping. The QMRP-D will document all concerns and bring it to the team meeting so the team can formulate a corrective action plan. This plan will then be written into client programming.</p> <p>Staff will regularly ask clients about their comfort levels with roommates, peers, and the household in general. If a concern is identified, the team will address it with 48 hours.</p> <p>The team will review all client concern forms and issues documented during client group meetings. QMRP will add coping strategies to programming.</p> <p>This change will be completed by 7/23/13</p>	07/23/2013			

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	<p>shoulder blade" by client #1. The 4/5/13 AIR indicated client #6 had a red area on her back.</p> <p>The facility's 4/5/13 reportable incident report indicated "[Client #1] came home from the workcenter mad at another consumer (client #6). She stated she wanted a ring that she had given to the other consumer [client #6] back...The other consumer's father came to pick up [client #6] for a home visit. [Client #1] went outside and stated to the father that his daughter was a thief. She (client #1) then hit [client #6] on the back of her right shoulder...."</p> <p>-4/5/13 at 4:55 PM, "Client (client #1) came in from work yelling and cussing out other housemates and staff. Staff tried redirecting and calming her down...." The AIR indicated staff had to utilize CPI with client #1.</p> <p>-3/17/13 "[Client #5] was sitting on the sofa reading a book. [Client #1] wanted to do a puzzle on the coffee table in front of her. [Client #1] told [client #5] to move. [Client #5] did not move and [client #1] began cussing and screaming at her to do so. She (sic) both became engaged in a physical altercation. Staff separated them, asked [client #1] to go to her room to calm down. During the</p>						

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	<p>scuffle, they kicked at one another and hit one another...."</p> <p>-3/7/13 "...[Client #1] became combative, had to be restrained using CPI...Q-D (Qualified Intellectual Disabilities Developmental Professional-Designee) reported [client #1] was threatening peers, hitting and kicking Q-D...."</p> <p>-2/23/13 Client #1 became upset when questioned about a peer's missing money.</p> <p>-1/8/13 "[Client #1] left her work area and was disrupting another consumer who was attempting to work. Direct care staff, following the BSP (Behavior Support Plan), were redirecting her. [Client #1] became upset and hit one of the staff. [Client #1] was taken to an office and kept there until the police could come and talk to her. Once the police arrived to speak to her she became upset again. She hit another staff person at which time the police handcuffed her and took her to the local jail...."</p> <p>The 1/8/13 police Incident report indicated client #1 was arrested and charged with 2 counts of misdemeanor battery. The police report indicated one staff person was struck on the right side of the face with a "closed fist" causing the staff's "jaw to pop." The police report</p>			

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	<p>also indicated client #1 "struck/slapped" the Director on the left arm/shoulder with an "open hand."</p> <p>-8/24/12 "[Client #1] came to the group home office banging on the window demanding that she get her cigarette. When told that she did not have any, she had them all, she became angry and started yelling and screaming and demanding that the staff give her one of the other residents (sic) cigarettes. Staff was giving medications to another resident at this time, when the resident left the office, [client #1] pushed her way into the office, She started cussing and demanding she get a cigarette...."</p> <p>During the 6/27/13 observation period between 5:30 AM and 7:30 AM, at the group home, client #1 woke up at 7:15 AM. Client #1 got up, made her bed and packed her lunch for the day. Client #1 then went into the office area and told staff #2 to hurry up with her medications. As staff #2 was attempting to set up the client's medications, client #1 stood close to staff #2 and yelled at staff #2 to "Hurry up." Client #1 also made grunting noises as she stood near the staff yelling at staff #2. Once staff #2 handed client #1 her medications to take, client #1 told staff #2 to give her her cigarette now. Staff #2 attempted to redirect client #1 to sit down</p>			

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	<p>and calm down. Client #1 started cursing staff #2 and yelling at the staff. Client #7, client #1's roommate, walked past the office area, shook her head and stated "See what I mean. They need to write her up." Client #1 continued to curse and yell at staff #2. Client #1 finally told staff #2 she was going to go and get staff #3 as staff #2 was refusing to get her cigarette. Client #1 walked out of the house and yelled for staff #3, who was assisting clients #2, #3, #4, #5, #6, #7 and #8 to load the van. Staff #3 returned to the house and staff #2 told staff #3 she was trying to get client #1 to sit and calm down. Client #1 told staff #3 she wanted her cigarettes and staff #2 would not give it to her. Staff #2 told staff #3 she could give client #1 her cigarette. Once client #1 received her cigarette, client #1 went outside on the patio to smoke. Clients #2, #3, #4, #5, #6, #7 and #8 sat on the van waiting for client #1 to smoke her cigarette while staff #3 stood outside the van with client #1. Client #7 made a deep sighing sound. Client #7 stated to the surveyor, "I'm sorry for my roommate acting like that. I hope she did not hurt your feelings."</p> <p>Interview with client #4 on 6/26/13 at 4:44 PM indicated when asked how client #4 got along with the other clients in the group home, client #4 stated "No one gets</p>			

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	<p>along with her (client #1). She is mean and bossy. Facility is trying to move her. I wish she would get out of this group home. All the girls feel the same way."</p> <p>Interview with client #7 on 6/26/13 at 5:05 PM stated "[Client #1], my roommate, bosses everyone." Client #7 indicated client #1 would not let her watch her own TV in their bedroom. Client #7 stated "She (client #1) does not have patience at all." Client #7 indicated client #1 yelled at and cursed clients and staff everyday. Client #7 stated "I'm sick of it."</p> <p>Interview with client #6 on 6/26/13 at 5:06 PM stated "If she (client #1) wasn't here we would be a lot happier. Demands everything and gets what she wants." Client #6 stated client #1 "blasts music at 9:30 at night while others are trying to sleep." Client #6 indicated she would go to her bedroom when client #1 started having a behavior. Client #6 stated "Actually she makes my life miserable." Client #6 stated "I'm tired of dealing with it." Client #6 indicated client #1 would have behaviors daily.</p> <p>Interview with client #8 on 6/27/13 at 8:35 AM when asked how things were going at the group home, client #8 stated "[Client #1] hits. Acts out toward staff.</p>			

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	<p>Hits and curses them." Client #8 stated client #1 would become upset with her when client #8 "accidentally" bumped into her or walked into her. Client #8 stated "I'm blind." Client #8 indicated staff would try to tell client #1 client #8 did not mean to walk into her. Client #8 stated "She makes me feel awful bad. If I say something will yell. Like this morning. Showing off." Client #8 stated client #1 has "threatened" to hit her.</p> <p>Interview with client #5 on 6/27/13 at 4:12 PM stated "[Client #1] bosses others and does not get along with others." Client #5 stated "We fight, make up and then get along."</p> <p>Interview with client #2 on 6/27/13 at 4:18 PM indicated things were not going well at the group home. Client #2 stated "We want [client #1] out of here. She hits, bosses girls around. Bosses all of us around especially [client #6]."</p> <p>Client #1's record was reviewed on 6/27/13 at 12:30 PM. Client #1's Contact Notes indicated the following:</p> <p>-6/19/13 "After returning home from workshop, [client #1's] housemate got a phone call. Staff answered the phone and told housemate she had a phone call. [Client #1] began screaming at housemate</p>						

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	<p>to come to the phone...." The 6/19/13 note indicated client #1 ended up being "escorted to her bedroom" and threatened to "knock other staff's head off."</p> <p>-6/15/13 Client #1 went after staff to hit staff and threatened staff with a "...small piece of plastic hanger and threatened to cut staff's face and herself..."</p> <p>-6/11/13 Client #1 became upset over a phone call and walked out of the group home. The note indicated staff physically assisted client #1 back into the house and "down to her bedroom." The note indicated "...[Client #1] stated she was going to hit her roommate (client #7). Staff ask (sic) roommate to leave the room at this time. [Client #1] went to hit her roommate (client #7). Staff walked in front of [client #7]. [Client #1] hit staff in the arm & (and) leg...."</p> <p>-5/21/13 Client #1 was talking about her peers and calling the peers names while talking on the phone to another person.</p> <p>-5/21/13 Staff found a card/mail in client #1's room which was addressed to client #6. The 5/21/13 note indicated the facility staff instructed client #1 to give client #6 her card which client #6's mother had sent client #6 for Easter. The note indicated "...[Client #1] had it in her</p>			

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	<p>room the entire time and had not given it to [client #6]. It had already been opened when staff found it. [Client #6] wanted it reported that her mail had been taken."</p> <p>-5/9/13 "We were sitting in the van waiting to pull into the carwash bay. [Client #1] started yelling and calling [client #7] a b...This staff tried to redirect [client #1]. [Client #1] turned around and hit [client #7] on the left leg...."</p> <p>-5/4/13 Client #1 was upset as Special Olympics was canceled. The note indicated client #1 went into the kitchen to look for a knife.</p> <p>-5/1/13 "At 3:15 P [client #1] came in door angry and cursing at housemates and staff. Demanding 3:30 cig (cigarette). #2 staff (facility identifier) told her it was not time yet. [Client #1] was redirected to put away laundry from night before. Staff #1 (facility identifier) went with [client #1] to her room. [Client #1] was doing her chore but cussing and screaming and keeping her behavior going. Staff #1 (facility identifier) stayed with [client #1] trying to calm her down. She (QDDP) was in the living room. [Client #1] began again yelling, cussing at (QDDP) and housemate...." The note indicated client #1 was in her bedroom and told staff "...she was getting a knife and going to go</p>			

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	<p>ballistic (sic). [Client #1] went to kitchen with staff #1 (facility identifier) behind. [Client #1] did grab a knife. [Client #1] stated 'Keep away or I will use it.' [Client #1] drew the knife in motion. Staff #1 (facility identifier) moved from range of motion. (QDDP) and staff #2 (facility identifier) followed [client #1] to her room being able to remove the knife from [client #1]...."</p> <p>-4/28/13 "...[Client #1] was telling [client #8], [client #5], & [client #7] to stay out of her conversation & mind their own business or she would bust their a... she said that [client #2] was kicking her seat & she would knock the ...out of her she was calling [client #2] & [client #6] who f...sl...t & b...[Client #6] called [client #1] a whore. Words were exchanged between [client #1] & [clients #2 and #6]. When this staff told [client #1] she was not to get physical with [client #2] when she threatened her, she (client #1) said she would kick this staff again...When we arrived at the staff told [client #2] and [client #6] to stay away from [client #1]...."</p> <p>-4/23/13 "Around 3:15 PM [client #1] came in from w/s (workshop) van, went to her room, then came up the hallway demanding her 3:30 PM cigarette. At the same time she was cursing another</p>						

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	<p>resident out (unidentified client) as she was coming up the hallway...." The note indicated a second staff removed clients #2, #3, #4, #5, #6, #7 and #8 from the group home.</p> <p>-4/20/13 "At 7:15 pm Saturday we were at Track & Field practice @ (at) [name of school] when a staff member overheard [client #1] speak to [client #2] and told her she will do this or else. When staff approached [client #1] about what was going on, she stated 'that she received .75 cents from [client #9] and she was having [client #2] go to [name of store] to get her a Mt. Dew...." The 4/20/13 note indicated when the staff called the men's group home to confirm client #9 gave client #1 the money, client #1 became upset and started yelling staff and threatened to stab staff 6 times.</p> <p>-4/16/13 "Brought [client #1] into office to give her meds (medications). She said to hurry & give her f...med. Told her she needed to watch her mouth. [Client #6] walked by the office door & she stated that she would kick her f... a...if she (client #6) did not leave her man alone. Staff told her this is not how we talk to other clients...Staff was giving [client #6's] meds when [client #1] beat on the door to tell her she (client #6) had a phone call before [client #1] came to the door</p>						

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	<p>[client #6] was telling staff that she wanted to stay in the office with staff. [Client #6] went out to answer phone...." The note indicated client #1 threatened facility staff and kicked staff.</p> <p>Client #1's 3/7/13 QDDP-D Progress/Observation Report indicated at the dinner table "...She dominated the entire conversation during supper and no other peer had a chance to engage in conversation."</p> <p>Client #1's 2/11/13 QDDP-D Progress/Observation Report indicated "[Client #1] continues to be very demanding with DCS (direct care staff) and with issues she believes to be of importance to her. [Client #1] also continues to be less than honest and tries to manipulate DCS. DCS monitor [client #1] closely and according to her Special Service Plan. A staff person is also within an arms distance of [client #1] and immediately intervenes when antecedents indicate that [client #1] will probably act out...."</p> <p>Client #1's 1/8/13 QDDP-D Progress/Observation Report indicated client #1 was verbally aggressive toward peers at the workshop.</p> <p>Client #1's 1/14/13 QDDP-D</p>				

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	<p>Progress/Observation Report indicated "...When [client #1] returned to the workshop with her peers, she became verbally aggressive threatening to hit peers along with staff...."</p> <p>Client #2's record was reviewed on 6/28/13 at 9:13 AM. Client #2's Social Worker Consumer Observations indicated the following:</p> <p>-4/12/13 "...She (client #2) said 'I get along with my roommate but she has been grouchy this week. I don't get along (with) [client #1]. She threatened to beat me up but she didn't. She vented her frustrations.' [Client #2] said "'She rude and she gets by with it....'"</p> <p>- 1/13/13 "...She (client #2) discussed being upset (with) another individual in the home [client #1]. She said, 'She got of jail and she threatens to hit us....'"</p> <p>Client #2's 4/11/13 Behavior Report indicated "[Client #2] had an increase in verbal aggression in March (2013)...The recent increase appears to have motivation of competing with peers attention. This is seen when another peer's behavior improves [client #2's] behaviors seem to increase."</p> <p>Client #2's 6/20/13 Contact note indicated</p>						

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	<p>"[Client #2] was in the kitchen making her lunch when she stated she hated [client #1] and wished she would move...."</p> <p>Client #2's 2/27/13 QDDP-D Progress/Observation Report indicated "This evening while the QDDP-D was at the group home, a group home (meeting) was held to allow the residents to express their feeling and complaints. Each resident was allowed 2 constant minutes by a timer to express any emotions that they (sic). After their 2 minutes was (sic) up, the issues they expressed were to be 'thrown away.' During their 2 minute period, the other residents were asked not to interrupt or interject any opinions when it was not their turn. After group meeting, each resident stated that they felt better and felt the meeting helped."</p> <p>Client #2's 12/19/12 IPP and/or 3/9/13 BSP did not indicate any additional group home meetings which discussed the client's concerns about the group home and/or client #1's behavior. Client #2's 12/19/12 IPP and/or 3/9/13 BSP did not indicate how client #2 would be assisted to feel comfortable in her home due to client #1's bossing, verbal aggression and/or physical aggression towards others.</p>						

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	<p>Client #4's record was reviewed on 6/27/13 at 11:07 AM. Client #4's 2/27/13 QDDP-D Progress/Observation Report indicated "This evening while the QDDP-D was at the group home, a group home (meeting) was held to allow the residents to express their feeling and complaints. Each resident was allowed 2 constant minutes by a timer to express any emotions that they (sic). After their 2 minutes was (sic) up, the issues they expressed were to be 'thrown away.' During their 2 minute period, the other residents were asked not to interrupt or interject any opinions when it was not their turn. After group meeting, each resident stated that they felt better and felt the meeting helped."</p> <p>Client #4's 6/4/13 IPP and/or 1/17/13 BSP did not indicate any additional group home meetings which discussed the client's concerns about the group home and/or client #1's behavior. Client #4's 6/4/13 IPP and/or 1/17/13 BSP did not indicate how client #4 would be assisted to feel comfortable in her home due to client #1's bossing, verbal aggression and/or physical aggression towards others.</p> <p>Client #3's record was reviewed on 6/27/13 at 3:32 PM. Client #3's 2/27/13 QDDP-D Progress/Observation Report</p>				

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	<p>indicated "This evening while the QDDP-D was at the group home, a group home (meeting) was held to allow the residents to express their feeling and complaints. Each resident was allowed 2 constant minutes by a timer to express any emotions that they (sic). After their 2 minutes was (sic) up, the issues they expressed were to be 'thrown away.' During their 2 minute period, the other residents were asked not to interrupt or interject any opinions when it was not their turn. After group meeting, each resident stated that they felt better and felt the meeting helped."</p> <p>Client #3's 6/12/13 IPP and/or 3/9/13 BSP did not indicate any additional group home meetings which discussed the client's concerns about the group home and/or client #1's behavior. Client #3's 6/27/13 IPP and/or 3/9/13 BSP did not indicate how client #3 would be assisted to feel comfortable in her home due to client #1's bossing, verbal aggression and/or physical aggression towards others.</p> <p>Interview with staff #2 on 6/27/13 at 7:30 AM indicated client #1 would start demonstrating verbal aggression toward staff if the client had to wait to get her medications. Staff #2 indicated client #1 would yell at the clients and had hit</p>			

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	<p>clients and staff in the past. Staff #2 stated client #1's behavior had gotten "worse since the first of the year." Staff #2 indicated client #1 would try to tell the other clients what to do.</p> <p>Interview with the QDDP on 6/28/13 at 10:30 AM stated client #1 demonstrated "bossing, threatening and intimidation" toward others. The QDDP indicated client #1 was to be within arm's length of staff when the client was awake. The QDDP indicated she was aware some of the clients did not like client #1. The QDDP indicated client #2, #3, #4, #5, #6, #7 and/or #8's IPPs did not specifically indicate what the facility was doing to make the clients feel comfortable in their home. The QDDP indicated the facility would take the clients out on activities in the community on weekends.</p> <p>9-3-4(a)</p>				

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W000285	<p>483.450(b)(2) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR Interventions to manage inappropriate client behavior must be employed with sufficient safeguards and supervision to ensure that the safety, welfare and civil and human rights of clients are adequately protected. Based on interview and record review for 1 of 1 injury in restraint reviewed, the facility failed to put in place specific safeguards to prevent the injury from happening again for client #1.</p> <p>Findings include:</p> <p>Client #1's record was reviewed on 6/27/13 at 12:30 PM. Client #1's 4/1/13 QMRP note indicated "QMRP (Qualified Mental Retardation Professional) was informed today that on 3/30/13 [client #1] had become upset and physically aggressive towards staff [staff #4]. [Staff #4] used physical restraint (cpi) (Crisis Prevention Intervention techniques) per [client #1's] behavior plan. The hold was the one person interim control position and lasted about 20 seconds. [Client #1] has two bruises on upper left arm, one inch long, one eighth inch wide similar to finger marks. [Staff #4] and [client #1] report this is from [client #1] attempting to swing at [staff #4] and [staff #4's] blocking blows...." Client #1's 4/1/13 QMRP note did not indicate/include</p>	W000285	<p>After client #1 sustained an injury (bruise) during a physical restraint, the facility failed to take measures to put in safeguards to prevent client #1 from sustaining injuries in the future. The team went back and reviewed the incident, how the injury happen, and ways it could be prevented in the future. The team developed safety measures staff is to use if client #1 requires physical restraint again (Form D).</p> <p>The team will review incident reports involving restraints with all clients. If any client receives any type of injury from being restrained, the team will discuss how the injury happen and put safeguards in place to prevent future injuries.</p> <p>When staff use physical restraint on any client, an incident report will be filled out and sent to the nurse and the QMRP. The nurse will check client for injuries and document findings of exam and give to QMRP. The QMRP will then call a team meeting to discuss the details of injury and how it could be prevented in the future. The team will then</p>	07/23/2013			

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	<p>client #1's interdisciplinary team met to review, made any recommendations and/or included any safe guards to prevent the client from being injured again.</p> <p>Interview with staff #4 and the QMRP on 6/28/13 at 10:30 AM indicated client #1 had been physically aggressive toward staff #4. Staff #4 indicated she had client #1 in a one person hold when the client was able to get out of the hold and started swinging at her. Staff #4 stated she "grabbed her arm. Waiting for second staff to get there. Hold slipped and she started hitting me." The QMRP indicated she conducted interviews in regard to the incident to ensure abuse did not occur. The QMRP did not indicate any additional measures and/or recommendations were put in place to ensure client #1's safety when physically restrained.</p> <p>9-3-5(a)</p>		<p>develop safeguards to prevent injuries. These safeguards may vary from incident to incident, depending on how/why the injury occurred, the behavior(s) displayed requiring restraint, and individual clients affected. Safeguard measures will be tailored to the specific client and cause of injury.</p> <p>Staff will document the incident in which restraint was used, the nurse will exam the client and document any injuries. The team will then review the incident and injuries and discuss ways to prevent it in the future. The QMRP is then responsible for ensuring the safeguards are implemented during future restraints. If the safeguards fail to prevent injuries, the process will start over and different measures will be used during the client's restraints.</p> <p>This change will be completed by 7/23/13</p>				

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W000289	<p>483.450(b)(4) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR</p> <p>The use of systematic interventions to manage inappropriate client behavior must be incorporated into the client's individual program plan, in accordance with §483.440(c)(4) and (5) of this subpart. Based on interview and record review for 3 of 3 sampled clients (#1, #2 and #3) with physical intervention techniques in their Behavior Support Plans (BSPs), the facility failed to indicate the specific type of restraints which could be utilized with the clients.</p> <p>Findings include:</p> <p>1. The facility's reportable incident reports, Accident/Incident Reports (AIRS) and/or investigations were reviewed on 6/26/13 at 2:28 PM. The facility's 4/1/13 AIR indicated "Client (client #1) stated that she was tired of taking her meds and demanded her cigarette. Client was redirected to her room to calm down, but refused to go so staff walked her arm and arm to her room....Staff sat her on her bed to talk (with) her and she proceded (sic) to hit staff 3x's (times). Staff then used CPI (Crisis Prevention Intervention techniques) procedure of crossing her arms over her chest and laid her down on bed to talk to."</p>	W000289	<p>When behavior plans allowed for the use of physical restraints (CPI) the specific agency approved holds to be used were not specified. The QMRP added an addendum to the affected behavior plans which lists the holds approved for each client and the human rights committee approved these holds (Form E).</p> <p>All affected client behavior plans were corrected. Whenever a client has CPI use indicated in the behavior plan, the specific holds will be listed.</p> <p>The behaviorist was notified of this requirement and given a list of agency approved holds. In the future, when the behaviorist writes plans, he will list the holds that may be used for each client.</p> <p>The QMRP will review all current, updated, and new behavior plans to ensure holds are specified.</p> <p>This change will be completed by 7/23/13</p>	07/23/2013			

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	<p>The facility's reportable incident reports, AIRS and/or investigations indicated some type of physical interventions/CPI techniques were used on the following dates with client #1:</p> <p>-3/7/13 -4/5/13 -6/7/13</p> <p>Client #1's record was reviewed on 6/27/13 at 12:30 PM. Client #1's Contact notes indicated facility staff had to utilize CPI techniques with client #1 on the following:</p> <p>-5/21/13 -6/15/13 -6/19/13</p> <p>Client #1's 3/9/13 BSP indicated client #1 demonstrated "verbal outburst," physical aggression, self-injurious behavior (SIB) and stealing. Client #1's 3/9/13 BSP indicated "...4. If the situation continues or escalates tell her to stop. a. If she verbally threatens physical aggression toward anyone or threatens SIB, staff should move into position to use physical restraint. b. If she pushes, draws back her arm as if to hit, or makes any other attempt to become physically aggressive toward others then physical restraint should be used to remove her from the</p>						

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	<p>situation and escort her to a safe area until she is calm for 15 minutes. c. In the past she has engaged in physical aggression and has re-escalated quickly after calming so this procedure is needed to protect her and others from a high risk of harm. d. Staff should use the physical restraint procedures they have been trained on by the agency of their employment..."</p> <p>Client #1's 3/9/13 BSP did not indicate the specific type of restraint facility staff could utilize with client #1 when she demonstrated continual verbal aggression, physical aggression and/or SIB.</p> <p>Interview with the QDDP on 6/28/13 at 10:30 AM indicated facility staff could utilize CPI techniques with the client. The QDDP indicated client #1's 3/9/13 BSP did not indicate the specific/type of restraint the staff could use. The QDDP indicated the facility did not use floor restraints.</p> <p>2. Client #3's record was reviewed on 6/27/13 at 3:32 PM. Client #3's 3/9/13 BSP indicated client #3 demonstrated physical aggression, "verbal outbursts," "Inappropriate Social Behavior," and somatic complaints. Client #3's 3/9/13 BSP indicated physical interventions could be used for physical aggression. Client #3's BSP indicated "...If [client #3] escalates to any physical aggression and</p>			

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	<p>hits or attempts to hit (this is to swing at another or grab another but does include drawing her arm back and not swinging forward) or throws an item that may injure another individual tell her to stop and leave the area or remove the others from the area. If she does not immediately comply or the others did not leave it will be necessary to use CPI techniques to protect [client #3] and others...." Client #3's 3/9/13 BSP did not indicate the type of physical intervention which could be used with client #3 when she demonstrated physical aggression.</p> <p>Interview with the QDDP on 6/28/13 at 10:30 AM indicated facility staff could utilize CPI techniques with the client. The QDDP indicated client #3's 3/9/13 BSP did not indicate the specific/type of restraint the staff could use. The QDDP indicated the facility did not use floor restraints.</p> <p>3. Client #2's record was reviewed on 6/28/13 at 9:13 AM. Client #2's 3/9/13 BSP indicated client #2 demonstrated verbal aggression, physical aggression and "inappropriate social behavior." Client #2's 3/9/13 BSP indicated the use of physical interventions could be used when client #2 demonstrated physical aggression. Client #2's 3/9/13 BSP indicated "...5. If [client #2] becomes</p>						

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	<p>physically aggressive by hitting a (sic) another person tell her to stop, if she dies not stop then use the agency approved physical intervention to remove her from the situation,...." Client #2's 3/9/13 BSP did not indicate the type of physical intervention which could be used with client #2 when she demonstrated physical aggression.</p> <p>Interview with the QDDP on 6/28/13 at 10:30 AM indicated facility staff could utilize CPI techniques with the client. The QDDP indicated client #2's 3/9/13 BSP did not indicate the specific/type of restraint the staff could use. The QDDP indicated the facility did not use floor restraints.</p> <p>9-3-5(a)</p>				

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W000312	<p>483.450(e)(2) DRUG USAGE Drugs used for control of inappropriate behavior must be used only as an integral part of the client's individual program plan that is directed specifically towards the reduction of and eventual elimination of the behaviors for which the drugs are employed. Based on interview and record review for 1 of 4 sampled clients (#4), on behavior controlling medications, the facility failed to ensure the medications used to control the client's behaviors had an active treatment program which addressed the behaviors for which the medications were prescribed, and included an plan of reduction based on those specific behaviors.</p> <p>Findings include:</p> <p>Client #4's record was reviewed on 6/27/13 at 11:07 AM. Client #4's undated Psychotropic Medication Reduction Plan indicated client #4 received Zyprexa 15 milligrams at bedtime, Depakote ER (extended release) 500 milligrams 4 tablets at bedtime and Topamax 25 milligrams 2 tablets at bedtime for "management of Schizoaffective Disorder."</p> <p>Client #4's undated medication reduction plan indicated "...Once [client #4] had maintained a therapeutic level for three</p>	W000312	The team discussed medication issues regarding client #4 and determined, although distinct behavioral symptoms of Schizoaffective Disorder have been displayed in the past, client #4 currently is not displaying behavioral symptoms of her mental illness diagnosis to justify the behavior controlling drugs she is prescribed. This concern was presented to client #4's doctor and client's Depakote has been decreased from 2,000 mg daily to 500 mg daily and Prozac reduced from 40 mg daily to 20 mg daily. The doctor cannot do more medication reductions until next appointment when staff will report how client is adjusting to this medication reduction. The team will monitor how client does with this reduction and report progress to psychiatrist. As long as client #4's medical and psychiatric conditions remain stable and tolerate medication reductions, the team will suggest to the psychiatrist to continue reducing psychotropic medications until significant behavioral symptoms re-emerge or client #4 is free of behavior controlling drugs.	07/23/2013			

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	<p>months, the IDT (interdisciplinary team) will recommend to [name of doctor] that [client #4's] Depakote ER be reduced on a trial basis...." Client #4's medication reduction plan was not based any measurable behaviors.</p> <p>Client #4's 1/17/13 Behavior Support Plan (BSP) indicated client #4 demonstrated the behaviors of "Excessive Drinking" and asking others for a drink. Client #4's 1/17/13 BSP did not define client #4's Schizoaffective behaviors and/or include an active treatment program for the behaviors for which the client received the medications (Schizoaffective Disorders).</p> <p>Interview with the QDDP (Qualified Intellectual Disabilities Professional) on 6/28/13 at 10:30 AM indicated client #4 received Topamax, Depakote and Zyprexa for Schizoaffective Disorder. The QDDP indicated she did not know what behaviors client #4 demonstrated for the Schizoaffective Disorders as the client demonstrated excessive drinking and asking others for drinks. The QDDP indicated client #4's plan of reduction was not based on any behaviors but a therapeutic drug level. The QDDP indicated client #4 did not have an active treatment program her Schizoaffective Disorder.</p>		<p>Other clients medications were reviewed by the IDT and behaviorist to ensure there was a significant link between the psychotropic medications prescribed and behavioral symptoms displayed and that the behavioral symptoms were being addressed in client programming and med reduction plans.</p> <p>In the future, the QMRP will review all new or increased behavior controlling medications to ensure they are warranted based on maladaptive behaviors being displayed by the client. If QMRP questions the addition or increase in medications, QMRP will contact prescribing doctor to discuss the rationale for the drug and document reasons for drugs. The QMRP will also review all changes in medication plan of reductions to ensure there is a behavioral criteria for reductions. No plans will be based solely on therapeutic drug levels.</p> <p>The team will review medication plan of reductions quarterly to ensure implementation of this change.</p> <p>This change was completed by 7/23/13</p>				

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