

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G453	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 07/11/2014
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NAME OF PROVIDER OR SUPPLIER BONA VISTA PROGRAMS INC	STREET ADDRESS, CITY, STATE, ZIP CODE 3261 ALMQUIST KOKOMO, IN 46902
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W000000	<p>This visit was for the investigation of complaint #IN00150716.</p> <p>Complaint #IN00150716: SUBSTANTIATED, Federal and State deficiencies related to the allegations are cited at W153 and W368.</p> <p>Dates of Survey: 7/7, 7/8, 7/9, 7/10, and 7/11/2014.</p> <p>Facility Number: 000967 Provider Number: 15G453 AIMS Number: 100235220</p> <p>Surveyor: Susan Eakright, QIDP</p> <p>These federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 7/18/14 by Ruth Shackelford, QIDP.</p>	W000000	<p>In response to the findings of the Complaint Survey conducted on July 11, 2014, and to ensure compliance with all established standards and policies and procedures, the agency will implement the following plan of corrections: The Vice President of Residential Services and the Vice President of Nursing services will establish procedures to routinely review and monitor all medication records for clients residing in the home. Additionally, all Residential Nurses will be required to develop systems in which they a) conduct weekly reviews of all medication records for all clients residing in the home b) observe staff on a routinely basis to ensure that all medications are administered according to physician's orders and agency policy. In the event of a medication error, the Residential Nurse will immediately review all medication records for all clients residing in the home, not just those that are affected, to ensure that no other medication errors have occurred, that staff fully comprehend and understand directives for medication administration as stated on the MAR (medication administration record), and that medications are being administered according to physician's orders and agency policy.</p>	
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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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W000153	<p>483.420(d)(2) STAFF TREATMENT OF CLIENTS The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures. Based on record review and interview, for 8 of 11 BDDS (Bureau of Developmental Disabilities Services) reports reviewed (for clients A, B, C, and D), the facility staff failed to immediately report allegations of abuse, neglect, and/or mistreatment to the administrator and to the Bureau of Developmental Disabilities Services (BDDS) in accordance with state law.</p> <p>Findings include:</p> <p>On 7/7/14 at 1:45pm, the facility's BDDS (Bureau of Developmental Disabilities Services) reports from 4/1/14 through 7/7/2014 were reviewed and indicated the following for client A, B, C, and D's medication errors: Each of the following reports for clients A, B, C, and D indicated the agency administration, agency nurse, and each client's personal physician were not notified of the medication errors.</p> <p>For client A: -A 6/9/14 BDDS report for an incident on</p>	W000153	<p>To ensure that established agency policies and procedures for incident reporting is being implemented and executed as written, the following correction actions will be implemented: 1) All staff located at the location of 3261 Almquist (Almquist group home) will be re-trained on the agency Personnel Policies and Procedures, Policy III:13:Incident Reporting. Completed Record of Trainings will be obtained and submitted upon completion of training. <i>Refer to Appendix A for Record of Training form to be used.</i></p>	08/10/2014			

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	<p>6/6/14 at 8:00pm, indicated client A went to Special Olympics out of town "for the weekend. [Group Home Staff (GHS) #8] did all the medication passes over the weekend. [GHS #8] signed the MAR (Medication Administration Record) on 6/6/14 and 6/7/14 for Clindamycin 1% lotion (for fungal areas) at 8am on 6/7/14 and 6/8/14, Eucerin Cream (for dry skin) at 8pm on 6/6/14 and 6/7/14 and [client A] did not receive these medications at any of these times."</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client A received his 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client A at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client A's] 8am medications...Phenytoin EX (for Seizure Disorder) 100mg, Phenytoin (for Seizure Disorder) 50mg 1 chew, Sertraline (for Anti depressant/mood Disorder) 50mg 1 1/2tab, Indapamide (for Hypertension/Diuretic) 2.5mg 2 tabs, Potassium Chloride Low Potassium levels) 10% liquid 1 tablespoon, and Caltrate (for health) 600 + 400 vitamin D 1 chew."</p>						

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	<p>For client B:</p> <p>-A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client B went to Special Olympics out of town "for the weekend. [GHS #8] did all the medication passes over the weekend. [GHS #8] signed the MAR on 6/6/14 and 6/7/14...[Client B] takes Eucerin Cream (for dry skin) at 8:00am and 8:00pm every day." The report indicated GHS #8 signed the MAR that the medications were given and client B did not receive the medication.</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client B received his 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client B at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client B's] 8am medications" and no list of 8:00am medications was identified on his BDDS report.</p> <p>For client C:</p> <p>-A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client C went to Special Olympics out of town "for the</p>			
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	<p>weekend. [GHS #8] did all the medication passes over the weekend. [GHS #8] signed the MAR on 6/6/14 and 6/7/14." The report indicated Polyethylene Glycol 3350 powder (for Constipation) 1 capful at 8:00am, and 8:00pm." The report indicated GHS #8 signed the MAR that the medication was given and client C did not receive the medication.</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client C received his 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client C at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client C's] 8am medications...Benztropine (to reduce Tremors/Anti Parkinson) 1mg 1 tab, Clonazepam (for Anticonvulsant/Anxiety/Tremors) .5mg 1 tab (for behaviors), Simethicone (for Gas) 80mg 1 tab, and Chewable (for health) child's vitamin 1 tab (for health)."</p> <p>For client D: -A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client D went to Special Olympics out of town "for the</p>			

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	<p>weekend. [GHS #8] did all the medication passes over the weekend. [GHS #8] signed the MAR on 6/6/14 and 6/7/14." The report indicated client D did not receive "Aveeno lotion (for dry skin) at 8:00pm on 6/6/14 and 6/7/14, Voltaren 1% Gel applied to her knee (for knee pain) at 12pm, 4pm, and 8pm on 6/6/14."</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client D received her 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client D at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client D's] 8am medications...Olyscio (for nutrition) 500mg (milligrams) plus vit (vitamin) D 1 tab (tablet), Lotrel (for Hypertension) 5-20mg 1 tab, Mobic (for Arthritis) 15mg 1/2 tab, Oxybutynin (urinary incontinence) 5mg, Prozac (for Post Menopause symptoms) 40mg, and Therapeutic M (for health)."</p> <p>On 7/7/14 at 1:45pm, the facility's 6/9/14 "Investigation" into the incidents indicated this was substantiated "Neglect" in that the medications were</p>			

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	<p>signed on the MARs as given and the medications were not administered by the facility staff responsible for ensuring clients received their medications as ordered by each client's physician. The 6/9/14 investigation also indicated "neglect can be substantiated in this case" when GHS #1 administered client A, B, C, and D's 8:00am medications on 6/6/14 at 6:00am and GHS #1 "did sign the MARs." The investigation indicated clients A, B, C, and D's MARs were signed by the staff on the out of town outing that the medications were administered however, it was discovered through the investigation that client A, B, C, and D's topical medications and oversized medication containers were in a separate bag for the outing and not taken from the group home by GHS #7 and GHS #8. The investigation concluded as the result client A, B, C, and D's topical and oversized medications "could not have been given" to each client as prescribed. The investigation indicated GHS #7 and GHS #8 left with clients A, B, C, and D from the group home to travel out of town to Special Olympics, pulled over on the roadside, and did not check client A, B, C, and D's MARs before administering a second dose of morning medications on 6/6/14. The investigation indicated "The staff noticed that the 8:00am medications</p>			
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	<p>had already been removed from the bubble packs so they went ahead and administered the next day's medications...It is clear that the staff did not pay close enough attention to the medication policy and procedure nor did they communicate about the medication administration."</p> <p>On 7/8/14 at 1:20pm, client A's 6/2014 "Physician's Order" indicated Clindamycin 1% lotion (for fungal areas) at 8am, Eucerin Cream (for dry skin) at 8pm, Phenytoin EX (for Seizure Disorder) 100mg by mouth every morning, Phenytoin (for Seizure Disorder) 50mg 1 chew every morning, Sertraline (for Anti depressant/mood Disorder) 50mg 1 1/2tab every morning, Indapamide (for Hypertension/Diuretic) 2.5mg 2 tabs every morning, Potassium Chloride Low Potassium levels) 10% liquid 1 tablespoon daily, and Caltrate (for health) 600 + 400 vitamin D 1 chew once daily."</p> <p>On 7/8/14 at 2:50pm, client B's 6/2014 "Physician's Order" indicated "Eucerin Cream apply to affected area of skin twice a day (and) Loratadine 10mg tab (for Environmental Allergies) daily."</p> <p>On 7/8/14 at 1:55pm, client C's 6/2014 "Physician's Order" indicated</p>						

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	<p>"Polyethylene Glycol 3350 powder (for Constipation) 1 capful at 8:00am, and 8:00pm, Benztropine (to reduce Tremors/Anti Parkinson) 1mg 1 tab, Clonazepam (for Anticonvulsant/Anxiety/Tremors) .5mg 1 tab (for behaviors), Simethicone (for Gas) 80mg 1 tab, and Chewable (for health) child's vitamin 1 tab (for health)."</p> <p>On 7/8/14 at 2:22pm, client D's 6/2014 "Physician's Order" indicated "Aveeno lotion (for dry skin) use as directed, Voltaren 1% Gel applied to her knee (for knee pain) up to four times a day, Olyscio (for nutrition) 500mg (milligrams) plus vit (vitamin) D 1 tab (tablet) twice a day, Lotrel (for Hypertension) 5-20mg 1 tab daily, Mobic (for Arthritis) 15mg 1/2 tab twice a day with food, Oxybutynin (urinary incontinence) 5mg twice a day, Prozac (for Post Menopause symptoms) 40mg daily, and Therapeutic M (for health) daily."</p> <p>On 7/7/14 at 4pm, an interview with the agency nurse, the VPRS (Vice President of Residential Services), and QIDP (Qualified Intellectual Disabilities Professional) was conducted. The agency nurse, QIDP, and VPRS indicated the facility staff did not report the eight incidents for clients A, B, C, and D. The VPRS stated the medication errors were</p>			

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W000368	<p>"discovered" after the clients returned to the group home and the medications were "being checked in" by a separate staff person at the group home. The VPRS stated "the staff failed to immediately" report the incidents.</p> <p>This federal tag relates to complaint #IN00150716.</p> <p>9-3-2(a)</p> <p>483.460(k)(1) DRUG ADMINISTRATION The system for drug administration must assure that all drugs are administered in compliance with the physician's orders. Based on record review, and interview for 3 of 3 sampled clients (clients A, B, and C) and 1 additional client (client D), the facility failed to administer medications without error and as prescribed by the clients' personal physician.</p> <p>Findings include:</p> <p>On 7/7/14 at 1:45pm, the facility's BDDS (Bureau of Developmental Disabilities Services) reports from 4/1/14 through 7/7/2014 were reviewed and indicated the following for client A, B, C, and D's</p>	W000368	<p>To ensure that investigations for BDDS reportable incidents are being conducted in a thorough and consistent manner, the following correction actions will be implemented: 1) All staff located at the location of 3261 Almquist (Almquist group home) will be receive re-training on the agency medication administration policy and Core A medication training. Completed Record of Trainings will be obtained and submitted upon completion of training. <i>Refer to Appendix B and C for Record of Training forms to be used.</i> It is the intent that this training will</p>	08/10/2014			

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	<p>medication errors: Each of the following reports for clients A, B, C, and D indicated the agency administration, agency nurse, and each clients' personal physician were not notified of the medication errors.</p> <p>For client A:</p> <p>-A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client A went to Special Olympics out of town "for the weekend. [Group Home Staff (GHS) #8] did all the medication passes over the weekend. [GHS #8] signed the MAR (Medication Administration Record) on 6/6/14 and 6/7/14 for Clindamycin 1% lotion (for fungal areas) at 8am on 6/7/14 and 6/8/14, Eucerin Cream (for dry skin) at 8pm on 6/6/14 and 6/7/14 and [client A] did not receive these medications at any of these times."</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client A received his 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client A at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client A's] 8am medications...Phenytoin EX</p>		prevent future medication errors for the clients affected as well as all other clients residing in the home.				

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	<p>(for Seizure Disorder) 100mg, Phenytoin (for Seizure Disorder) 50mg 1 chew, Sertraline (for Anti depressant/mood Disorder) 50mg 1 1/2tab, Indapamide (for Hypertension/Diuretic) 2.5mg 2 tabs, Potassium Chloride Low Potassium levels) 10% liquid 1 tablespoon, and Caltrate (for health) 600 + 400 vitamin D 1 chew."</p> <p>For client B: -A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client B went to Special Olympics out of town "for the weekend. [GHS #8] did all the medication passes over the weekend. [GHS #8] signed the MAR on 6/6/14 and 6/7/14...[Client B] takes Eucerin Cream (for dry skin) at 8:00am and 8:00pm every day." The report indicated GHS #8 signed the MAR that the medications were given and client B did not receive the medication.</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client B received his 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client B at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8</p>			

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	<p>administered a second dose of "all [client B's] 8am medications" and no list of 8:00am medications was identified on his BDDS report.</p> <p>For client C: -A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client C went to Special Olympics out of town "for the weekend. [GHS #8] did all the medication passes over the weekend. [GHS #8] signed the MAR on 6/6/14 and 6/7/14." The report indicated Polyethylene Glycol 3350 powder (for Constipation) 1 capful at 8:00am, and 8:00pm." The report indicated GHS #8 signed the MAR that the medication was given and client C did not receive the medication.</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client C received his 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client C at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client C's] 8am medications...Benzotropine (to reduce Tremors/Anti Parkinson) 1mg 1 tab, Clonazepam (for</p>			

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NAME OF PROVIDER OR SUPPLIER BONA VISTA PROGRAMS INC	STREET ADDRESS, CITY, STATE, ZIP CODE 3261 ALMQUIST KOKOMO, IN 46902
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	<p>Anticonvulsant/Anxiety/Tremors) .5mg 1 tab (for behaviors), Simethicone (for Gas) 80mg 1 tab, and Chewable (for health) child's vitamin 1 tab (for health)."</p> <p>For client D: -A 6/9/14 BDDS report for an incident on 6/6/14 at 8:00pm, indicated client D went to Special Olympics out of town "for the weekend. [GHS #8] did all the medication passes over the weekend. [GHS #8] signed the MAR on 6/6/14 and 6/7/14." The report indicated client D did not receive "Aveeno lotion (for dry skin) at 8:00pm on 6/6/14 and 6/7/14, Voltaren 1% Gel applied to her knee (for knee pain) at 12pm, 4pm, and 8pm on 6/6/14."</p> <p>-A 6/9/14 BDDS report for an incident on 6/7/14 at 8:30am, indicated client D received her 8:00am medications at 6:00am on 6/7/14 at the group home "with no doctor approval" for early administration. The report indicated GHS #7 and GHS #8 picked up client D at "6:30am" to leave for Special Olympics out of town and at "around 8:30am" GHS #7 and GHS #8 administered a second dose of "all [client D's] 8am medications...Olyscio (for nutrition) 500mg (milligrams) plus vit (vitamin) D 1 tab (tablet), Lotrel (for Hypertension) 5-20mg 1 tab, Mobic (for</p>			

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	<p>Arthritis) 15mg 1/2 tab, Oxybutynin (urinary incontinence) 5mg, Prozac (for Post Menopause symptoms) 40mg, and Therapeutic M (for health)."</p> <p>On 7/7/14 at 1:45pm, the facility's 6/9/14 "Investigation" into the incidents indicated this was substantiated "Neglect" in that the medications were signed on the MARs as given and the medications were not administered by the facility staff responsible for ensuring clients received their medications as ordered by each client's physician. The 6/9/14 investigation also indicated "neglect can be substantiated in this case" when GHS #1 administered client A, B, C, and D's 8:00am medications on 6/6/14 at 6:00am and GHS #1 "did sign the MARs." The investigation indicated clients A, B, C, and D's MARs were signed by the staff on the out of town outing that the medications were administered however, it was discovered through the investigation that client A, B, C, and D's topical medications and oversized medication containers were in a separate bag for the outing and not taken from the group home by GHS #7 and GHS #8. The investigation concluded as the result client A, B, C, and D's topical and oversized medications "could not have been given" to each client as prescribed. The</p>						

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	<p>investigation indicated GHS #7 and GHS #8 left with clients A, B, C, and D from the group home to travel out of town to Special Olympics, pulled over on the roadside, and did not check client A, B, C, and D's MARs before administering a second dose of morning medications on 6/6/14. The investigation indicated "The staff noticed that the 8:00am medications had already been removed from the bubble packs so they went ahead and administered the next day's medications...It is clear that the staff did not pay close enough attention to the medication policy and procedure nor did they communicate about the medication administration."</p> <p>On 7/8/14 at 1:20pm, client A's 6/2014 "Physician's Order" indicated Clindamycin 1% lotion (for fungal areas) at 8am, Eucerin Cream (for dry skin) at 8pm, Phenytoin EX (for Seizure Disorder) 100mg by mouth every morning, Phenytoin (for Seizure Disorder) 50mg 1 chew every morning, Sertraline (for Anti depressant/mood Disorder) 50mg 1 1/2tab every morning, Indapamide (for Hypertension/Diuretic) 2.5mg 2 tabs every morning, Potassium Chloride Low Potassium levels) 10% liquid 1 tablespoon daily, and Caltrate (for health) 600 + 400 vitamin D 1 chew once daily."</p>			

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	<p>On 7/8/14 at 2:50pm, client B's 6/2014 "Physician's Order" indicated "Eucerin Cream apply to affected area of skin twice a day (and) Loratadine 10mg tab (for Environmental Allergies) daily."</p> <p>On 7/8/14 at 1:55pm, client C's 6/2014 "Physician's Order" indicated "Polyethylene Glycol 3350 powder (for Constipation) 1 capful at 8:00am, and 8:00pm, Benztropine (to reduce Tremors/Anti Parkinson) 1mg 1 tab, Clonazepam (for Anticonvulsant/Anxiety/Tremors) .5mg 1 tab (for behaviors), Simethicone (for Gas) 80mg 1 tab, and Chewable (for health) child's vitamin 1 tab (for health)."</p> <p>On 7/8/14 at 2:22pm, client D's 6/2014 "Physician's Order" indicated "Aveeno lotion (for dry skin) use as directed, Voltaren 1% Gel applied to her knee (for knee pain) up to four times a day, Olyscio (for nutrition) 500mg (milligrams) plus vit (vitamin) D 1 tab (tablet) twice a day, Lotrel (for Hypertension) 5-20mg 1 tab daily, Mobic (for Arthritis) 15mg 1/2 tab twice a day with food, Oxybutynin (urinary incontinence) 5mg twice a day, Prozac (for Post Menopause symptoms) 40mg daily, and Therapeutic M (for health) daily."</p>			

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	<p>On 7/8/14 at 2:55pm, a record review was completed of the facility's undated policy and procedure for "Medication Administration" indicated staff should administer client medications according to physician's orders and "Medications must be administered within the following...At the prescribed time noted on the prescription and/or MAR.</p> <p>On 7/8/14 at 2:55pm, the 2004 "Core A/Core B Medication Training" indicated "Lesson 3 Principles of Administering Medications." The Core A/Core B policy and procedure indicated the facility should follow physician orders.</p> <p>On 7/7/14 at 4pm, an interview with the agency nurse, the VPRS (Vice President of Residential Services), and QIDP (Qualified Intellectual Disabilities Professional) was conducted. The agency nurse indicated staff should administer medications according to physician's orders. The agency nurse indicated staff did not follow the medication administration policy and procedure when medications were not administered according to physician's orders.</p> <p>This federal tag relates to complaint #IN00150716.</p> <p>9-3-6(a)</p>						

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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