

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G567	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 07/18/2012
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NAME OF PROVIDER OR SUPPLIER OCCAIO INC	STREET ADDRESS, CITY, STATE, ZIP CODE 11 GLORIA DR TRAFALGAR, IN 46181
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W0000	<p>This visit for the investigation of complaint #IN00109763.</p> <p>Complaint #IN0109763: Substantiated, federal/state deficiencies related to the allegation(s) are cited at W104, W149 and W331.</p> <p>This visit was in conjunction with the post certification revisit to the fundamental recertification and state licensure survey.</p> <p>Dates of Survey: June 25, 26, 27 and July 18, 2012</p> <p>Facility Number: 001081 Provider Number: 15G567 AIM Number: 100239920</p> <p>Surveyor: Jo Anna Scott, Medical Surveyor III</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 8/3/12 by Ruth Shackelford, Medical Surveyor III.</p>	W0000		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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

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W0104	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on record review and interview for 1 of 4 sampled clients (client A), the governing body failed to exercise operating direction over the facility to ensure an injury/onset of pain was checked by the nurse timely and the proper medical care was provided.</p> <p>Findings include:</p> <p>The facility Bureau of Developmental Disability Services (BDDS) incident reports were reviewed on 6/25/12 at 1:30 PM. The report dated 6/10/12 indicated the following:</p> <p>"[Client A] had been complaining of pain since Saturday. [Client A] is non verbal and not able to indicate where his pain is located. Pain medication was given to [client A]. [Client A] continued to have pain the following day. [Client A] was transported to the [name of hospital] for treatment. [Client A] was admitted for treatment of a broken right hip."</p> <p>The General Event Report (GER) dated 6/9/12 was reviewed on 6/26/12 at 3:00 PM. The GER indicated the event was observed at 10:45 AM in the hallway of</p>	W0104	<p>1.What corrective action will be accomplished?</p> <ul style="list-style-type: none"> · Implement general protocol for serious injury. <p>1.How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <ul style="list-style-type: none"> · All clients have the potential to be affected by this deficient practice. <p>1.What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> · Training with all supervisors regarding injury protocol. <p>1.How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <ul style="list-style-type: none"> · Daily review of all general event reports by nurse to ensure that all serious injuries have been reported and addressed in a timely manner. <p>1.What is the date by which the systemic changes will be completed? August 17, 2012</p>	08/17/2012			

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	<p>the home. The GER indicated the injury severity was "Very Minor (No treatment), Body part "Back" and injury summary "[Client A] was having his 15 min. (minute) walk when he suddenly grabbed the railboard and started yelling. Staff got him slowly to the floor and notified the RC (Residential Coordinator)."</p> <p>Interview with staff #1 on 6/26/12 at 3:15 PM indicated he was walking in the hallway with two clients for their morning exercise. Staff #1 indicated client A was in front of the other client as they were walking. Staff #1 indicated client A grabbed the hand rail and kept saying "mama". Staff #1 indicated he lowered client A to the floor. Staff #1 stated he contacted the RC "immediately" after lowering the client to the floor. The RC called the home back after talking to the nurse and indicated the nurse had said the client often had back pain and to administer his PRN (medication as needed) pain medicine. Staff #1 indicated he came in the next day and client A still refused to put any weight on his legs. Staff #1 indicated another staff came in that had worked with client A and thought it was something other than his back hurting.</p> <p>Interview with the RC on 6/26/12 at 3:57 PM indicated he was contacted at 11:00</p>			

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	<p>AM on Saturday that client A had been doing his morning exercise when client A yelled out and staff had assisted him to the floor. The RC indicated he contacted the nurse and she had indicated it was probably his back and to let him rest in his room. The RC indicated staff #2 was certain it wasn't his back the next day when she came to work. The RC indicated the nurse was contacted, the nurse called the home and indicated they were to take him to the hospital.</p> <p>Review of the hospital record with an admit date of 6/10/12 was reviewed on 6/26/12 at 11:30 AM. The report was electronically signed by the attending doctor and indicated the following:</p> <p>"Preoperative Diagnosis: Intertrochantetic fracture of right hip. Postoperative Diagnosis: Intertrochanteric fracture of right hip. Procedure: Trochanteric femoral nail, locked, short, right hip." The report included information on indication for surgery: "...x-rays were not taken. Rather, a CT scan of the pelvis was done because the patient had these rather nebulous complaints. Unfortunately, the patient is non verbal, so his ability to express what he was feeling was mostly in terms of pain, and he was not able to direct their attention</p>						

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	<p>very well. At any rate, the CT showed that he did have a comminuted fracture of the right hip, and this physician was contacted. Routine films showed that it was an intertrochanteric fracture, not in bad position, but we have gotten him prepared for surgery both with medical evaluation done by [name of doctor] and [name of doctor] with observation by the nursing staff."</p> <p>Interview with the facility nurse on 6/26/12 at 11:30 AM indicated she had received a call from the RC on 6/9/12 and because client A had a history of back pain she thought that was the problem. The nurse indicated after she talked with the staff in the home the next day she had them take him to the emergency room where they did find a fractured right hip.</p> <p>This federal tag relates to complaint #IN00109763.</p> <p>9-3-1(a)</p>				

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W0149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 1 of 4 sampled clients (client A), the facility failed to implement their policy of Suspected Abuse, Neglect & Exploitation Reporting in regard to client A getting timely medical care for a broken right hip.</p> <p>Findings include:</p> <p>The facility Bureau of Developmental Disability Services (BDDS) incident reports were reviewed on 6/25/12 at 1:30 PM. The report dated 6/10/12 indicated the following:</p> <p>"[Client A] had been complaining of pain since Saturday. [Client A] is non verbal and not able to indicate where his pain is located. Pain medication was given to [client A]. [Client A] continued to have pain the following day. [Client A] was transported to the [name of hospital] for treatment. [Client A] was admitted for treatment of a broken right hip."</p> <p>The General Event Report (GER) dated 6/9/12 was reviewed on 6/26/12 at 3:00 PM. The GER indicated the event was observed at 10:45 AM in the hallway of the home. The GER indicated the injury</p>	W0149	<p>1.What corrective action will be accomplished?</p> <ul style="list-style-type: none"> Implement specific protocol for Client A in regard to procedures and steps that are to be taken to ensure that treatment occurs in a timely manner. <p>1.How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <p>All resident protocols and risk plans reviewed to ensure that they address current status of individuals.</p> <p>1.What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> Training with staff regarding new protocol for Client A. <p>1.How will the corrective action be monitored to ensure the deficient practice will not recur?</p>	08/17/2012			

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	<p>severity was "Very Minor (No treatment), Body part "Back" and injury summary "[Client A] was having his 15 min. (minute) walk when he suddenly grabbed the railboard and started yelling. Staff got him slowly to the floor and notified the RC (Residential Coordinator)."</p> <p>Interview with staff #1 on 6/26/12 at 3:15 PM indicated he was walking in the hallway with two clients for their morning exercise. Staff #1 indicated client A was in front of the other client as they were walking. Staff #1 indicated client A grabbed the hand rail and kept saying "mama". Staff #1 indicated he lowered client A to the floor. Staff #1 stated he contacted the RC "immediately" after lowering the client to the floor. The RC called the home back after talking to the nurse and indicated the nurse had said the client often had back pain and to administer his PRN (medication as needed) pain medicine. Staff #1 indicated he came in the next day and client A still refused to put any weight on his legs. Staff #1 indicated another staff came in that had worked with client A and thought it was something other than his back hurting.</p> <p>Interview with the RC on 6/26/12 at 3:57 PM indicated he was contacted at 11:00 AM on Saturday that client A had been</p>		<p>All protocols and risk plans will be reviewed at least annually and when a change in status has been noted to ensure that plans are still appropriate.</p> <p>1.What is the date by which the systemic changes will be completed?</p> <p>August 17, 2012</p>				

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	<p>doing his morning exercise when client A yelled out and staff had assisted him to the floor. The RC indicated he contacted the nurse and she had indicated it was probably his back and to let him rest in his room. The RC indicated staff #2 was certain it wasn't his back the next day when she came to work at noon. The RC indicated the nurse was contacted and the nurse called the home and indicated they were to take him to the hospital. The RC indicated they didn't go to the ER until after noon Sunday.</p> <p>Interview with the facility nurse on 6/26/12 at 11:30 AM indicated she had received a call from the RC on 6/9/12 and because client A had a history of back pain she thought that was the problem. The nurse indicated after she talked with the staff in the home the next day she had them take him to the emergency room where they did find a fractured right hip. The nurse indicated she did not go to the home to exam the client.</p> <p>The facility Document ID 2000 B.2105 for Suspected Abuse, Neglect & Exploitation Reporting was reviewed on 6/25/12 at 2:00 PM. The policy indicated the definition for Neglect was as follows: "failure to provide the proper care for a resident/consumer, in a timely manner, causing the resident/consumer undue</p>						

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	<p>physical or emotional stress or injury; unreasonable delays in providing appropriate services, including medication errors, are considered neglect when they cause the resident/consumer undue physical or emotional stress or injury."</p> <p>This federal tag relates to complaint #IN00109763.</p> <p>9-3-2(a)</p>				

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W0331	<p>483.460(c) NURSING SERVICES The facility must provide clients with nursing services in accordance with their needs. Based on record review and interview for 1 of 4 sampled clients (client A), the nursing services failed to perform timely assessment of the client's injury/onset of pain. Findings include: The facility Bureau of Developmental Disability Services (BDDS) incident reports were reviewed on 6/25/12 at 1:30 PM. The report dated 6/10/12 indicated the following: "[Client A] had been complaining of pain since Saturday. [Client A] is non verbal and not able to indicate where his pain is located. Pain medication was given to [client A]. [Client A] continued to have pain the following day. [Client A] was transported to the [name of hospital] for treatment. [Client A] was admitted for treatment of a broken right hip." The General Event Report (GER) dated 6/9/12 was reviewed on 6/26/12 at 3:00 PM. The GER indicated the event was observed at 10:45 AM in the hallway of the home. The GER indicated the injury severity was "Very Minor (No treatment),</p>	W0331	<p>1.What corrective action will be accomplished?</p> <ul style="list-style-type: none"> · Implement general protocol for serious injury. · Implement specific protocol for Client A in regard to procedures and steps that are to be taken to ensure that treatment occurs in a timely manner. <p>1.How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <ul style="list-style-type: none"> · All clients have the potential to be affected by this deficient practice. <p>1.What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <ul style="list-style-type: none"> · Training with all supervisors and nurse general protocol. · Training with staff regarding new protocol for Client A. 	08/17/2012			

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	<p>Body part "Back" and injury summary "[Client A] was having his 15 min. (minute) walk when he suddenly grabbed the railboard and started yelling. Staff got him slowly to the floor and notified the RC (Residential Coordinator)."</p> <p>Interview with staff #1 on 6/26/12 at 3:15 PM indicated he was walking in the hallway with two clients for their morning exercise. Staff #1 indicated client A was in front of the other client as they were walking. Staff #1 indicated client A grabbed the hand rail and kept saying "mama". Staff #1 indicated he lowered client A to the floor. Staff #1 stated he contacted the RC "immediately" after lowering the client to the floor. The RC called the home back after talking to the nurse and indicated the nurse had said the client often had back pain and to administer his PRN (medication as needed) pain medicine. Staff #1 indicated he came in the next day and client A still refused to put any weight on his legs. Staff #1 indicated another staff came in that had worked with client A and thought it was something other than his back hurting.</p> <p>Interview with the RC on 6/26/12 at 3:57 PM indicated he was contacted at 11:00 AM on Saturday that client A had been doing his morning exercise when client A</p>		<p>1.How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <ul style="list-style-type: none"> · Daily review of all general event reports by nurse to ensure that all serious injuries have been reported and addressed in a timely manner. · All protocols and risk plans will be reviewed at least annually and when a change in status has been noted to ensure that plans are still appropriate. <p>1.What is the date by which the systemic changes will be completed?</p> <p>August 17, 2012</p>				

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	<p>yelled out and staff had assisted him to the floor. The RC indicated he contacted the nurse and she had indicated it was probably his back and to let him rest in his room. The RC indicated staff #2 was certain it wasn't his back the next day when she came to work at noon. The RC indicated the nurse was contacted, the nurse called the home and indicated they were to take him to the hospital.</p> <p>Review of the hospital record with an admit date of 6/10/12 was reviewed on 6/26/12 at 11:30 AM. The report was electronically signed by the attending doctor and indicated the following:</p> <p>"Preoperative Diagnosis: Intertrochantetic fracture of right hip. Postoperative Diagnosis: Intertrochanteric fracture of right hip. Procedure: Trochanteric femoral nail, locked, short, right hip." The report included information on indication for surgery: "...x-rays were not taken. Rather, a CT scan of the pelvis was done because the patient had these rather nebulous complaints. Unfortunately, the patient is non verbal, so his ability to express what he was feeling was mostly in terms of pain, and he was not able to direct their attention very well. At any rate, the CT showed that he did have a comminuted fracture of</p>				

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	<p>the right hip, and this physician was contacted. Routine films showed that it was an intertrochanteric fracture, not in bad position, but we have gotten him prepared for surgery both with medical evaluation done by [name of doctor] and [name of doctor] with observation by the nursing staff."</p> <p>Interview with the facility nurse on 6/26/12 at 11:30 AM indicated she had received a call from the RC on 6/9/12 and because client A had a history of back pain she thought that was the problem. The nurse indicated after she talked with the staff in the home the next day she had them take him to the emergency room where they did find a fractured right hip. The nurse indicated she did not go to the home to exam the client.</p> <p>This federal tag relates to complaint #IN00109763.</p> <p>9-3-6(a)</p>				