

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G632	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/04/2014
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NAME OF PROVIDER OR SUPPLIER CARDINAL SERVICES INC OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 211 S BIRKEY BREMEN, IN 46506
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W000000	<p>This visit was for a fundamental recertification and state licensure survey.</p> <p>Dates of Survey: 2/20, 2/21, 2/24, 2/26 and 3/4, 2014.</p> <p>Facility number: 001208 Provider number: 15G632 AIM number: 100240170</p> <p>Surveyor: Amber Bloss, QIDP</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 3/17/14 by Ruth Shackelford, QIDP.</p>	W000000		
W000149	<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 record review and interview, the facility neglected to implement written policies and procedures to prevent choking for 1 of 4 sampled clients (#2).</p>	W000149	W149 The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. The facility will implement the established policy and procedure to prohibit mistreatment, abuse or neglect. Staff were trained on this policy	04/03/2014

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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	<p>Findings include:</p> <p>On 2/21/14 at 9:41 AM, the facility BDDS (Bureau of Developmental Disabilities Services) reports from 9/21/13 to 2/21/14 were reviewed. A BDDS report dated 1/16/14 indicated Client #2 "was eating his breaded chicken sandwich at lunch which was sent into [day program] cut up into quarters (sized). Monitoring [day program] staff who was standing next to [Client #2] noticed that [Client #2] was unable to breathe and was choking on a piece of his sandwich. Staff began to administer back blows then abdominal thrusts. Another staff came to assistance and took over treatment continuing abdominal thrusts. [Client #2] was able to cough up the piece of sandwich." The BDDS report indicated "after abdominal thrusts were successful, [day program] nurse was notified...". The report indicated "no signs of aspiration were noted at the time of this report."</p> <p>-A follow up BDDS report dated 1/16/14 indicated Client #2 "has a choking plan that states that his food needs to be cut into bite sized pieces. The sandwich was cut into four squares, which is not bite sized pieces. Through investigation it was determined that [Client #2]'s group home staff sent the</p>		<p>on March26, 2014. (see attachment A) Client #2 Choking Plan was revised March 4, 2014. CardinalServices and Day Services staff were trained on the plan on March 6-24, 2014.(see attachment B) To ensure ongoing compliance Shift Manager will monitordaily at each meal, Residential Manager/Nurse will monitor weekly, QDP willmonitor monthly and Coordinator will monitor quarterly. QMRP, Residential Manager, Nurse and CoordinatorResponsible.</p>				

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	<p>sandwich in four pieces and [Client #2] grabbed a piece of his sandwich before [day program] staff could cut it into bite sized pieces." The follow up report indicated "...staff are supposed to prompt [Client #2] to take smaller bites and take sips of liquid in between bites of food to clear debris left in his mouth. [Client #2] has a mechanical soft diet with cutting food into bite sized pieces. Following this choking event, his choking plan has been modified to change 'bite size pieces' to 'nickel sized pieces'." The follow up report indicated "staff are supposed to remain with [Client #2] during his meal to prompt him to use utensils, placing food near [Client #2]." The follow up report indicated all day program staff had been retrained on Client #2's new choking plan.</p> <p>-A follow up BDDS report dated 1/28/14 indicated "prior to this incident there had been no explanation on the definition of bite-sized. Following this incident [Client #2]'s choking plan was updated to include a specific size, which is now nickel sized pieces." The follow up indicated "residential staff should have ensured his sandwich was cut into appropriate sizes and not quartered. Following this choking incident, residential staff were retrained on</p>				

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	<p>ensuring any lunches packed for [day program] need to be prepared per his dining plan when possible."</p> <p>During an interview on 2/24/14 at 1:23 PM, the Residential Manager (RM) indicated Client #2 was eating a breaded chicken patty on bread during the choking incident on 1/16/14. The RM stated Client #2 was to eat a mechanical soft diet "unless it was finger food" for which the dietician recommended "bite size pieces" for Client #2. The RM indicated Client #2's chicken patty had not been ground in texture. The RM stated the dietician "isn't always clear" in client recommendations. The RM indicated Client #2 gets bite size pieces of meat and indicated staff did not usually serve Client #2 with meat ground. The RM indicated she did not know Client #2's meat was to be served with a ground texture. The RM stated the dietician "isn't always clear" in client recommendations.</p> <p>On 2/24/14 at 2:22 PM, record review indicated Client #2 had a "Quarterly Nutritional Review" dated 12/23/13 which indicated Client #2 had "Current Diet Order: mechanical soft with skim milk - food cut into bite size pieces." Record review indicated Client #2 had an annual "Nutritional Assessment" on</p>			

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	<p>4/12/13. The dietician recommended "follow mechanical soft guidelines for appropriate texture modification. Encourage client to take small bites and sips of fluid between bites. Encourage client to swallow food that is in his mouth before he takes another bite."</p> <p>On 2/24/14 at 2:35 PM, the Residential Manager (RM) provided documentation which indicated the facility definition of "Mechanical Soft" was the following:</p> <p>"-Soft, moist and easy to chew.</p> <p>-Meat must be ground to breakdown protein fibers.</p> <p>-Gravy or sauce should be added.</p> <p>-Breads: cut to bite size, moistened.</p> <p>-Crackers, cookies, cakes, cereal: soaked, cut up.</p> <p>-Vegetables: no raw except shredded lettuce and coleslaw, must be cooked soft "fork mashable."</p> <p>On 2/26/14 at 10:41 AM during an interview, the dietician indicated Client #2 was on a mechanical soft diet. The dietician stated in a mechanical soft diet "all the meat is to be ground with a</p>			

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	<p>sauce added like ketchup or mayonnaise." The dietician stated a mechanical soft sandwich would have been "ground meat on top of one piece of bread with broth to soften" and then to cut up into bite size pieces as recommended. The dietician indicated Client #2 should have been given a mechanical soft diet. The dietician indicated she was not notified of Client #2's choking incident. The dietician indicated she would have to retrain staff on preparing a mechanical soft diet for Client #2.</p> <p>On 2/26/14 at 11:58 AM, the facility policy on "Incident/Abuse/Neglect Policy of Persons Served" dated 5/13 was reviewed. The policy indicated the facility was "committed to ensuring the safety, dignity, and protection of persons served. To ensure that physical, mental sexual abuse, neglect, or exploitation of persons served by staff members, other persons served, or others will not be tolerated; incidents will be reported and thoroughly investigated as outlined in this policy." The facility abuse and neglect policy defined neglect as "incidents involving persons served which could be construed as neglect (i.e. situations that may endanger his/her life or health, abandoning or cruelly confining a person served; depriving a</p>				

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W000460	<p>person served of necessary support, including food, drink, clothing, shelter, sleep, physical movement for prolonged periods of time, medical care or treatment, or use of bathroom facilities).</p> <p>9-3-2(a)</p> <p>483.480(a)(1) FOOD AND NUTRITION SERVICES Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets.</p> <p>Based on record review and interview, the facility failed for 1 of 4 sampled clients (Client #2) to serve a diet as prescribed (mechanical soft ground meat) by the physician.</p> <p>Findings include:</p> <p>On 2/21/14 at 9:41 AM, the facility BDDS (Bureau of Developmental Disabilities Services) reports from 9/21/13 to 2/21/14 were reviewed. A BDDS report dated 1/16/14 indicated Client #2 "was eating his breaded chicken sandwich at lunch which was sent into [day program] cut up into quarters (sized). Monitoring [day program] staff who was standing next to</p>	W000460	<p>W460 Each client must receive a nourishing, well-balanced diet including modified and specially-prescribed diets. The facility will ensure that clients will receive a nourishing, well-balanced diet including appropriate modification and special diets. Staff were trained by the Dietician on how to prepare mechanically soft diets on March 17, 2014. (see attachment C) To ensure ongoing compliance Shift Manager will monitor daily at each meal, Residential Manager/Nurse will monitor weekly, QDP will monitor monthly and Coordinator will monitor quarterly. QMRP, Residential Manager, Nurse and Coordinator Responsible.</p>	04/03/2014	

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	<p>[Client #2] noticed that [Client #2] was unable to breathe and was choking on a piece of his sandwich. Staff began to administer back blows then abdominal thrusts. Another staff came to assistance and took over treatment continuing abdominal thrusts. [Client #2] was able to cough up the piece of sandwich." The BDDS report indicated "after abdominal thrusts were successful, [day program] nurse was notified...". The report indicated "no signs of aspiration were noted at the time of this report."</p> <p>-A follow up BDDS report dated 1/16/14 indicated Client #2 "has a choking plan that states that his food needs to be cut into bite sized pieces. The sandwich was cut into four squares, which is not bite sized pieces. Through investigation it was determined that [Client #2]'s group home staff sent the sandwich in four pieces and [Client #2] grabbed a piece of his sandwich before [day program] staff could cut it into bite sized pieces." The follow up report indicated "...staff are supposed to prompt [Client #2] to take smaller bites and take sips of liquid in between bites of food to clear debris left in his mouth. [Client #2] has a mechanical soft diet with cutting food into bite sized pieces...."</p>						

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	<p>On 2/24/14 at 2:22 PM, record review indicated Client #2 had a "Quarterly Nutritional Review" dated 12/23/13 which indicated Client #2 had "Current Diet Order: mechanical soft with skim milk - food cut into bite size pieces." The review indicated Client #2 "did feel around plate with fingers touching food items but not picking up first touch. He did eat quickly and at times shoveled food items into mouth."</p> <p>Record review indicated Client #2 had an annual "Nutritional Assessment" on 4/12/13. The dietician recommended "follow mechanical soft guidelines for appropriate texture modification. Encourage client to take small bites and sips of fluid between bites. Encourage client to swallow food that is in his mouth before he takes another bite."</p> <p>Record review indicated Client #2 had a "Risk Assessment for Choking and Aspiration" dated 3/6/13. The assessment indicated Client #2 had a risk of "stuffing of solids", "chugging of liquids", "poor posture", and "PICA" (eating non-food material). The assessment indicated Client #2 was a "moderate risk" of choking.</p> <p>Record review indicated Client #2 had a "Dysphasia (difficulty in swallowing)</p>			

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	<p>Choking Management Plan" dated 3/6/13 and revised on 1/17/14. Client #2's choking risk plan indicated "the dietician recommends that [Client #2] is eating items like sandwiches, the bites should be cut into the size of a nickel." The risk plan indicated "large pieces of food have the potential to cause choking" and Client #2 was on a "mechanical soft diet. Especially when [Client #2] is eating items like sandwiches, the bites should be cut into the size of a nickel." The risk plan indicated Client #2 "will be reminded to chew his food thoroughly and slow down before swallowing to lower the risk of choking." The risk plan indicated "staff needs to remind [Client #2] to take smaller bites, and to use his utensils. Staff also needs to prompt [Client #2] to take sips of liquid in between bites of food to clear debris left in his mouth." The risk plan indicated "staff should be cautious when placing food near [Client #2]. He may want the food item(s) and in a hurry to get them he could stuff his mouth and eat unsafely." The risk plan indicated Client #2 "sometimes forgets to chew his food before swallowing" and "tends to use his hands to stuff his mouth with food."</p> <p>On 2/24/14 at 2:35 PM, the Residential Manager (RM) provided documentation</p>			

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	<p>which indicated the facility definition of "Mechanical Soft" was the following:</p> <p>"-Soft, moist and easy to chew.</p> <p>-Meat must be ground to breakdown protein fibers.</p> <p>-Gravy or sauce should be added.</p> <p>-Breads: cut to bite size, moistened.</p> <p>-Crackers, cookies, cakes, cereal: soaked, cut up.</p> <p>-Vegetables: no raw except shredded lettuce and coleslaw, must be cooked soft "fork mashable."</p> <p>During an interview on 2/24/14 at 1:23 PM, the Residential Manager (RM) indicated Client #2's was eating a breaded chicken patty on bread during the choking incident on 1/16/14. The RM stated Client #2 was to eat a mechanical soft diet "unless it was finger food" for which the dietician recommended "bite size pieces" for Client #2. The RM indicated Client #2's chicken patty had not been ground in texture. The RM stated the dietician "isn't always clear" in client recommendations. The RM indicated Client #2 gets bite size pieces of meat</p>			

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	<p>and indicated staff did not usually serve Client #2 with meat ground. The RM indicated she did not know Client #2's meat was to be served with a ground texture. The RM stated the dietician "isn't always clear" in client recommendations. The RM also indicated the pharmacy had made errors and had not updated Client #2's current physician orders in regard to client diet.</p> <p>On 2/26/14 at 10:41 AM during an interview, the dietician indicated Client #2 was on a mechanical soft diet. The dietician stated in a mechanical soft diet "all the meat is to be ground with a sauce added like ketchup or mayonnaise." The dietician stated a mechanical soft sandwich would have been "ground meat on top of one piece of bread with broth to soften" and then to cut up into bite size pieces as recommended. The dietician indicated Client #2 should have been given a mechanical soft diet as per physician order.</p> <p>9-3-8(a)</p>				