

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G538		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 12/20/2013	
NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC				STREET ADDRESS, CITY, STATE, ZIP CODE 1221 E CR 75 N LOGANSPOORT, IN 46947			
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W000000	<p>This visit was for the investigation of complaint #IN00140236.</p> <p>Complaint #IN00140236: SUBSTANTIATED, Federal and State deficiencies related to the allegations are cited at W249 and W331.</p> <p>Dates of Survey: 12/17, 12/18, 12/19, and 12/20/2013.</p> <p>Provider Number: 15G538 Facility Number: 001052 AIM Number: 100239830</p> <p>Surveyor: Susan Eakright, QIDP</p> <p>These federal deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed December 30, 2013 by Dotty Walton, QIDP.</p>			W000000			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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

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W000249	<p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>Based on observation, record review, and interview, for 1 of 3 sampled clients (client A), the facility failed to implement client A's BSP (Behavior Support Plan) when opportunities existed.</p> <p>Findings include:</p> <p>On 12/17/13 from 3:30pm until 4:55pm, client A was non verbal and observed at the group home. Client A's chewed and mouthed his right and left hands on top of the outer knuckles of his right and left hands without consistent redirection. At 4:00pm, the HM (House Manager) redirected client A to not chew on his hands and did not provide an alternative activity. From 4:00pm until 4:55pm, client A chewed and mouthed his right and left outer knuckles without redirection. At 4:00pm, the HM stated client A had a scabbed area the size of "a quarter" on his right hand which "appeared" to be swollen, red, and wet on client A's middle, pointer, and ring</p>	W000249	<p>For each individual that is need of behavior management Indiana Mentor meets with each individuals IDT to help formulate an appropriate behavior plan to help reduce targeted behaviors and reinforce desired outcomes. All staff are trained on individuals behavior plans prior to working them. The behavior plan for client A has been updated to further define the targeted behavior and strategies. The staff have been trained on the new updated behavior plan with the behaviors and strategies. Managment has continued to do active treatment observations on the clients in the group home. For the next quarter management will be doing at least 6 active treatment observations per month for client A ensuring his plan his being followed. The housemanager will review the data in his behavior plan on a weekly basis and data will be reviewed by QMRP and behavior specialist at least monthly. After 3 months management will continue to do at least 3 observations a month for client A</p>	01/17/2014

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	<p>finger knuckles. The HM stated client A's right and left hand knuckles were "red" from client A "mouthing" client A's knuckles. At 4:15pm, the HM stated client A continued to chew and mouth on his left and right hand knuckles which included the area of the "quarter size" scab which was wet, looked soft, and had a gray discolored paste consistency around the outer edges of the scab on client A's right hand knuckles. The HM indicated when client A was admitted to the facility on 6/5/13 client A was being treated for MRSA (Methicillin Resistant Staphylococcus Aureus) infections to his left and right knuckles on his hands. At 4:40pm, client A sat on the living room floor, hit his right and left knuckles on the hardwood floor without redirection from the facility staff. At 4:55pm, client A left with a facility staff to go on a van ride in the community.</p> <p>On 12/17/13 at 11:40am, a record review was conducted of the facility's BDDS (Bureau of Developmental Disabilities Services) Reports from 10/1/13 through 12/17/13. -A BDDS report on 11/21/13 for an incident on 11/17/13 at 1:00pm, indicated client A had hit his hands on the ground until his hands bled during SIB (Self Injurious Behavior).</p>		<p>to ensure plan is being followed. Manager will continue weekly review of documentation. Responsible Party: QMRP/Home Manager Completion Date: 1/17/2014</p>		

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	<p>-A BDDS report on 11/2/13 for an incident on 11/2/13 at 7:00pm, indicated client A had a "quarter size red spot" on his leg which "grew to the size of a fist" on 11/2/13 and client A was taken to the ER (Emergency Room).</p> <p>-A BDDS report on 10/31/13 for an incident on 10/31/13 at 8:00am, indicated client A made his right hand knuckles bleed when client A was exhibiting SIB.</p> <p>Client A's record was reviewed on 12/18/13 at 1:00pm. Client A's 8/30/13 ISP (Individual Support Plan), 5/1/13 Risk Plan, and 6/2013 Behavior Support Plan (BSP) did not include client A's history of MRSA infections, and/or client A's skin issues. Client A's 6/2013 indicated client A had SIB (Self Injurious Behavior) which was defined as "biting own hand and causing it to bleed and split open, spitting, licking objects and people." Client A's 6/2013 BSP indicated staff were to offer an activity to client A when he began to mouth/chew on his hands and redirect client A to stop the behavior. Client A's record indicated he was non verbal and had a legal guardian.</p> <p>Client A's 11/2013 "Healthcare Coordination/Monthly Health Review" indicated the following entries by the</p>						

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	<p>agency LPN (Licensed Practical Nurse):</p> <p>-On 11/4/13 at 9:13am, "assessed area on L calf, small area size of a pencil eraser on middle outer calf, flat with new skin grown over it...L (Left) knuckles with no open areas. R (Right) knuckles areas bandaged over dt (due to SIB biting self. Per HM was taken to the ER by staff this past Sat. (Saturday) on 11/2 to have the area assessed, ER Dr. (Doctor) said was a boil (sic), didn't swab it. Is going to Dr's office this am (morning) to get area swabbed. Reviewed MARs (Medication Administration Records) on 11/3 (2013) started sulfamethoxazole tmp (trimethoprim) (an antibiotic) bid (twice daily) x 10 days and Cephalexin (an antibiotic) 500mg 4 x dly (daily) x 5 days (sic)" for the infection.</p> <p>-On 11/4/13 at 12:13pm, "per HM area was swabbed at Dr.'s office and are to call me (the agency nurse) with the results."</p> <p>-On 11/6/13 at 10:38am, "per Dr.'s nurse, lab just called and reported swabbed area on L calf positive for MRSA."</p> <p>-On 11/13/13 at 4:37pm, "assessed area on L calf, area is healed."</p> <p>-On 11/19/13 at 10:30am, at client A's psychiatric appointment client A's behaviors for SIB was reviewed and indicated the data was "down" for the</p>			

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	<p>six (6) month period. The entry indicated client A "bites knuckles, L knuckles currently with scabbed healing bite marks, R knuckles clear. Both hands with callus's (sic) on knuckles." -On 11/19/13 at 4:19pm, client A came home from "day program with knuckles all beat up, skin open, bleeding... [Workshop Staff] reported when [client A] was outside today he was punching the cement." The entry indicated client A refused to allow staff to cover or bandage his knuckles. -On 11/20/13 at 9:08am, client A would not keep the bandages on his open wounds on his hands and after client A got out of the shower "he opened back up skin on finger and knuckles." The entry indicated the HM gave client A a baseball glove to wear. -On 11/21/13 at 5:20pm, "assessed with staff assist L knuckles healed, no new areas...R knuckles scabbed and has a small closed cut on R index finger on first knuckle is sl. (slightly) swollen, no bruising..."</p> <p>Interview on 12/20/13 at 11:05am, with the SD was conducted. The SD stated he was "unaware" client A's 8/30/13 ISP (Individual Support Plan), 5/1/13 Risk Plan, and 6/2013 Behavior Support Plan (BSP) did not include client A's history of MRSA infections, and/or client A's</p>						

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W000331	<p>skin issues. The SD stated client A should have been redirected and offered an activity by the facility staff at "every" opportunity when client A mouthed and/or chew on his hands and/or knuckles. The SD indicated client A's SIB was mouthing/chewing on his hands/knuckles. The SD indicated staff did not implement client A's BSP correctly.</p> <p>This federal tag relates to complaint #IN00140236.</p> <p>9-3-4(a)</p> <p>483.460(c) NURSING SERVICES The facility must provide clients with nursing services in accordance with their needs. Based on observation, record review, and interview, for 1 of 3 sampled clients (client A), the facility nursing services failed to develop nursing treatment plans to include client A's recurrent bacterial blood infection of MRSA (Methicillin Resistant Staphylococcus Aureus), a description for client A's open infected skin and/or scabbed infected skin areas, and client A's potential for pain/discomfort.</p>	W000331	<p>Each individual is assessed and individualized protocols and systems are developed to ensure the health and safety of each individual. Each staff are trained on these protocols prior to working on site. The nurse has revised client A's MRSA protocol to further define what is an open wound vs close and treatment of each. Nurse has also introduced a pain management scale for all non verbal individuals in the house. Staff are being trained on each item. The management will</p>	01/17/2014

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	<p>Findings include:</p> <p>On 12/17/13 from 3:30pm until 4:55pm, client A was non verbal and observed at the group home. Client A's chewed and mouthed his right and left hands on top of the outer knuckles of his right and left hands without consistent redirection. At 4:00pm, the HM (House Manager) redirected client A to not chew on his hands and did not provide an alternative activity. From 4:00pm until 4:55pm, client A chewed and mouthed his right and left outer knuckles without redirection. At 4:00pm, the HM stated client A had a scabbed area the size of "a quarter" on his right hand which "appeared" to be swollen, red, and wet on client A's middle, pointer, and ring finger knuckles. The HM stated "we do not cover a scabbed area." The HM stated client A's right and left hand knuckles were "red" from client A "mouthing" client A's knuckles. The HM indicated client A had a previous MRSA infection in 11/2013 on a boil on client A's leg which had resolved. Client A's lower left leg was observed to not have an area on it. At 4:15pm, the HM stated client A continued to chew and mouth on his left and right hand knuckles which included the area of the "quarter size" scab which was wet, looked soft, and had a gray discolored</p>		<p>review documentation on a weekly basis to ensure systems are being followed properly. In cases of MRSA at least one treatment observation will be done on staff to ensure proper protocol is followed. The nurse and QMRP are reviewing the other protocols to ensure each one is individualized.</p>				

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	<p>paste consistency around the outer edges of the scab on client A's right hand knuckles. The HM stated again "we do not need to cover scabbed infected areas." The HM indicated when client A was admitted to the facility on 6/5/13 client A was being treated for MRSA infections to his left and right knuckles on his hands. At 4:40pm, client A sat on the living room floor, hit his right and left knuckles on the hardwood floor without redirection from the facility staff. At 4:55pm, client A left with a facility staff to go on a van ride in the community.</p> <p>On 12/17/13 at 11:40am, a record review was conducted of the facility's BDDS (Bureau of Developmental Disabilities Services) Reports from 10/1/13 through 12/17/13.</p> <p>-A BDDS report on 11/21/13 for an incident on 11/17/13 at 1:00pm, indicated client A had hit his hands on the ground until his hands bled during SIB (Self Injurious Behavior).</p> <p>-A BDDS report on 11/2/13 for an incident on 11/2/13 at 7:00pm, indicated client A had a "quarter size red spot" on his leg which "grew to the size of a fist" on 11/2/13 and client A was taken to the ER (Emergency Room). The report indicated the area was "seeping" drainage and client A had a "history of</p>			

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	<p>MRSA." The ER information indicated a diagnosis of "Furunculitis (a skin inflammation), Return if increasing redness or pain. Keflex 500mg (milligrams) 4x daily (four times daily)" for five (5) days and Bactrim DS BID (twice daily) for ten (10) days.</p> <p>-A BDDS report on 10/31/13 for an incident on 10/31/13 at 8:00am, indicated client A made his right hand knuckles bleed when client A was exhibiting SIB.</p> <p>Client A's record was reviewed on 12/18/13 at 1:00pm. Client A's 8/30/13 ISP (Individual Support Plan), 5/1/13 Risk Plan, and 6/2013 Behavior Support Plan (BSP) did not include client A's history of MRSA infections, client A's skin issues, and/or client A's potential for pain/discomfort. Client A's 6/2013 indicated client A had SIB (Self Injurious Behavior) which was defined as "biting own hand and causing it to bleed and split open, spitting, licking objects and people." Client A's 6/2013 BSP indicated staff were to offer an activity to client A when he began to mouth/chew on his hands and redirect client A to stop the behavior. Client A's record indicated he was non verbal and had a legal guardian. Client A's record indicated a 11/4/13 personal physician visit which indicated client A was seen</p>						

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	<p>for a "Boil on left leg, swab for MRSA, ER follow up...Wound looks less inflamed than described" from his 11/2/13 ER visit per group home staff with client A.</p> <p>Client A's 11/2013 "Healthcare Coordination/Monthly Health Review" indicated the following entries by the agency LPN (Licensed Practical Nurse): -On 11/4/13 at 9:13am, "assessed area on L calf, small area size of a pencil eraser on middle outer calf, flat with new skin grown over it...L (Left) knuckles with no open areas. R (Right) knuckles areas bandaged over dt (due to) SIB biting self. Per HM was taken to the ER by staff this past Sat. (Saturday) on 11/2 to have the area assessed, ER Dr. (Doctor) said was a boil (sic), didn't swab it. Is going to Dr's office this am (morning) to get area swabbed. Reviewed MARs (Medication Administration Records) on 11/3 started sulfamethoxazole tmp (trimethoprim) (an antibiotic) bid (twice daily) x 10 days and Cephalexin (an antibiotic) 500mg 4 x dly (daily) x 5 days (sic)" for the infection. -On 11/4/13 at 12:13pm, "per HM area was swabbed at Dr.'s office and are to call me (the agency nurse) with the results." -On 11/4/13 at 1:17pm, "Dr.'s nurse</p>						

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	<p>called and stated the lab needing to know which calf was swabbed, notified was the L."</p> <p>-On 11/6/13 at 10:38am, "per Dr.'s nurse, lab just called and reported swabbed area on L calf positive for MRSA."</p> <p>-On 11/13/13 at 4:37pm, "assessed area on L calf, area is healed."</p> <p>-On 11/19/13 at 10:30am, at client A's psychiatric appointment client A's behaviors for SIB was reviewed and indicated the data was "down" for the six (6) month period. The entry indicated client A "bites knuckles, L knuckles currently with scabbed healing bite marks, R knuckles clear. Both hands with callus's (sic) on knuckles."</p> <p>-On 11/19/13 at 4:19pm, client A came home from "day program with knuckles all beat up, skin open, bleeding... [Workshop Staff] reported when [client A] was outside today he was punching the cement." The entry indicated client A refused to allow staff to cover or bandage his knuckles.</p> <p>-On 11/20/13 at 9:08am, client A would not keep the bandages on his open wounds on his hands and after client A got out of the shower "he opened back up skin on finger and knuckles." The entry indicated the HM gave client A a baseball glove to wear.</p> <p>-On 11/21/13 at 5:20pm, "assessed with</p>				

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	<p>staff assist L knuckles healed, no new areas...R knuckles scabbed and has a small closed cut on R index finger on first knuckle is sl. (slightly) swollen, no bruising..."</p> <p>Client A's 12/2013 "Quarterly Nursing Assessment" did not indicate the information documented in the 11/2013 Healthcare review document. Client A's 12/2013 "Quarterly Nursing Assessment" indicated an entry on 12/16/13 which indicated client A's vital signs and "few small scabbed areas on R knuckles; none on L hand. Cheeks sl. chapped. Eyes, nose, and outer ears clear," and did not include client A's open areas from 11/2013 and MRSA infection from 11/2013. Client A's record did not include the potential for pain/discomfort of client A and did not include a pain assessment. Client A's 11/2013 and 12/2013 MARs were reviewed and did not indicate the use of PRN (as needed) pain medication for pain/discomfort.</p> <p>Client A's undated "MRSA Protocol" did not include and/or identify a description of client A's skin areas. Client A's protocol did not identify when client A's skin areas were considered an open wound, a scabbed wound, and/or healed wound. Client A's MRSA</p>			

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	<p>protocol did not identify and/or describe what staff should complete when client A had a skin area opened and/or scabbed areas on his skin. Client A's undated "MRSA Protocol" indicated "...Where MRSA is found and What (sic) is MRSA infection, Staph bacteria are often found in the nose and on the skin. Most of the time it does not cause an infection, but when it does, it causes minor infection such as boils or abscesses...Symptoms include redness, warmth, swelling, tenderness, boils, and blisters. How it is spread, Prolonged skin-skin (skin to skin) contact, touching a surface or item that has been touched by an infected person. Example: towels, bathtubs, showers, toilets, toilet handles, faucet handles, light switches, door knobs, utensils..."</p> <p>On 12/20/13 at 9:00am, the CDC (Centers for Disease Control) "General Information About MRSA in the Community" at http://www.cdc.gov/mrsa/community/index.html was reviewed. The CDC information indicated "...Can I prevent MRSA? How? (sic) There are the personal hygiene steps you can take to reduce your risk of MRSA infection: Maintain good hand and body hygiene. Wash hands often, and clean body regularly especially after exercise. Keep</p>						

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G538	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 12/20/2013
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	<p>cuts, scrapes, and wounds clean and covered until healed. Avoid sharing personal items such as towels and razors... What are MRSA Symptoms?...Red, swollen, painful, warm to the touch, full of pus or other drainage, accompanied by a fever...Cover your wounds. Keep wounds covered with clean, dry bandages until healed."</p> <p>Interview on 12/19/13 at 3:30pm, with the facility's LPN, Site Director (SD), and the QIDP (Qualified Intellectual Disabilities Professional) was conducted. The LPN, SD, and LPN indicated client A did not have a pain assessment and client A was non verbal. The LPN stated client A's "open area is an open space that serves as an entrance to tissue, scabbed area is when (the) open area becomes covered with a crust. (The client is) to keep infected area covered with clean dry bandages (sic)...staff to was hands frequently, to wash hands before and after dressing changes, wash hands after disposal of dressings, to clean bathroom after each use, (and) no tx (treatment) needed for scabbed noninfected area." The LPN stated "No, it (this information) was not part of (client A's) current MRSA plan."</p> <p>Interview on 12/20/13 at 11:05am, with</p>				

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	<p>the SD was conducted. The SD indicated client A's undated "MRSA Protocol" did not include and/or identify a description of client A's skin areas. The SD indicated client A's MRSA protocol did not identify when client A's skin areas were considered an open wound, a scabbed wound, and/or healed wound. The SD indicated client A's MRSA protocol did not identify and/or describe what staff should complete when client A had a skin area opened and/or scabbed areas on his skin until after the surveyor asked what staff were to complete for client A. The SD indicated client A was non verbal and the facility had not completed an assessment to determine how client A communicated he was in pain. The SD stated he was "unaware" client A's 8/30/13 ISP (Individual Support Plan), 5/1/13 Risk Plan, and 6/2013 Behavior Support Plan (BSP) did not include client A's history of MRSA infections, client A's skin issues, and/or client A's potential for pain/discomfort. The SD indicated client A's nursing services did not meet client A's identified needs.</p> <p>This federal tag relates to complaint #IN00140236.</p> <p>9-3-6(a)</p>			

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