

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G266	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 02/27/2012
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NAME OF PROVIDER OR SUPPLIER TRANSITIONAL SERVICES SUB LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2840 JOHN ST NEW HARMONY, IN 47631
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W0000	<p>This visit was for the investigation of complaint #IN00103474. This visit resulted in an Immediate Jeopardy.</p> <p>This visit was in conjunction with a post-certification revisit (PCR) survey to the PCR to the investigation of complaint #IN00096235 completed on 10/20/11.</p> <p>Complaint #IN00103474-Substantiated, Federal/state deficiencies related to the allegation(s) are cited at W102, W104, W122, W149, W240, W318 and W331.</p> <p>Dates of Survey: 2/21, 2/22, 2/23, 2/24 and 2/27/12</p> <p>Facility Number: 000786 Provider Number: 15G266 Aim Number: 100248990</p> <p>Surveyor: Paula Chika, Medical Surveyor III-Team Leader</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 3/2/12 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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W0102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on observation, interview and record review, the facility failed to meet the Condition of Participation: Governing Body for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H) in regard to implementing its policy and procedures to prevent abuse and/or neglect of clients A, C, D, E, F, G and H due to client B's aggressive behavior and/or potential behavior. The governing body failed to ensure the facility's health care services monitored and/or met the health care needs of client A.</p> <p>Findings include:</p> <p>1. The governing body failed to meet the Condition of Participation: Client Protections for 4 of 4 sampled clients (A, B, C, D) and for 4 additional clients (E, F, G and H). The governing body failed to ensure the facility implemented its policy and procedures to prevent neglect and/or psychological abuse of clients and/or to ensure clients felt safe/comfortable in their home. The governing body failed to implement its policy and procedures to prevent neglect of client A in regard to the client's elevated blood sugar levels.</p>	W0102	<p>Indiana Mentor/TSI is committed to preventing abuse and/or neglect of clients and ensuring health care services monitor and/or meet the health care needs of the clients. The clients in this home participated in a review of their Adult Services Handbook on 2/23/12 which included a review of "Say No to Abuse" and how to report complaints and/or concerns. Individual IDT meetings were held with the clients on 2/23/12 and 2/24/12 to give them the opportunity to address any issues or concerns they wanted to discuss. An IDT meeting was held with Client B to discuss his behaviors of intimidation and fear. Client B began a visit to the Haubstadt Group Home on 2/22/12 in preparation for admission. The BDDS Service Coordinator completed a Pre-Transition meeting and a pre-check at the Haubstadt Group Home on 2/23/12. Client B's discharge from New Harmony Group Home was completed on 2/24/12. His admission to the Haubstadt Group Home was completed on 2/24/12. The BDDS Service Coordinator has submitted the Residential Approval Form (RAF) for the 2/24/12 admission date. Client B will not be returning to</p>	03/28/2012			

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	<p>Please see W122.</p> <p>2. The governing body failed to meet the Condition of Participation: Health Care Services for client 1 of 4 sampled clients (A). The governing body failed to ensure the facility's health care services met the health care needs of a client who had elevated blood sugar levels which resulted in the client being hospitalized. Please see W318.</p> <p>3. The governing body failed to implement its policy and procedures to prevent neglect and/or psychological abuse of clients in regard to client B's aggressive actions/behaviors which caused intimidation and fear in clients A, C, D, E, F, G and H. The governing body failed to implement its policy and procedures to prevent neglect of client A in regard to the client's elevated blood sugar levels. Please see W104.</p> <p>This federal tag relates to complaint #IN00103474.</p> <p>9-3-1(a)</p>		<p>the New Harmony group home and was transitioned from visit to move in at Haubstadt on 2/24/12. Health and Safety Assessments are completed at least quarterly and address client's feelings of personal safety in the home. At least one of these assessments per year are completed by an administrative staff that does not supervise the home in order to promote objectivity. Health and Safety Assessments were completed with all clients at the New Harmony Group Home on 2/29/12 to assess that clients are feeling safe and secure. House meetings will be held at least monthly for two months to discuss interpersonal interactions and to resolve any lingering feelings of fearfulness or intimidation of the clients. Bi-weekly observations will be completed at the New Harmony Group Home for one month to monitor client to client interactions and address concerns as needed. Observations have been completed weekly to monitor client to client interactions and to address concerns as needed. The group home Nurse was retrained by the Health Services Supervisor on 2/27/12 on ensuring ongoing nursing reviews of medical issues and new and continued high risks. The Nurse retrained staff in the home on 2/8/12 on Hyperglycemia and Hypoglycemia for Client A and when to notify the</p>		

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			nurse in regards to Client A's medical needs. The Nurse created a protocol for Client A for Reporting Blood Sugar Results and as of 2/27/12, all staff were trained on this protocol. A Blood Sugar Flow Sheet is in place for Client A and there is documentation that the nurse has been notified as required. The Nurse has reviewed this documentation weekly to ensure Client A's plan was followed correctly. Client A chose to switch to another provider and was in pre-transition to the other group home during the survey. Client A was discharged from New Harmony on 3/7/12 and admitted to a Res-Care Group Home in Mt. Vernon. The Nurse will continue to monitor the health of all clients and address medical needs as needed.		

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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 observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent abuse and neglect of clients in regard to a client's aggressive behavior and in regard to a client's health care needs.</p> <p>Findings include:</p> <p>1. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect and/or psychological abuse of clients in regard to client B's aggressive actions/behaviors which caused intimidation and fear in clients A, C, D, E, F, G and H. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect of client A in regard to the client's elevated blood sugar levels. Please see W149.</p>	W0104	<p>Indiana Mentor/TSI is committed to preventing abuse and/or neglect of clients and ensuring health care services monitor and/or meet the health care needs of the clients. The clients in this home participated in a review of their Adult Services Handbook on 2/23/12 which included a review of "Say No to Abuse" and how to report complaints and/or concerns. Individual IDT meetings were held with the clients on 2/23/12 and 2/24/12 to give them the opportunity to address any issues or concerns they wanted to discuss. An IDT meeting was held with Client B to discuss his behaviors of intimidation and fear. Client B began a visit to the Haubstadt Group Home on 2/22/12 in preparation for admission. The BDDS Service Coordinator completed a Pre-Transition meeting and a pre-check at the Haubstadt Group Home on 2/23/12. Client B's discharge from New Harmony Group Home was completed on 2/24/12. His admission to the Haubstadt Group Home was completed on 2/24/12. The BDDS Service Coordinator has submitted the Residential Approval Form (RAF) for the 2/24/12 admission date. Client B will not be returning to</p>	03/28/2012			

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	<p>2. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility's nursing services monitored client A in regard to the client's blood sugar levels and/or failed to ensure facility staff informed/reported all health concerns (elevated blood sugar levels) to the facility's nurse. Please see W331.</p> <p>This federal tag relates to complaint #IN00103474.</p> <p>9-3-1(a)</p>		<p>the New Harmony group home and was transitioned from visit to move in at Haubstadt on 2/24/12. Health and Safety Assessments are completed at least quarterly and address client's feelings of personal safety in the home. At least one of these assessments per year are completed by an administrative staff that does not supervise the home in order to promote objectivity. Health and Safety Assessments were completed with all clients at the New Harmony Group Home on 2/29/12 to assess that clients are feeling safe and secure. House meetings will be held at least monthly for two months to discuss interpersonal interactions and to resolve any lingering feelings of fearfulness or intimidation of the clients. Bi-weekly observations will be completed at the New Harmony Group Home for one month to monitor client to client interactions and address concerns as needed. Observations have been completed weekly to monitor client to client interactions and to address concerns as needed. The group home Nurse was retrained by the Health Services Supervisor on 2/27/12 on ensuring ongoing nursing reviews of medical issues and new and continued high risks. The Nurse retrained staff in the home on 2/8/12 on Hyperglycemia and Hypoglycemia for Client A and when to notify the</p>	

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			nurse in regards to Client A's medical needs. The Nurse created a protocol for Client A for Reporting Blood Sugar Results and as of 2/27/12, all staff were trained on this protocol. A Blood Sugar Flow Sheet is in place for Client A and there is documentation that the nurse has been notified as required. The Nurse has reviewed this documentation weekly to ensure Client A's plan was followed correctly. Client A chose to switch to another provider and was in pre-transition to the other group home during the survey. Client A was discharged from New Harmony on 3/7/12 and admitted to a Res-Care Group Home in Mt. Vernon. The Nurse will continue to monitor the health of all clients and address medical needs as needed.		

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W0122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met.</p> <p>Based on observation, interview and record review, the facility failed to meet the Condition of Participation: Client Protections. for 4 of 4 sampled clients (A, B, C, D) and for 4 additional clients (E, F, G and H). The facility failed to implement its written policy and procedures to prevent neglect, abuse and/or potential abuse of clients in regard to a client's aggressive behavior which caused the clients to be intimidated and/or to fear the client. This non-compliance resulted in an Immediate Jeopardy as the facility failed to address and/or to ensure the clients felt safe in their home environment. The Immediate Jeopardy was identified on 2/22/12 at 4:00 PM. The Area Director and the Regional Director (present by phone) were notified of the Immediate Jeopardy on 2/22/12 at 5:02 PM. The Immediate Jeopardy began on 2/22/12. While the Immediate Jeopardy was removed on 2/27/12, the facility remained out of compliance at the Condition level in that the facility needed to finish implementing steps in the facility's 2/23/12 Request for Removal of Immediate Jeopardy letter. The facility needed to complete Health and Safety Assessments to address each client's</p>	W0122	<p>Indiana Mentor/TSI is committed to preventing abuse and/or neglect of clients and ensuring health care services monitor and/or meet the health care needs of the clients. The clients in this home participated in a review of their Adult Services Handbook on 2/23/12 which included a review of "Say No to Abuse" and how to report complaints and/or concerns. Individual IDT meetings were held with the clients on 2/23/12 and 2/24/12 to give them the opportunity to address any issues or concerns they wanted to discuss. An IDT meeting was held with Client B to discuss his behaviors of intimidation and fear. Client B began a visit to the Haubstadt Group Home on 2/22/12 in preparation for admission. The BDDS Service Coordinator completed a Pre-Transition meeting and a pre-check at the Haubstadt Group Home on 2/23/12. Client B's discharge from New Harmony Group Home was completed on 2/24/12. His admission to the Haubstadt Group Home was completed on 2/24/12. The BDDS Service Coordinator has submitted the Residential Approval Form (RAF) for the 2/24/12 admission date. Client B will not be returning to the New Harmony group home</p>	03/28/2012			

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	<p>feelings of personal safety in the home by a supervisory staff that did not supervise the group home. The facility needed to continue to monitor its plan of removal for effectiveness to ensure clients felt safe/comfortable in their home.</p> <p>The Immediate Jeopardy was removed on 2/27/12 through observation, interview and record review. It was determined the facility had implemented a plan of action to remove the Immediate Jeopardy, and the steps taken removed the immediacy of the problem. During the 2/27/12 observation period between 6:35 AM and 8:12 AM, at the group home, client B was not at the group home. Client A was singing, smiling and moving around the group home freely. Clients A, C, D, E, F, G and H interacted without fear and/or intimidation. The facility's inservice records were reviewed on 2/27/12 at 7 AM. The facility's 2/23/12 Review of Inservice Training Report indicated the administrative staff met with clients A, C, D, E, F, G and H on 2/23/12. The inservice record indicated the clients received a copy of the facility's Services Handbook and received training in regard to Human Rights, identified abuse and neglect, rules for living together, grievance procedure and how to report a complaint. The facility submitted interdisciplinary team (IDT) meeting</p>		<p>and was transitioned from visit to move in at Haubstadt on 2/24/12. Health and Safety Assessments are completed at least quarterly and address client's feelings of personal safety in the home. At least one of these assessments per year are completed by an administrative staff that does not supervise the home in order to promote objectivity. Health and Safety Assessments were completed with all clients at the New Harmony Group Home on 2/29/12 to assess that clients are feeling safe and secure. House meetings will be held at least monthly for two months to discuss interpersonal interactions and to resolve any lingering feelings of fearfulness or intimidation of the clients. Bi-weekly observations will be completed at the New Harmony Group Home for one month to monitor client to client interactions and address concerns as needed. Observations have been completed weekly to monitor client to client interactions and to address concerns as needed. The group home Nurse was retrained by the Health Services Supervisor on 2/27/12 on ensuring ongoing nursing reviews of medical issues and new and continued high risks. The Nurse retrained staff in the home on 2/8/12 on Hyperglycemia and Hypoglycemia for Client A and when to notify the nurse in regards to Client A's</p>		

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	minutes for clients A, C, D, E, F, G and H on 2/26/12 at 11:15 PM. The IDT notes indicated the clients' IDTs met with each client in regard to their concerns and/or issues with the group home and/or clients. Interview with staff #2 and #3 on 2/27/12 at 6:40 AM indicated they had been off work, but were told clients A, C, D, E, F, G and H were doing good. Staff #2 indicated staff #2 was told client A was sleeping better. Staff #2 and #3 indicated client B was no longer living in the group home. Interview with client H on 2/27/12 at 7:05 AM indicated the client was doing better and had no concerns since client B left the group home. Interview with client G on 2/27/12 at 7:08 AM when asked how things were going at the group home, stated "Beautiful." Interview with client A on 2/27/12 at 7:10 AM indicated she was happy client B was gone. Client A indicated she was not having any problems with anyone at the group home. Interview with client E on 2/27/12 at 7:20 AM indicated he was not having any problems at the group home. Client E stated "I'm happy." Interview with administrative staff #1 on 2/27/12 at 9:21 AM indicated client B would not be returning to the New Harmony group home as client B was admitted to a different group home. Even though the facility's corrective actions removed the Immediate Jeopardy, the facility remained		medical needs. The Nurse created a protocol for Client A for Reporting Blood Sugar Results and as of 2/27/12, all staff were trained on this protocol. A Blood Sugar Flow Sheet is in place for Client A and there is documentation that the nurse has been notified as required. The Nurse has reviewed this documentation weekly to ensure Client A's plan was followed correctly. Client A chose to switch to another provider and was in pre-transition to the other group home during the survey. Client A was discharged from New Harmony on 3/7/12 and admitted to a Res-Care Group Home in Mt. Vernon. The Nurse will continue to monitor the health of all clients and address medical needs as needed.				

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	<p>out of compliance at a Condition level (Client Protections).</p> <p>Based on interview and record review for 1 of 4 sampled clients (A), the facility failed to implement its policy and procedures to prevent neglect of the client in regard to the client's health needs.</p> <p>Findings include:</p> <p>The facility failed to implement its policy and procedures to prevent neglect and/or psychological abuse of clients in regard to client B's aggressive actions/behaviors which caused intimidation and fear in clients. The facility failed to address and/or ensure clients A, C, D, E, F, G and H felt safe/comfortable in their home. The facility failed to implement its policy and procedures to prevent neglect of client A in regard to the client's elevated blood sugar levels. Please see W149.</p> <p>This federal tag relates to complaint #IN00103474.</p> <p>9-3-2(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.</p> <p>Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the facility neglected to implement its policy and procedures to prevent neglect and/or psychological abuse of clients in regard to client B's aggressive actions/behaviors which caused intimidation and fear in clients. The facility neglected to address and/or ensure the clients felt safe/comfortable in their home.</p> <p>Based on interview and record review for 1 of 4 sampled clients (A), the facility failed to implement its policy and procedures to prevent neglect of a client in regard to the client's elevated blood sugar levels.</p> <p>Findings include:</p> <p>1. During the 2/22/12 observation period between 6:35 AM and 8:10 AM, at the group home, client B became upset when staff #2 redirected client B not to pour coffee for other clients. Client B swung the hot coffee in the coffee cup into the sink splattering the sink and area where client H was standing. Client H jumped</p>	W0149	<p>Indiana Mentor/TSI is committed to preventing abuse and/or neglect of clients and ensuring health care services monitor and/or meet the health care needs of the clients. The clients in this home participated in a review of their Adult Services Handbook on 2/23/12 which included a review of "Say No to Abuse" and how to report complaints and/or concerns. Individual IDT meetings were held with the clients on 2/23/12 and 2/24/12 to give them the opportunity to address any issues or concerns they wanted to discuss. An IDT meeting was held with Client B to discuss his behaviors of intimidation and fear. Client B began a visit to the Haubstadt Group Home on 2/22/12 in preparation for admission. The BDDS Service Coordinator completed a Pre-Transition meeting and a pre-check at the Haubstadt Group Home on 2/23/12. Client B's discharge from New Harmony Group Home was completed on 2/24/12. His admission to the Haubstadt Group Home was completed on 2/24/12. The BDDS Service Coordinator has submitted the Residential Approval Form (RAF) for the 2/24/12 admission date. Client B will not be returning to</p>	03/28/2012			

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	back to keep the hot coffee from getting on her. Client B then walked at a fast pace out the kitchen and went to his bedroom. Client A, who was walking on the treadmill, came into the kitchen area and stated "[Client B] is banging in there (hitting the walls)." Client A then stated to staff #2, "I have a headache." Client B then went into the living room where he was cursing staff. Client B sat down on the couch next to client D. Client B then yelled at client D "Go take your medicine." Client D stood up and walked to the medication area/room. Facility staff did not call client D to get his medication. No facility staff were in the front part of the house to redirect client B's behavior. At 7:16 AM, client B was sitting at the dining room table with clients A, E and F. Client D was standing in the dining room with his line of sight (one on one) staff person waiting to get his morning medications. Client B looked over at client A and told client A what chore she was to do. Client A asked client B to leave her alone. Client B then started yelling profanities at client A and stated client A was being "mean" to him. Client B yelled "I will throw your cookies away. Stupid a...b...fat a...b..." At which point, client B stood up from his seat and pushed his chair with a hard blow into the table. Client A then covered down (slid down) in her chair and covered her hands		the New Harmony group home and was transitioned from visit to move in at Haubstadt on 2/24/12. Health and Safety Assessments are completed at least quarterly and address client's feelings of personal safety in the home. At least one of these assessments per year are completed by an administrative staff that does not supervise the home in order to promote objectivity. Health and Safety Assessments were completed with all clients at the New Harmony Group Home on 2/29/12 to assess that clients are feeling safe and secure. House meetings will be held at least monthly for two months to discuss interpersonal interactions and to resolve any lingering feelings of fearfulness or intimidation of the clients. Bi-weekly observations will be completed at the New Harmony Group Home for one month to monitor client to client interactions and address concerns as needed. Observations have been completed weekly to monitor client to client interactions and to address concerns as needed. The group home Nurse was retrained by the Health Services Supervisor on 2/27/12 on ensuring ongoing nursing reviews of medical issues and new and continued high risks. The Nurse retrained staff in the home on 2/8/12 on Hyperglycemia and Hypoglycemia for Client A and when to notify the	

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	with her ears. As one staff person stepped in between clients A and B staff #1 was trying to talk to client B. Client A's cheeks turned red and the client had a distraught/anxious look on her face. Client E, who was in the dining room, immediately stood up and left the dining room area. Staff #2 asked client A to leave the dining room area. Client B continued to yell profanities at client A. Client E walked out of the dining room stating "I don't like him." Client A went into the dining room and sat down. Staff #1 went to check on client A and prompted client A to go get herself a cup of ice chips. Client A refused to go back into the kitchen/dining room area. Staff #1 told client A she could get her ice chips and eat them in the living room area to be away from client B. Client A refused to return to the kitchen/dining room area. Staff #1 went and got client A a cup of ice chips. At 7:40 AM, client B went into the living room area and sat down on the couch. Client A was sitting in a chair in the living room. Client B stated to staff #3 client A had been "mean" to him. Client B then stated to staff #3 client A was being the "wicked witch off of the Wizard of Oz." Client B stated it in a loud tone of voice where client A could hear. Client A's face became flushed and client A turned her head and body away from client B. When		nurse in regards to Client A's medical needs. The Nurse created a protocol for Client A for Reporting Blood Sugar Results and as of 2/27/12, all staff were trained on this protocol. A Blood Sugar Flow Sheet is in place for Client A and there is documentation that the nurse has been notified as required. The Nurse has reviewed this documentation weekly to ensure Client A's plan was followed correctly. Client A chose to switch to another provider and was in pre-transition to the other group home during the survey. Client A was discharged from New Harmony on 3/7/12 and admitted to a Res-Care Group Home in Mt. Vernon. The Nurse will continue to monitor the health of all clients and address medical needs as needed.	

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	<p>staff #2 spoke to client A, client A would not respond and/or speak and sat with a distraught/anxious look on her face. During the observation period, client B stood about 6 feet 3 inches to 6 feet 4 inches in height with a weight between 180 to 200 pounds.</p> <p>Interview with client C on 2/22/12 at 8:07 AM indicated he was client B's roommate. When asked how things were going at the group home, client C stated "Not good." Client C stated "He (client B) beat me up. I don't like him." Client C indicated client B would stay up all night and not let client C sleep. Client C indicated client B would wake him up every morning. Client C started shaking his head from side to side stating "I don't want him here. I don't want him here." When asked why, client C stated "He makes me sad." Client C stated client B would "boss" him and the other clients around and threaten to hit them when they did not do what he wanted. Client C indicated client B would also threaten staff.</p> <p>Interview with client A on 2/22/12 at 8:36 AM stated "I'm afraid of [client B]." Client A indicated client B would yell at her and say things about client A's mother and client A. Client A dropped her head and stated "I can't take it anymore. I hate</p>			

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	<p>him. I wish his a... was gone." Client A indicated she had been having headaches everyday for the last 2 to 3 weeks. Client A indicated she was experiencing stress due to client A and the loud noise at the group home. Client A stated "I can't take it anymore" 3 different times during the conversation.</p> <p>Interview with client H on 2/22/12 at 10:30 AM indicated she would be moving into the group home at the end of the week. When asked how things were going at the group home, client H stated "Not real good." Client H indicated she tried to be friends with client B but client B would get upset with her for no reason. When client B walked into the living room when client H was speaking to the surveyor, client H stopped talking and stood still. Client B glanced at client H and client's H demeanor changed. Client H became nervous as the client started fidgeting with her hair. When client B left the room, client H stated "He scares me."</p> <p>The facility's internal incident reports, reportable incident reports and/or investigations were reviewed on 2/21/12 at 2:27 PM and on 2/22/12 at 4:05 PM. The facility's internal incident reports, reportable's and/or investigations indicated the following (not all inclusive):</p>			

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	<p>-1/19/12 "[Client B] was upset and wanted alone time in his room so he demanded that his roommate [client C] leave. [Client C] told him know (sic) so he yelled at [client C] and then head butted him...." The facility's internal incident report indicated client C received a "bump on his head" and ice was applied as client C refused over the counter pain medication. The internal incident report indicated client C had a "...quarter size knot on left side of head above temple area...." The 1/19/12 internal incident report indicated facility staff were instructed to monitor client C's "...check vitals every 1/2 hour for the next 2 hours and for 3rd (third) shift staff to monitor throughout the night."</p> <p>-1/9/12 Client B was having a "behavioral outburst at the group home...." The reportable incident report indicated client B was yelling and cursing at staff and hit the female staff.</p> <p>-12/8/11 A sexual allegation was made against client B at the workshop. The 12/8/11 reportable incident report indicated client B "...made inappropriate sexual advances..." toward a client at the workshop. The reportable incident report indicated "...[client B] touched her breast, put his hand between her legs a number of</p>			

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	<p>times, and tried to discuss having sex with her. She told him to stop but he wouldn't...." The reportable incident report indicated "...1) [Administrative staff #1] reported that the Mentor Network Group Home was working on getting a visit scheduled for a new residential placement for [client B]..."</p> <p>The reportable incident report indicated client B was not to be alone with any female client in the group home and client B would be placed on 15 minute checks. The reportable incident report indicated client B was suspended from work.</p> <p>-11/19/11 Client B was upset and "...He kept going in and out the front doors of the group home slamming the doors and standing in the front yard yelling and cursing. The neighbors came outside and told the client if he didn't stop they would call the police...." The 11/19/11 reportable incident report indicated the police came out to the group home and told the client he was "...disturbing the peace and that if they were called to the home again, he would be arrested and taken to jail...."</p> <p>-11/17/11 "Third shift staff reported to the HM (home manager) that [client B] was up at 4am having some behavioral issues. From 4am to 6am he was back and forth from his bedroom to the living</p>			

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	<p>room to the deck outside and appeared very restless, agitated and was talking negative (sic) to staff another client (client A) that was also awake. At about 6:10am [client B] started making comments that he was going to cut himself and then stated he was going to burn the house down. [Client B] has been verbally aggressive and threatening to physically hurt staff and clients in the home and at day program. [Client B] has not acted on these threats but the threats appear to be getting more violent in nature and he is now making very inappropriate sexual comments and one sexual threat to the staff in the home, not the clients...."</p> <p>-11/9/11 Client B became upset at workshop and was verbally aggressive to clients and staff at the workshop. The reportable incident report indicated client B also threatened to run into the highway in front of cars. The reportable incident report indicated client B was sent home from the workshop.</p> <p>Client B's record was reviewed on 2/22/12 at 10:39 AM. Client B's BPR (Behavior Problem Record)-Narratives indicated the following (not all inclusive):</p> <p>-2/18/12 Client B was verbally cursing and yelling at client (A). The BPR</p>						

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	<p>indicated "Staff stayed with peer he was targeting...."</p> <p>-2/17/12 (3:10 PM) Client interrupted 2 clients while they were talking. The BPR indicated client B yelled and cursed both clients when client G asked him not to interrupt. The BPR indicated client B used racial slurs in cursing client G and told client G he hoped her mother died.</p> <p>-2/16/12 Client B was threatening to beat up other clients and calling client G the " 'n' word...."</p> <p>-2/16/12 (4:12 PM) Client B threatened to harm client G "...I will slap your head into the wall you B...." The BPR indicated client B's behavior was "Severe."</p> <p>-2/11/12 "[Client B] was standing over female peers in living room. Staff walked in to do 15 min (minute) checks and heard [client B] talking dirty as in kiss me and pee pee's to the female peers who were sitting in the living room watching TV."</p> <p>-2/9/12 "Another peer (client H) said [client B] punched her in the left top of arm. Staff did not see this. Then [client B] came in and told staff you better get that B...."</p>			

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	<p>-2/7/12 (7:30 PM) Client B was in the living room with peers and staff. The note indicated client B became upset with client F about dating and going to a dance. Client B began yelling at staff and the client when client F told client B she did not want to talk about it.</p> <p>-2/7/12 (6:30 PM) "[Client B] became verbal (with) a new female peer (client H) when became (sic) flirting (with) her she asked him to stop, he became upset yelling, cussing slammed door, went to room yelling (sic)..."</p> <p>-1/31/12 Client B was standing at the counter while staff #3 was making a bowl of cereal (staff is pregnant), When staff turned around client B was standing there with his hands down in his pants touching himself watching the staff. The 1/31/12 BPR indicated when staff redirected client B in regard to his inappropriate behavior, client B became upset and started yelling at staff and "..Threatened to beat staff up, repeatedly." The BPR indicated client B's behavior was "Severe."</p> <p>-1/30/12 Client B became upset and started cursing as he wanted to go to the office to see administrative staff. The note indicated client B began cursing about client A as the client was home from workshop as the client had just</p>						

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	<p>gotten out of the hospital. The note indicated client B stated "...it was [client A's] fault for staying home from the workshop 'that F...b...should have stayed in the hospital' Staff tried to explain to [client B] but he wouldn't listen...."</p> <p>-1/22/12 Client B became upset when staff redirected client B from going outside alone with a female client. The BPR indicated client B started yelling and cursing at the staff person and "...threatened to kick staff's a..like he did another staff."</p> <p>-1/9/12 (6:20 PM) Client B physically assaulted staff after staff had requested client B give staff the house phone as the client had been holding the phone for 45 minutes. The note indicated client A was waiting on a phone call from her mother and complained to staff. The note indicated when facility staff asked client B for the phone, client B did not want to give staff the phone as client B indicated he was waiting on a phone call. The BPR indicated client B "...slammed the phone into staff's hand and staff went into the office and [client B] followed. Staff had the phone in hand and [client B] pointed at staff and cussing (sic) staff and smacked the phone out of staff's hand. And then he hit staff in the face (sic). I (staff #6) bent down to protect myself and</p>			

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	<p>he continued to hit me in the back and two other staff assisted...."</p> <p>-1/9/12 (8 AM) "[Client B] and another resident had a disagreement which in turn resulted in him calling her names, belittling her and verbally abuse her. Saying things like 'I F...your mother' and calling her a four eyed little girl. Which in turn made the other resident (client A) visibly upset." The BPR indicated the incident occurred while the clients were eating breakfast and client B's behavior intensity was "Severe."</p> <p>-1/8/12 (4:45 PM), Client B turned the television station while other peers were watching TV. The BPR indicated "[Client B] yelled and cussed at peer (client A) calling her a 'F...B...' made peer so upset her blood pressure went up and had to call nurse about it." The BPR indicated client B's behavior intensity was "High."</p> <p>-1/8/12 (12:30 PM) Staff #3 was sitting with client D in the living room when client B laid down on the couch and "...started rubbing/caressing his privates while looking at staff...."</p> <p>-1/7/12 (8:05 PM) Client B became upset when staff was coming in from outside with another client. The BPR indicated</p>			

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	<p>he started screaming inappropriate sexual comments at the staff. The BPR indicated client B stated "I f...your mother and your daughter and got her pregnant. Your mother is a wh...b...suck my d...." The 1/7/12 BPR indicated client B's behavior intensity was "Severe." A second 1/7/12 BPR indicated client B kissed another female peer (client F) upon entering the home from smoking outside with staff.</p> <p>Client B's 1/4/12 Medical Transfer Summary/Medical Discharge Summary report indicated client B was admitted to a behavioral unit at a hospital from 10/27/11 to 11/5/11. The note indicated client B's psychiatrist indicated client B's behaviors were "...more pronounced when there are others around him, typically he has temper outbursts, PA/VA (physical aggression/verbal aggression), intimidation of others, threats of physical harm to others as well as sexual assault threats toward female staff members, and threats of burning down the group home, as of this time he hasn't carried out any of these threats but has, during an outbursts on 12/5/11, destroyed property by hitting the wall with his fist...."</p> <p>Client B's 12/15/11 Quarterly Nursing Assessment indicated "...#10 Behaviors continue to be VA/PA/property destruction/lying & gradually disruptive</p>						

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	<p>to housemates-sees counselor frequently & other group home placement being sought in all male home."</p> <p>Client B's 1/2012 Health Care Coordination/Monthly Health Review indicated on 1/24/12, "...Counselor states [client B] needs a more structured setting & continues to be a risk to harm staff & other residents. This info (information) relayed to RD (Regional Director) & HM aware of same-alternate placement is being pursued at this time."</p> <p>Client B's 12/2011 Health Care Coordination/Monthly Health Review indicated on 12/5/11, LPN #6 had witnessed client B's behaviors (verbal aggression and property destruction) while at the group home.</p> <p>Client B's 11/2011 Health Care Coordination/Monthly Health Review indicated "...Since discharge from hospital staff have reported an increase in verbal aggression/physical threats/intimidation/sexual threats (which is new) increased incidents of antagonistic behavior, in that he is argumentative (with) staff & other clients-Due to this he is seeing [name of psychiatrist] on 11/18/11 for a re-evaluation...." The 11/2011 monthly review indicated client B's therapist recommended client B be</p>			

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	<p>moved to an all male group home. The 11/2011 summary indicated client B was having "...(excessive behaviors)..." An attached 11/17/11 hand written letter written by LPN #6 to client B's psychiatrist indicated the following:</p> <p>"I wanted to let you know that [client B's] behaviors have escalated. He is constantly antagonistic towards others both at home & at work. His verbal aggression has gone from general threats to specific detailed threats. He uses his size/height to physically intimidate others while voicing verbal aggression. Once upset he can't be reasoned with and when confronted about frequent lying he resorts to threats of self-injury when he feels he isn't 'winning' his argument or he isn't being believed. He also threatened to burn down the group home. He has also added sexual threats toward female staff members when angry. We are concerned as this is a new type of threat & he lives with 4 other female clients that can't protect themselves. [Client B] has a history of being incarcerated for violating a restraining order by breaking/entering a Neighbor's home. The restraining order was placed by Neighbor as she is the mother of the young children & he was accused of kissing one of them. Although he hasn't acted on these threats as of yet he does have a history of acting on threats</p>			

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	<p>and we are concerned he may be approaching his breaking point."</p> <p>Client B's Indiana Mentor/TSI Medical Appointment Forms indicated the following (not all inclusive):</p> <p>-1/20/12 Client B got into a fight with roommate/ The note indicated "...Pt (patient) continues to be impulsive & attention seeking w/ (with) no insight. Pt does not appear capable of cognitive changes & needs a more structured setting. Pt appears to have no perception of boundaries & continues to be a risk for harming staff & other residents...."</p> <p>-1/11/12 "Pt (patient) not very cooperative today...." The note indicated client B would not speak to the counselor but did indicate "I need help." The 1/11/12 note indicated client B's counselor indicated client B's attack on the staff person was "impulsive." The note indicated "...I [the counselor] think this patient is on the edge of ...losing control. I would advise staff to be on alert to possible future acting out behavior. Pt obviously needs a more structured environment with the resources to handle more combatant patient."</p> <p>-12/9/11 "[Client B] is telling me he feels out of control & verbalizes feeling</p>			

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	<p>disgusted at himself for his lack of control...'He wants what he wants when he wants it'...."</p> <p>-12/6/11 "...Patient might benefit from a more structured setting & perhaps a more male dominated placement as he tends to think he can intimidate females...."</p> <p>Client B's interdisciplinary team (IDT) meeting notes indicated the following:</p> <p>-1/13/12 Client B's IDT reviewed the client's behavior plan to see if it needed to be revised. The 1/13/12 note indicated "Reviewed BDP (Behavior Development Program) and discussed positive reinforcers especially for phone usage because [client B] has been very possessive over the house phone and doesn't want anyone else to use the phone. We will buy a go phone for [client B] to earn minutes and a timer will be set to track the time...." The 1/13/12 IDT note neglected to indicate any additional information in regard to how the facility would ensure client B did not intimidate the other clients living in the home.</p> <p>-1/5/12 Client B had visited a group home in another city. The 1/5/12 hand written note indicated "They have had some issues with him behaviorally and some sexual inappropriateness. They are all</p>			

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	<p>extremely concerned about the sexual issues with [client B] because they feel they have a vulnerable client there." The IDT neglected to indicate any additional safeguards and/or measures to protect the clients at his group home as client B returned to his group home.</p> <p>-12/15/11 Client B's IDT met to review the client's behavior. The IDT note indicated client B had not tried to be alone with any female client in the group home. The IDT note indicated the workshop would try removing client B "...from his audience so he can calm down. Then once he is calm, workshop staff will talk to him. They are setting a limit of 2x (times) per day. If anymore than that then they will have to call the group home to pick him up. [Client B] agreed that during breaks and at lunch he will not sit next to any female clients;....IDT will be sent to behavior specialist to discuss revising plan to include (no more information was documented/written down on the IDT note)."</p> <p>Client B's 10/13/11 BDP, was the current BDP located in the client's chart. Client B's 10/13/11 BDP indicated client B had the targeted behaviors of bossing (telling other clients and or staff what to complete or not complete), verbal abuse,</p>			

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	<p>manipulative behavior/lying, temper outbursts, instigating, inappropriate sexual behavior ("Any attempts to touch or actual touching or penetration of another's genitals without his/her consent. This also includes actions which are sexual in nature and may make others uncomfortable), physical assault. Client B's 10/13/11 BDP defined manipulation as "Gets by authority figures by asking successive persons in authority the same question/request until receiving the desired answer or response;...." Client B's 10/13/11 BDP neglected to specifically address the intimidation of others. Client B's 10/13/11 BDP neglected to be revised as recommended at the 1/13/12 IDT meeting.</p> <p>Client A's record was reviewed on 2/22/12 at 12:03 PM. Client A's 2/12 Medication Administration Record indicated client A had asked for Ibuprofen and/or Tylenol for a headache daily thus far in 2/12.</p> <p>Client A's 1/2012 Health Care Coordination/Monthly Health Review form indicated client required the use if a PRN (as needed) medication for headache/sinus pain. The 1/2012 monthly review indicated client had been admitted to the hospital on 1/27/12 for elevated blood sugars and headaches. The 1/2012</p>			

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	<p>note indicated client A had a sinus x-ray which was negative for sinus problems. The 1/30/12 note indicated client A was prescribed prescription strength Ibuprofen and Tylenol to help relieve the client's headaches. Client A's hospital records for the 1/27/12 to 1/30/12 admission did not determine the cause of client A's headaches.</p> <p>Client A's 6/15/11 Individual Support Plan (ISP) and/or record indicated the facility neglected to address client A's fear and/or concerns regarding client B to ensure the client felt safe/comfortable in her home.</p> <p>Client C's record was reviewed on 2/22/12 at 12:55 PM. Client C's 8/13/11 ISP and/or record did not indicate the facility addressed client C's concerns/intimidation in regard to client B to assist the client to feel safe/comfortable in his home. Also the facility neglected to address client B keeping client C awake at night.</p> <p>Interview with staff #3 on 2/22/12 at 6:40 AM indicated client B was targeting the staff person sexually. Staff #3 indicated she was concerned as she was pregnant and client B would masturbate on the van when they were alone. Staff #3 indicated there had been 3 instances where client B</p>						

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	<p>was masturbating and looking at her. Staff #3 indicated she was concerned for herself and the other female clients in the home. Staff #3 indicated she could no longer be alone with client B. Staff #3 indicated staff would try to keep client B from being alone with any of the female clients in the group home.</p> <p>Confidential interview B indicated client B would boss the other clients. Confidential interview B stated "Some clients are scared." Confidential interview B indicated clients A and H were scared of client B. Confidential interview B stated client G would "stand up to him (client B). We have to keep her calm due to her heart condition." Confidential interview B stated "Clients have to tread thin water with [client B]. Clients never know when he is going to get upset and starting yelling and screaming at them." Confidential interview B indicated the staff felt client C was "intimidated by [client B]." Confidential interview B indicated client C did not want to upset client B. Confidential interview indicated clients B and C got along, but they had a recent altercation, and client B placed the holes in the wall in the kitchen and game room areas.</p> <p>Confidential interview P indicated client</p>						

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	<p>A was supposed to be moving to a different provider due to the noise and arguments in the group home. Confidential interview P indicated client B would get upset, punch walls, threaten to harm clients and staff. Confidential interview P stated client B had "targeted all clients except [client E]." Confidential interview P indicated client E may not be a target as client E would leave the room when client B would start to get upset. Confidential interview P stated "[Client A] will cry whenever [client B] yells at her." Confidential interview P stated client B would "posture and raise fist as if he was going to hit you."</p> <p>Interview with the workshop Case Manager (CM) and the Director on 2/22/12 at 9:16 AM indicated client A had been complaining of headaches for about a week at the workshop. The Director indicated she was not sure why the client had a headache, but she did know when the client came to the workshop, client A did not want to go back home. The Director stated: "She loves being here. She will joke with staff. There is a lot of friction at home. She gets yelled at and does not like it." The Director indicated there had been a change in clients A and C. The Director and the CM stated client C was "more resistive and lethargic" when the client</p>						

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	<p>came into work. The CM indicated client C was using the bathroom and going back and forth to the bathroom more. The CM indicated client C had complained client B was waking him up early in the morning. The CM stated clients B and C had gotten into a fight and client C came in with a "knot" on his head." The CM indicated when she sat down and spoke with client C about what was bothering him, The CM indicated client C would tell the CM he missed his mother, but when the CM would question him more, he would say it was the group home. The CM and the Director indicated client B was no longer attending the workshop. The Director indicated he would threaten other workshop clients and staff and demonstrated verbal aggression toward clients and staff. The Director indicated he would bring up racial issues when he was upset, and client B had touched another female co-worker inappropriately. The Director stated "He would not follow staff directions at all." The Director stated "He (client B) would be loud and swear out on floor. We came to conclusion it was not working when we had to intervene. He was taking too much of our time. He was making it a miserable time for all. He would not de-escalate." The CM and Director stated "We felt we needed to give the residents a rest and a safe haven from him. They</p>			

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	<p>(clients at the group home) have said they were scared of him."</p> <p>Confidential interview G indicated client A had complained of headaches for awhile. Confidential interview G indicated "She is under stress from resident (client B) and seeing staff stressed with different things."</p> <p>Confidential interview G indicated client A liked client B at one time. Confidential interview G stated client A would say she liked client B, but "You play up to your abuser." Confidential interview G stated client A was "scared of [client B]."</p> <p>Confidential interview G indicated client D was upset over client B attacking him.</p> <p>Confidential interview K stated client B was doing "awful." Confidential interview K stated "He picks on somebody and teases them everyday. He curses everyone." Confidential interview K stated "Clients are scared. They don't want to push his buttons. Staying clear."</p> <p>Confidential interview K indicated facility staff were to separate client B from the other clients when he started to get upset. Confidential interview K stated "It is not working." Confidential interview K indicated client A did not like client B. Confidential interview K stated client A was having "more and more headaches. Not sure what is going on</p>			

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	<p>except she is stressed out."</p> <p>Confidential interview E stated client B cursed at others on a "daily basis." Confidential interview E indicated client B had attacked staff and went after client D, but client D stood up to him. Confidential interview indicated there had been a couple of incidents between client C (his roommate) and client B. Confidential interview E stated "He taunts [client A] in van and the home. He causes her to cry and shake." Confidential interview E indicated client A would sometimes have to take her food to the other room to eat due to client B. Confidential interview E stated "She (client A) hates him. She is scared of him." Confidential interview E indicated client H was also scared of client B. Confidential interview E indicated client H would ask staff where she could go when client B started a behavior. When asked what the facility was doing to address the concerns/fears of clients, Confidential interview E indicated the facility was adding new reinforcers to client B's behavior plan in regard to a phone. Confidential interview E stated client B would "manipulate" the clients and cause behaviors. Confidential interview stated "His behavior is the worse than I ever seen." Confidential interview E indicated client B would</p>			

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	<p>threaten clients and/or staff on a daily basis.</p> <p>Interview with staff #1 and RN #6 on 2/22/12 at 1:20 PM indicated client B's behavior was affecting the clients and staff. Staff #1 indicated female clients were not to be alone with client B due to the client's inappropriate sexual behavior which only had been demonstrated toward facility staff at this time. Staff #1 indicated an incident occurred at the workshop with a female client. RN #6 and staff #1 indicated client B had been visiting other group homes. RN #6 and staff #1 indicated they were aware some clients were afraid and/or intimidated by client B. When asked if the facility had met to address client B intimidating others and causing fear, staff #1 indicated she was not sure as the IDT notes would be at the office. Staff #1 indicated client B's behaviors decreased when the client had a one on one staff person (one staff to one client) for 3 days. RN #6 indicated client A had a cat scan earlier last year for her headaches and sinus x-rays were done at last hospitalization and all were negative for sinus issues. RN #6 indicated client A had complained of headaches for over 6 months, but they had recently gotten worse in the past 2 to 3 weeks. RN #6 indicated stress could be a contributing factor in making the client's</p>			

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	<p>headaches worse. RN #6 indicated client A was being followed by her doctor in regard to the headaches.</p> <p>Interview with administrative staff #1 on 2/21/12 at 2:05 PM and on 2/22/12 at 4:16 PM indicated the facility was seeking alternate placement for client B. Administrative staff #1 indicated client B would be moving to a different group home in the near future. Administrative staff #1 indicated client B's behaviors were attention seeking behaviors. Administrative staff #1 indicated client B had visited at 2 other group homes and had behaviors while he was those group homes. Administrative staff #1 indicated one was sexual in nature. Administrative staff #1 indicated the group home's Program Director quit in the middle of 12/11 without notice. Administrative staff #1 indicated client B's behavior plan was to be updated/revised to incorporate the 1/13/12 recommendations made by the team. Administrative staff did not</p>			

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W0240	<p>483.440(c)(6)(i) INDIVIDUAL PROGRAM PLAN The individual program plan must describe relevant interventions to support the individual toward independence.</p> <p>Based on observation, interview and record review for 3 of 4 sampled clients (A, C and D) and for 4 additional clients (E, F, G and H), the client's Individual Support plans (ISPs) failed to indicate how facility staff were to assist the clients to feel safe in their environment.</p> <p>Findings include:</p> <p>During the 2/22/12 observation period between 6:35 AM and 8:10 AM, at the group home, client B became upset when staff #2 redirected client B not to pour coffee for other clients. Client B swung the hot coffee in the coffee cup into the sink splattering the sink and area where client H was standing. Client H jumped back to keep the hot coffee from getting on her. Client B then walked at a fast pace out the kitchen and went to his bedroom. Client A, who was walking on the treadmill, came into the kitchen area and stated "[Client B] is banging in there (hitting the walls)." Client A then stated to staff #2, "I have a headache." Client B then went into the living room where he was cursing staff. Client B sat down on the couch next to client D. Client B then yelled at client D "Go take your</p>	W0240	<p>The clients in this home participated in a review of their Adult Services Handbook on 2/23/12 which included a review of "Say No to Abuse" and how to report complaints and/or concerns. Individual IDT meetings were held with the clients on 2/23/12 and 2/24/12 to give them the opportunity to address any issues or concerns they wanted to discuss. An IDT meeting was held with Client B to discuss his behaviors of intimidation and fear. Client B began a visit to the Haubstadt Group Home on 2/22/12 in preparation for admission. The BDDS Service Coordinator completed a Pre-Transition meeting and a pre-check at the Haubstadt Group Home on 2/23/12. Client B's discharge from New Harmony Group Home was completed on 2/24/12. His admission to the Haubstadt Group Home was completed on 2/24/12. The BDDS Service Coordinator has submitted the Residential Approval Form (RAF) for the 2/24/12 admission date. Client B will not be returning to the New Harmony group home and was transitioned from visit to move in at Haubstadt on 2/24/12. Health and Safety Assessments are completed at</p>	03/28/2012			

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	<p>medicine." Client D stood up and walked to the medication area/room. Facility staff did not call client D to get his medication. No facility staff were in the front part of the house to redirect client B's behavior. At 7:16 AM, client B was sitting at the dining room table with clients A, E and F. Client D was standing in the dining room with his line of sight (one on one) staff person waiting to get his morning medications. Client B looked over at client A and told client A what chore she was to do. Client A asked client B to leave her alone. Client B then started yelling profanities at client A and stated client A was being "mean" to him. Client B yelled "I will throw your cookies away. Stupid a...b...fat a...b...." At which point, client B stood up from his seat and pushed his chair with a hard blow into the table. Client A then cowered down (slid down) in her chair and covered her hands with her ears. As one staff person stepped in between clients A and B staff #1 was trying to talk to client B. Client A's cheeks turned red and the client had a distraught/anxious look on her face. Client E, who was in the dining room, immediately stood up and left the dining room area. Staff #2 asked client A to leave the dining room area. Client B continued to yell profanities at client A. Client E walked out of the dining room stating "I don't like him." Client A went</p>		<p>least quarterly and address client's feelings of personal safety in the home. At least one of these assessments per year are completed by an administrative staff that does not supervise the home in order to promote objectivity. Health and Safety Assessments were completed with all clients at the New Harmony Group Home on 2/29/12 to assess that clients are feeling safe and secure. House meetings will be held at least monthly for two months to discuss interpersonal interactions and to resolve any lingering feelings of fearfulness or intimidation of the clients. Bi-weekly observations will be completed at the New Harmony Group Home for one month to monitor client to client interactions and address concerns as needed. Observations have been completed weekly to monitor client to client interactions and to address concerns as needed.</p>	

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	<p>into the dining room and sat down. Staff #1 went to check on client A and prompted client A to go get herself a cup of ice chips. Client A refused to go back into the kitchen/dining room area. Staff #1 told client A she could get her ice chips and eat them in the living room area to be away from client B. Client A refused to return to the kitchen/dining room area. Staff #1 went and got client A a cup of ice chips. At 7:40 AM, client B went into the living room area and sat down on the couch. Client A was sitting in a chair in the living room. Client B stated to staff #3 client A had been "mean" to him. Client B then stated to staff #3 client A was being the "wicked witch off of the Wizard of Oz." Client B stated it in a loud tone of voice where client A could hear. Client A's face became flushed and client A turned her head and body away from client B. When staff #2 spoke to client A, client A would not respond and/or speak and sat with a distraught/anxious look on her face. During the observation period, client B stood about 6 feet 3 inches to 6 feet 4 inches in height with a weight between 180 to 200 pounds.</p> <p>Interview with client C on 2/22/12 at 8:07 AM indicated he was client B's roommate. When asked how things were going at the group home, client C stated</p>			

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	<p>"Not good." Client C stated "He (client B) beat me up. I don't like him." Client C indicated client B would stay up all night and not let client C sleep. Client C indicated client B would wake him up every morning. Client C started shaking his head from side to side stating "I don't want him here. I don't want him here." When asked why, client C stated "He makes me sad." Client C stated client B would "boss" him and the other clients around and threaten to hit them when they did not do what he wanted. Client C indicated client B would also threaten staff.</p> <p>Interview with client A on 2/22/12 at 8:36 AM stated "I'm afraid of [client B]." Client A indicated client B would yell at her and say things about client A's mother and client A. Client A dropped her head and stated "I can't take it anymore. I hate him. I wish his a... was gone." Client A indicated she had been having headaches everyday for the last 2 to 3 weeks. Client A indicated she was experiencing stress due to client A and the loud noise at the group home. Client A stated "I can't take it anymore" 3 different times during the conversation.</p> <p>Interview with client H on 2/22/12 at 10:30 AM indicated she would be moving into the group home at the end of the</p>			

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	<p>week. When asked how things were going at the group home, client H stated "Not real good." Client H indicated she tried to be friends with client B but client B would get upset with her for no reason. When client B walked into the living room when client H was speaking to the surveyor, client H stopped talking and stood still. Client B glanced at client H and client's H demeanor changed. Client H became nervous as the client started fidgeting with her hair. When client B left the room, client H stated "He scares me."</p> <p>The facility's internal incident reports, reportable incident reports and/or investigations were reviewed on 2/21/12 at 2:27 PM and on 2/22/12 at 4:05 PM. The facility's internal incident reports, reportable's and/or investigations indicated the following (not all inclusive):</p> <p>-1/19/12 "[Client B] was upset and wanted alone time in his room so he demanded that his roommate [client C] leave. [Client C] told him know (sic) so he yelled at [client C] and then head butted him...." The facility's internal incident report indicated client C received a "bump on his head" and ice was applied as client C refused over the counter pain medication. The internal incident report indicated client C had a "...quarter size</p>						

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	<p>knot on left side of head above temple area...." The 1/19/12 internal incident report indicated facility staff were instructed to monitor client C's "...check vitals every 1/2 hour for the next 2 hours and for 3rd (third) shift staff to monitor throughout the night."</p> <p>-1/9/12 Client B was having a "behavioral outburst at the group home...." The reportable incident report indicated client B was yelling and cursing at staff and hit the female staff.</p> <p>-12/8/11 A sexual allegation was made against client B at the workshop. The 12/8/11 reportable incident report indicated client B "...made inappropriate sexual advances..." toward a client at the workshop. The reportable incident report indicated "...[client B] touched her breast, put his hand between her legs a number of times, and tried to discuss having sex with her. She told him to stop but he wouldn't...." The reportable incident report indicated "...1) [Administrative staff #1] reported that the Mentor Network Group Home was working on getting a visit scheduled for a new residential placement for [client B]...." The reportable incident report indicated client B was not to be alone with any female client in the group home and client B would be placed on 15 minute checks.</p>						

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	<p>The reportable incident report indicated client B was suspended from work.</p> <p>-11/19/11 Client B was upset and "...He kept going in and out the front doors of the group home slamming the doors and standing in the front yard yelling and cursing. The neighbors came outside and told the client if he didn't stop they would call the police...." The 11/19/11 reportable incident report indicated the police came out to the group home and told the client he was "...disturbing the peace and that if they were called to the home again, he would be arrested and taken to jail...."</p> <p>-11/17/11 "Third shift staff reported to the HM (home manager) that [client B] was up at 4am having some behavioral issues. From 4am to 6am he was back and forth from his bedroom to the living room to the deck outside and appeared very restless, agitated and was talking negative (sic) to staff another client (client A) that was also awake. At about 6:10am [client B] started making comments that he was going to cut himself and then stated he was going to burn the house down. [Client B] has been verbally aggressive and threatening to physically hurt staff and clients in the home and at day program. [Client B] has not acted on these threats but the threats</p>				

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	<p>appear to be getting more violent in nature and he is now making very inappropriate sexual comments and one sexual threat to the staff in the home, not the clients...."</p> <p>-11/9/11 Client B became upset at workshop and was verbally aggressive to clients and staff at the workshop. The reportable incident report indicated client B also threatened to run into the highway in front of cars. The reportable incident report indicated client B was sent home from the workshop.</p> <p>Client B's record was reviewed on 2/22/12 at 10:39 AM. Client B's BPR (Behavior Problem Record)-Narratives indicated the following (not all inclusive):</p> <p>-2/18/12 Client B was verbally cursing and yelling at client (A). The BPR indicated "Staff stayed with peer he was targeting...."</p> <p>-2/17/12 (3:10 PM) Client interrupted 2 clients while they were talking. The BPR indicated client B yelled and cursed both clients when client G asked him not to interrupt. The BPR indicated client B used racial slurs in cursing client G and told client G he hoped her mother died.</p> <p>-2/16/12 Client B was threatening to beat</p>			

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	<p>up other clients and calling client G the " 'n' word...."</p> <p>-2/16/12 (4:12 PM) Client B threatened to harm client G "...I will slap your head into the wall you B..." The BPR indicated client B's behavior was "Severe."</p> <p>-2/11/12 "[Client B] was standing over female peers in living room. Staff walked in to do 15 min (minute) checks and heard [client B] talking dirty as in kiss me and pee pee's to the female peers who were sitting in the living room watching TV."</p> <p>-2/9/12 "Another peer (client H) said [client B] punched her in the left top of arm. Staff did not see this. Then [client B] came in and told staff you better get that B...."</p> <p>-2/7/12 (7:30 PM) Client B was in the living room with peers and staff. The note indicated client B became upset with client F about dating and going to a dance. Client B began yelling at staff and the client when client F told client B she did not want to talk about it.</p> <p>-2/7/12 (6:30 PM) "[Client B] became verbal (with) a new female peer (client H) when became (sic) flirting (with) her she asked him to stop, he became upset</p>			

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	<p>yelling, cussing slammed door, went to room yelling (sic)...."</p> <p>-1/31/12 Client B was standing at the counter while staff #3 was making a bowl of cereal (staff is pregnant), When staff turned around client B was standing there with his hands down in his pants touching himself watching the staff. The 1/31/12 BPR indicated when staff redirected client B in regard to his inappropriate behavior, client B became upset and started yelling at staff and "...Threatened to beat staff up, repeatedly." The BPR indicated client B's behavior was "Severe."</p> <p>-1/30/12 Client B became upset and started cursing as he wanted to go to the office to see administrative staff. The note indicated client B began cursing about client A as the client was home from workshop as the client had just gotten out of the hospital. The note indicated client B stated "...it was [client A's] fault for staying home from the workshop 'that F...b...should have stayed in the hospital' Staff tried to explain to [client B] but he wouldn't listen...."</p> <p>-1/22/12 Client B became upset when staff redirected client B from going outside alone with a female client. The BPR indicated client B started yelling and cursing at the staff person and</p>						

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	<p>"...threatened to kick staff's a..like he did another staff."</p> <p>-1/9/12 (6:20 PM) Client B physically assaulted staff after staff had requested client B give staff the house phone as the client had been holding the phone for 45 minutes. The note indicated client A was waiting on a phone call from her mother and complained to staff. The note indicated when facility staff asked client B for the phone, client B did not want to give staff the phone as client B indicated he was waiting on a phone call. The BPR indicated client B "...slammed the phone into staff's hand and staff went into the office and [client B] followed. Staff had the phone in hand and [client B] pointed at staff and cussing (sic) staff and smacked the phone out of staff's hand. And then he hit staff in the face (sic). I (staff #6) bent down to protect myself and he continued to hit me in the back and two other staff assisted...."</p> <p>-1/9/12 (8 AM) "[Client B] and another resident had a disagreement which in turn resulted in him calling her names, belittling her and verbally abuse her. Saying things like 'I F...your mother' and calling her a four eyed little girl. Which in turn made the other resident (client A) visibly upset." The BPR indicated the incident occurred while the clients were</p>						

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	<p>eating breakfast and client B's behavior intensity was "Severe."</p> <p>-1/8/12 (4:45 PM), Client B turned the television station while other peers were watching TV. The BPR indicated "[Client B] yelled and cussed at peer (client A) calling her a 'F...B...!' made peer so upset her blood pressure went up and had to call nurse about it." The BPR indicated client B's behavior intensity was "High."</p> <p>-1/8/12 (12:30 PM) Staff #3 was sitting with client D in the living room when client B laid down on the couch and "...started rubbing/caressing his privates while looking at staff...."</p> <p>-1/7/12 (8:05 PM) Client B became upset when staff was coming in from outside with another client. The BPR indicated he started screaming inappropriate sexual comments at the staff. The BPR indicated client B stated "I f...your mother and your daughter and got her pregnant. Your mother is a wh...b...suck my d...." The 1/7/12 BPR indicated client B's behavior intensity was "Severe." A second 1/7/12 BPR indicated client B kissed another female peer (client F) upon entering the home from smoking outside with staff.</p> <p>Client B's 1/4/12 Medical Transfer</p>			

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	<p>Summary/Medical Discharge Summary report indicated client B was admitted to a behavioral unit at a hospital from 10/27/11 to 11/5/11. The note indicated client B's psychiatrist indicated client B's behaviors were "...more pronounced when there are others around him, typically he has temper outbursts, PA/VA (physical aggression/verbal aggression), intimidation of others, threats of physical harm to others as well as sexual assault threats toward female staff members, and threats of burning down the group home, as of this time he hasn't carried out any of these threats but has, during an outbursts on 12/5/11, destroyed property by hitting the wall with his fist..."</p> <p>Client B's 12/15/11 Quarterly Nursing Assessment indicated "...#10 Behaviors continue to be VA/PA/property destruction/lying & gradually disruptive to housemates-sees counselor frequently & other group home placement being sought in all male home."</p> <p>Client B's 1/2012 Health Care Coordination/Monthly Health Review indicated on 1/24/12, "...Counselor states [client B] needs a more structured setting & continues to be a risk to harm staff & other residents. This info (information) relayed to RD (Regional Director) & HM aware of same-alternate placement is</p>			

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	<p>being pursued at this time."</p> <p>Client B's 12/2011 Health Care Coordination/Monthly Health Review indicated on 12/5/11, LPN #6 had witnessed client B's behaviors (verbal aggression and property destruction) while at the group home.</p> <p>Client B's 11/2011 Health Care Coordination/Monthly Health Review indicated "...Since discharge from hospital staff have reported an increase in verbal aggression/physical threats/intimidation/sexual threats (which is new) increased incidents of antagonistic behavior, in that he is argumentative (with) staff & other clients-Due to this he is seeing [name of psychiatrist] on 11/18/11 for a re-evaluation..." The 11/2011 monthly review indicated client B's therapist recommended client B be moved to an all male group home. The 11/2011 summary indicated client B was having "...(excessive behaviors)..." An attached 11/17/11 hand written letter written by LPN #6 to client B's psychiatrist indicated the following:</p> <p>"I wanted to let you know that [client B's] behaviors have escalated. He is constantly antagonistic towards others both at home & at work. His verbal aggression has gone from general threats</p>				

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	<p>to specific detailed threats. He uses his size/height to physically intimidate others while voicing verbal aggression. Once upset he can't be reasoned with and when confronted about frequent lying he resorts to threats of self-injury when he feels he isn't 'winning' his argument or he isn't being believed. He also threatened to burn down the group home. He has also added sexual threats toward female staff members when angry. We are concerned as this is a new type of threat & he lives with 4 other female clients that can't protect themselves. [Client B] has a history of being incarcerated for violating a restraining order by breaking/entering a Neighbor's home. The restraining order was placed by Neighbor as she is the mother of the young children & he was accused of kissing one of them. Although he hasn't acted on these threats as of yet he does have a history of acting on threats and we are concerned he may be approaching his breaking point."</p> <p>Client B's Indiana Mentor/TSI Medical Appointment Forms indicated the following (not all inclusive):</p> <p>-1/20/12 Client B got into a fight with roommate/ The note indicated "...Pt (patient) continues to be impulsive & attention seeking w/ (with) no insight. Pt does not appear capable of cognitive</p>			

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	<p>changes & needs a more structured setting. Pt appears to have no perception of boundaries & continues to be a risk for harming staff & other residents...."</p> <p>-1/11/12 "Pt (patient) not very cooperative today...." The note indicated client B would not speak to the counselor but did indicate "I need help." The 1/11/12 note indicated client B's counselor indicated client B's attack on the staff person was "impulsive." The note indicated "...I [the counselor] think this patient is on the edge of ...losing control. I would advise staff to be on alert to possible future acting out behavior. Pt obviously needs a more structured environment with the resources to handle more combatant patient."</p> <p>-12/9/11 "[Client B] is telling me he feels out of control & verbalizes feeling disgusted at himself for his lack of control...'He wants what he wants when he wants it'...."</p> <p>-12/6/11 "...Patient might benefit from a more structured setting & perhaps a more male dominated placement as he tends to think he can intimidate females...."</p> <p>Client A's record was reviewed on 2/22/12 at 12:03 PM. Client A's 6/15/11 ISP and/or record indicated the facility</p>			

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	<p>failed to address client A's fear and/or concerns regarding client B to ensure the client felt safe/comfortable in her home.</p> <p>Client C's record was reviewed on 2/22/12 at 12:55 PM. Client C's 8/13/11 ISP and/or record did not indicate the facility addressed client C's concerns/intimidation in regard to client B to assist the client to feel safe/comfortable in his home.</p> <p>Confidential interview B indicated client B would boss the other clients. Confidential interview B stated "Some clients are scared." Confidential interview B indicated clients A and H were scared of client B. Confidential interview B stated client G would "stand up to him (client B). We have to keep her calm due to her heart condition." Confidential interview B stated "Clients have to tread thin water with [client B]. Clients never know when he is going to get upset and starting yelling and screaming at them." Confidential interview B indicated the staff felt client C was "intimidated by [client B]." Confidential interview B indicated client C did not want to upset client B. Confidential interview indicated clients B and C got along, but they had a recent altercation, and client B placed the holes in the wall in the kitchen and game room</p>						

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	<p>areas.</p> <p>Confidential interview P indicated client A was supposed to be moving to a different provider due to the noise and arguments in the group home.</p> <p>Confidential interview P indicated client B would get upset, punch walls, threaten to harm clients and staff. Confidential interview P stated client B had "targeted all clients except [client E]." Confidential interview P indicated client E may not be a target as client E would leave the room when client B would start to get upset.</p> <p>Confidential interview P stated "[Client A] will cry whenever [client B] yells at her." Confidential interview P stated client B would "posture and raise fist as if he was going to hit you."</p> <p>Interview with the workshop Case Manager (CM) and the Director on 2/22/12 at 9:16 AM indicated client A had been complaining of headaches for about a week at the workshop. The Director indicated she was not sure why the client had a headache, but she did know when the client came to the workshop, client A did not want to go back home. The Director stated: "She loves being here. She will joke with staff. There is a lot of friction at home. She gets yelled at and does not like it." The Director indicated there had been a</p>			

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	change in clients A and C. The Director and the CM stated client C was "more resistive and lethargic" when the client came into work. The CM indicated client C was using the bathroom and going back and forth to the bathroom more. The CM indicated client C had complained client B was waking him up early in the morning. The CM stated clients B and C had gotten into a fight and client C came in with a "knot" on his head." The CM indicated when she sat down and spoke with client C about what was bothering him, The CM indicated client C would tell the CM he missed his mother, but when the CM would question him more, he would say it was the group home. The CM and the Director indicated client B was no longer attending the workshop. The Director indicated he would threaten other workshop clients and staff and demonstrated verbal aggression toward clients and staff. The Director indicated he would bring up racial issues when he was upset, and client B had touched another female co-worker inappropriately. The Director stated "He would not follow staff directions at all." The Director stated "He (client B) would be loud and swear out on floor. We came to conclusion it was not working when we had to intervene. He was taking too much of our time. He was making it a miserable time for all. He would not			

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	<p>de-escalate." The CM and Director stated "We felt we needed to give the residents a rest and a safe haven from him. They (clients at the group home) have said they were scared of him."</p> <p>Confidential interview G indicated client A had complained of headaches for awhile. Confidential interview G indicated "She is under stress from resident (client A) and seeing staff stressed with different things." Confidential interview G indicated client A liked client B at one time. Confidential interview G stated client A would say she liked client B, but "You play up to your abuser." Confidential interview G stated client A was "scared of [client B]." Confidential interview G indicated client D was upset over client B's attacking him.</p> <p>Confidential interview K stated client B was doing "awful." Confidential interview K stated "He picks on somebody and teases them everyday. He curses everyone." Confidential interview K stated "Clients are scared. They don't want to push his buttons. Staying clear." Confidential interview K indicated facility staff were to separate client B from the other clients when he started to get upset. Confidential interview K stated "It is not working." Confidential interview K indicated client A did not like</p>			

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	<p>client B.</p> <p>Confidential interview E stated client B cursed at others on a "daily basis." Confidential interview E indicated client B had attacked staff and went after client D, but client D stood up to him. Confidential interview indicated there had been a couple of incidents between client C (his roommate) and client B. Confidential interview E stated "He taunts [client A] in van and the home. He causes her to cry and shake." Confidential interview E indicated client A would sometimes have to take her food to the other room to eat due to client B. Confidential interview E stated "She (client A) hates him. She is scared of him." Confidential interview E indicated client H was also scared of client B. Confidential interview E indicated client H would ask staff where she could go when client B started a behavior. When asked what the facility was doing to address the concerns/fears of clients, Confidential interview E indicated the facility was adding new reinforcers to client B's behavior plan in regard to a phone. Confidential interview E stated client B would "manipulate" the clients and cause behaviors. Confidential interview stated "His behavior is the worse than I ever seen." Confidential interview E indicated client B would</p>			

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	<p>threaten clients and/or staff on a daily basis.</p> <p>Interview with administrative staff #1 on 2/21/12 at 2:05 PM and on 2/22/12 at 4:16 PM when asked if the facility had met to address the clients (A, C, D, E, F, G and H) being fearful and/or intimidated/uncomfortable in their home, administrative staff #1 stated "I can't recall. No one came and said anything about being scared."</p> <p>This federal tag is related to complaint #IN00103474.</p> <p>9-3-4(a)</p>			

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W0318	<p>483.460 HEALTH CARE SERVICES The facility must ensure that specific health care services requirements are met.</p> <p>Based on interview and record review, the facility failed to meet the Condition of Participation: Health Care Services for 1 of 4 sampled clients (A). The facility's health care services failed to meet the health care needs of a client who had elevated blood sugar levels which resulted in the client being hospitalized.</p> <p>Findings include:</p> <p>The facility's Health Care Services failed to ensure its nursing services monitored client A in regard to the client's blood sugar levels and/or failed to ensure facility staff informed/reported all health concerns (elevated blood sugar levels) to the facility's nurse. Please see W331.</p> <p>This federal tag is related to complaint #IN00103474.</p> <p>9-3-6(a)</p>	W0318	<p>The group home Nurse was retrained by the Health Services Supervisor on 2/27/12 on ensuring ongoing nursing reviews of medical issues and new and continued high risks. The Nurse retrained staff in the home on 2/8/12 on Hyperglycemia and Hypoglycemia for Client A and when to notify the nurse in regards to Client A's medical needs. The Nurse created a protocol for Client A for Reporting Blood Sugar Results and as of 2/27/12, all staff were trained on this protocol. A Blood Sugar Flow Sheet is in place for Client A and there is documentation that the nurse has been notified as required. The Nurse has reviewed this documentation weekly to ensure Client A's plan was followed correctly. Client A chose to switch to another provider and was in pre-transition to the other group home during the survey. Client A was discharged from New Harmony on 3/7/12 and admitted to a Res-Care Group Home in Mt. Vernon. The Nurse will continue to monitor the health of all clients and address medical needs as needed.</p>	03/28/2012	

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W0331	<p>483.460(c) NURSING SERVICES</p> <p>The facility must provide clients with nursing services in accordance with their needs.</p> <p>Based on interview and record review for 1 of 4 sampled clients (A), the facility's nursing services failed to meet the client's health care needs in regard to the client's elevated blood sugar levels. The facility's nursing services failed to monitor client A in regard to the client's blood sugar levels and/or failed to ensure facility staff informed/reported all health concerns (elevated blood sugar levels) to the facility's nurse.</p> <p>Findings include:</p> <p>The facility's internal incident reports, reportable incident reports and/or investigations were reviewed on 2/21/12 at 2:27 PM. The facility's 1/27/12 reportable incident report indicated "[Client A] had a doctor's appointment with her PCP (Primary Care Physician) at that time she had a low grade fever and complaining of headache. The doctor also checked [client A's] blood sugar and it was elevated. The doctor sent [client A] to be admitted to the hospital for testing and to be admitted. They are giving [client A] steroids for an infection of unknown cause."</p>	W0331	<p>The group home Nurse was retrained by the Health Services Supervisor on 2/27/12 on ensuring ongoing nursing reviews of medical issues and new and continued high risks. The Nurse retrained staff in the home on 2/8/12 on Hyperglycemia and Hypoglycemia for Client A and when to notify the nurse in regards to Client A's medical needs. The Nurse created a protocol for Client A for Reporting Blood Sugar Results and as of 2/27/12, all staff were trained on this protocol. A Blood Sugar Flow Sheet is in place for Client A and there is documentation that the nurse has been notified as required. The Nurse has reviewed this documentation weekly to ensure Client A's plan was followed correctly. Client A chose to switch to another provider and was in pre-transition to the other group home during the survey. Client A was discharged from New Harmony on 3/7/12 and admitted to a Res-Care Group Home in Mt. Vernon. The Nurse will continue to monitor the health of all clients and address medical needs as needed.</p>	03/28/2012	

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	<p>The facility's 2/22/12 follow-up report indicated client A was released from the hospital on 1/28/12 with no new orders. The follow-up report indicated client A was diagnosed with Hyperglycemia and no diagnosis of an infection. The report indicated "...An IDT (interdisciplinary team) was held on her release to discuss [client A's] hoarding of food in her room which caused her blood sugar to be elevated. The IDT determined that room checks would be completed twice daily and that all foods would be out out of [client A's] reach. [Client A's] food hoarding can pose as a risk to her health and cause her blood sugar levels to be elevated...."</p> <p>Client A's record was reviewed on 2/22/12 at 12:03 PM. Client A's 1/27/12 hospital records Progress Notes from 1/27/12 through 1/30/12 indicated client A was diagnosed with Diabetes Mellitus/Hyperglycemia while in the hospital. The progress notes indicated client A received insulin injections on a sliding scale due to her elevated blood sugar levels. The client's 1/27/12 History and Physical admission labs indicated client A's Glucose level was 327 with a normal range being 70-99. The hospital History and Physical indicated client A's hospital admission was due to a low grade fever and Hyperglycemia.</p>			

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	<p>Client A's 2/12 physician's orders indicated client A received Glimepiride 2 milligrams by mouth daily with breakfast for blood sugar. Client A's 2/12 physician's orders indicated the client had an order for blood glucose levels to be done 2 times a day. Client A's 2/1/12 physician's orders and/or record indicated client A's diagnoses included, but were not limited to, Hypoglycemia (low blood sugar), Adrenal Insufficiency, Hypopituitarism, pancreatitis, Hyponatremia (low sodium levels) and Prader Willi Syndrome (disorder where you are hungry all the time and never get full).</p> <p>Client A's 9/22/11 nursing protocol indicated the client had a protocol for Hypoglycemia (Low Blood Sugar). The 9/22/11 protocol indicated client A was on Amaryl 2 milligrams daily for glucose control. The 9/22/11 protocol indicated facility staff were to check client A's blood sugar level twice daily but no longer needed to fax the results to the client's doctor. The protocol indicated client A's blood sugar was to stay within the range of 70 to 120. The 9/24/11 protocol indicated if client A's blood sugar level was below 60 the staff were to give the client a glass of orange juice with 1 tablespoon of sugar in it then wait 20</p>			

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	<p>minutes and recheck her blood sugar level. If the level was still below 60 and the symptoms did not stop, the staff were to call 911, notify the nurse and the supervisor.</p> <p>Client A's Blood Sugar and Insulin Logs indicated the following blood sugar levels above 120:</p> <ul style="list-style-type: none"> -12/14/11 at 7 AM (163) -12/14/11 at 5 PM (156) -12/16/11 at 5 PM (173) -12/27/11 at 7 AM (159) -12/27/11 at 5 PM (158) -12/31/11 at 7 AM (160) -12/31/11 at 5 PM (162) -1/1/12 at 5 PM (193) -1/5/12 at 7 AM (179) -1/5/12 at 5 PM (152) -1/7/12 at 5 PM (139) -1/9/12 at 7 AM (126) -1/9/12 at 5 PM (129) -1/11/12 at 5 PM (151) -1/13/12 at 7 AM no documented reading -1/13/12 at 5 PM (131) -1/14/12 at 7 AM (187) -1/15/12 at 5 PM (175) -1/16/12 at 5 PM (130) -1/17/12 at 7 AM (136) -1/17/12 at 5 PM (135) -1/18/12 at 7 AM (213) -1/19/12 at 7 AM (220) -1/19/12 at 5 PM no documented reading 						

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	<p>-1/20/12 at 7 AM (137) -1/21/12 at 5 PM (238) -1/22/12 at 7 AM (135) -1/22/12 at 5 PM (162) -1/24/12 at 7 AM (126) -1/24/12 at 5 PM (240) -1/25/12 at 5 PM (149) -1/26/12 at 7 AM (285) -1/26/12 at 5 PM (261) -1/27/12 at 7 AM (202) Client A's 11/1/11 to 1/27/12 blood sugar level logs did not indicate client A had any blood sugar levels below 70.</p> <p>Client A's Health Care Coordination/Monthly Reviews indicated the following (not all inclusive):</p> <p>-9/1/11 "Amaryl started daily."</p> <p>-9/26/11 fasting blood sugar levels 3 times a day checks were changed to 2 times a day. "...Blood sugars running 89-105 during day...."</p> <p>-10/24/11 "After reviewing blood sugars [name of doctor] added back Amaryl 2 mg (milligrams) instead of 4 mg daily. Will continue to monitor blood sugars...." The 10/11 monthly review indicated client A's blood sugar readings were between 98 and 109.</p> <p>-11/11 monthly review did not indicate</p>			

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	<p>the nurse monitored client A's blood sugar readings as there was no documentation/mention of client A's blood sugar levels/readings.</p> <p>-12/12/11 "Weekly blood sugar log faxed to [name of doctor] & (and) note for staff written at bottom of form-ok to stop faxing weekly blood sugar logs as blood sugar is running 81-112 @ (at) this time."</p> <p>-12/19/11 Client A's doctor returned a fax which indicated "Ok to stop faxing weekly blood sugars to office & labs ok will discuss @ next appt. (appointment)."</p> <p>1/12/12 HbA1c (lab for glucose) added to q (every) 3 months...."</p> <p>-1/27/12 "on 1/27/12 to [name of doctor] due to elevated blood sugars & sinus pain/HA (headache). [Name of doctor] admitted [client A]...@ [name of hospital] for blood sugar control & HA c/o (complaints)-While in hospital sliding scale coverage provided to control blood sugars,...." Client A's 12/11 and 1/12 nurse notes did not indicate the facility's nurse was informed and/or addressed the client's elevated blood sugar levels prior to 1/27/12 which resulted in client A being hospitalized.</p> <p>Interview with staff #5 on 2/21/12 at 6:18</p>			

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	<p>PM stated he thought client A's blood sugar levels went up due to client A "getting into snacks." Staff #5 stated client A's blood sugar levels had been fine with the client's diet.</p> <p>Interview with staff #3 on 2/22/12 at 6:40 AM indicated staff #3 did not think client A had problems with diabetes. Staff #3 indicated the facility staff did check client A's blood sugar levels 2 times a day.</p> <p>Interview with staff #2 on 2/22/12 at 6:46 AM indicated client A's blood sugar levels were elevated about 2 weeks ago. Staff #2 stated client A's levels got up into the "200's."</p> <p>Interview with RN #6 and staff #1 on 2/22/12 at 1:22 PM indicated client A was admitted to the hospital due to high blood sugar levels on 1/27/12. Staff #1 and RN #6 stated client A was placed on insulin using a "sliding scale." RN #6 indicated client A was no longer on insulin but received medication to control the client's diabetes. RN #6 indicated facility staff did not call her in regard to the client's elevated blood sugar levels. When asked what the blanks meant on the Blood Sugar Insulin Logs, RN #6 stated "They did not do them." Staff #1 indicated there was no protocol in place which indicated facility staff should call the nurse. RN #6</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G266	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 02/27/2012
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NAME OF PROVIDER OR SUPPLIER TRANSITIONAL SERVICES SUB LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2840 JOHN ST NEW HARMONY, IN 47631
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	<p>indicated facility staff should have called her in regard to client's elevated blood sugar levels. RN #6 indicated a new protocol for Diabetes Mellitus/Hyperglycemia (high blood sugar) was put in place after the client was hospitalized. RN #6 indicated the protocol was written and implemented on 1/31/12.</p> <p>Interview with RN #6, by phone, on 2/24/12 at 9:48 AM indicated RN #6 did not learn of client A's elevated blood sugar levels until client A's mother called the nurse from client A's doctor's office to inform the nurse client A was being admitted to the hospital due to high blood sugar readings. RN #6 stated she did not know client A's blood sugar levels were "constantly elevated." RN #6 indicated there were times when she took the client's blood sugar levels and they were elevated, but they did not stay elevated. RN #1 indicated she then discussed with staff to monitor what client A ate so her blood sugar levels would not elevate. RN #6 indicated client A's Hypoglycemia protocol was in place prior to the client's hospitalization. RN #6 indicated facility staff should have called the nurse in regard to the client's elevated blood sugar levels.</p> <p>This federal tag relates to complaint</p>			

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