

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G601		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED  04/30/2012	
NAME OF PROVIDER OR SUPPLIER  TANGRAM INC				STREET ADDRESS, CITY, STATE, ZIP CODE 4516 E THOMPSON RD INDIANAPOLIS, IN 46237			
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W0000	<p>This visit was for the investigation of complaint #IN00106317.</p> <p>Complaint #IN00106317: Substantiated, Federal and state deficiency related to the allegation(s) is cited at W331.</p> <p>Survey dates: April 26, 27, and 30, 2012.</p> <p>Facility Number: 001183 Provider Number: 15G601 AIM Number: 100240080</p> <p>Surveyor: Brenda Nunan, RN, Public Health Nurse Surveyor III</p> <p>This deficiency reflects state findings cited in accordance with 460 IAC 9. Quality Review completed 5/4/12 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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W0331	<p>483.460(c) NURSING SERVICES The facility must provide clients with nursing services in accordance with their needs.</p> <p>Based on record review and interview, the facility failed to ensure nursing services monitored health conditions, failed to develop and/or revise risk plans when needed and failed to ensure facility staff were trained to meet the health needs for 1 of 1 sampled clients (client A).</p> <p>Findings include:</p> <p>Facility incident reports were reviewed on 04/26/2012 at 1:29 p.m. An Indiana Division of Disability and Rehabilitative Services Incident Report, dated 03/03/2012 at 2:20 p.m., indicated, "...On Saturday, 3-3-2012 [Direct Support Professional (DSP) #6]...noticed that [client A] was not feeling well...not able to keep her Meds (medications) down and she was vomiting....the nurse informed them to observe [client A] and take her temperature, her temperature was 97.5...began vomiting again...called the nurse and was instructed to get [client A] to E.R. (Emergency Room)...she had pneumonia...admitted to [hospital] for treatment...."</p> <p>An Indiana Division of Disability and Rehabilitative Services Incident Report,</p>	W0331	<p>Tangram has created a policy related specifically to required nursing supports for Supported Group Living (group home) clients. These nursing supports are based upon Indiana State Department of Health guidelines in order to ensure that clients receive the adequate amount of nursing services to meet their health needs. This policy includes a requirement for the nurse working with group home clients to follow certain protocol with regard to a client's health status, including: - Ensuring clients have risk plans directly related to any high risk health areas and that new risk plans are developed when an applicable diagnosis has been determined - Ensuring that these risk plans contain enough information to provide a baseline standard for staff and instructions on when staff should notify the nurse when abnormal results are indicated - Ensuring staff are trained on all client risk plans and the proper manner for reporting abnormal results to the nurse - Assessing clients in person within 24 hours upon any discharge from hospitalization - Maintaining proper communication with the client's physician with regard to any abnormal health signs, any</p>	05/30/2012			

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	<p>dated 03/23/2012 at 8:45 p.m., indicated, "...On the morning of March 23rd staff noticed that [client A] was having shortness of breath. They immediately scheduled her to see her primary care physician...The doctor recommended staff take her to the hospital...It was found that she had pneumonia in one of her lungs and also arrhythmia (abnormal heart rhythm). She was admitted to the hospital at 8:45 p.m...."</p> <p>An Indiana Division of Disability and Rehabilitative Services Incident Report, dated 03/25/2012 at 8:30 a.m., indicated, "...On Sunday, March 25, 2012, [DSP #2] contacted [client A's] sister...informed [DSP #2] that she had just gotten off the phone with the hospital because they had called to inform her that [client A] had passed away moments ago...[Client A] had previously been hospitalized on March 3, 2012, with a diagnosis of pneumonia...After her discharge...she was evaluated by [hospice] on March 14, 2012. [Hospice] did not admit her into hospice care...She was scheduled for a follow-up appointment with per PCP (Primary Care Physician)...on March 26, 2012...."</p> <p>Client A's record was reviewed on 04/26/2012 at 1:29 p.m. Client A's diagnosis included, but was not limited to,</p>		<p>changes in health status, or any changes to medications, treatments and/or diagnoses after discharge from hospitalization - Monitoring client health records in the home to determine when communication with the physician, when it may be necessary, to develop or revise new risk plans, or when staff may need additional training on health status issues</p> <p>Furthermore, group home direct support staff (DSP) will be directed to contact</p> <p>Tangram's group home nursing staff when: - Any abnormal results are obtained from any assessments, observations, and/or administered treatments - High risk health plans contain instructions for nurse contact when results are obtained that do not meet the baseline standard established in the risk plan, when applicable - Any signs of illness or health issues arise where nursing care and support is needed Tangram DSP and nursing staff will sign off on this policy and Tangram will ensure that this policy is set as the standard for nursing services for all of Tangram's Supported Group Living Sites.</p>		

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	<p>new onset congestive heart failure.</p> <p>A Consumer Health Consultation, dated 03/03/2012, indicated "...Acute Hypoxic (reduced oxygen) Respiratory failure (symbol for secondary to) Pneumonia. Received Rx (prescription) for Avelox (antibiotic) 400 mg (milligram) by mouth daily for 10 days....."</p> <p>A Progress Note, dated 03/12/2012, indicated client A was discharged from the hospital to the group home.</p> <p>The (hospital) Discharge Summary, dated 03/12/2012, indicated instructions for when to take the next dosages of prescribed medications. The summary indicated, "...STOP taking these previous medications...digoxin (medication prescribed for treatment of congestive heart failure and in treating some types of abnormally rapid heart rate) (LANOXIN) 125 mcg (microgram) tablet...Call your Dr.(doctor) For (sic) any questions or problems. You will be under Hospice care...." The record did not indicate the RN consulted with the physician to clarify discharge orders and did not inform the physician client A was denied admission to hospice services.</p> <p>A Progress Note, dated 03/13/2012, indicated client A's blood pressure was</p>			

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	<p>120/107 and her pulse was 145 beats per minute. The record indicated, "...staff called the nurse and told her to check the BP (blood pressure) again in one hour. staff (sic) checked her BP in one hour and it was 110/84, pulse was 137. staff (sic) also called nurse to let her know. staff (sic) monitored the BP. AT (sic) 12 pm and it was 112/88, pulse was 100...." The record did not indicate the physician was contacted in regard to the rapid heart rate (normal heart rate is 60-100) and elevated blood pressure.</p> <p>The Treatment Record, dated 03/01/2012-03/31/2012, indicated, "...Take and record blood pressure every morning...." The Treatment Record did not indicate parameters for reporting abnormal vital signs to the RN/physician. The record indicated client A's pulse was 109 on 03/15/2012. The record did not indicate the RN assessed client A or that the physician was notified of the rapid heart rate.</p> <p>A Progress Note, dated 03/16/2012, indicated client A's pulse was 134. The record did not indicate the physician was notified of the rapid heart rate.</p> <p>A Progress Note, dated 03/17/2012, indicated, "...[Client A] was in bed the whole time and got up a few times to go</p>			

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	<p>to the bathroom!" The Treatment Record, dated 03/01/2012-03/31/2012, indicated client A's pulse was 140 on 03/17/2012. The record did not indicate the RN assessed client A or that the physician was notified client A remained in bed and had a rapid heart rate.</p> <p>The Treatment Record, dated 03/01/2012-03/31/2012, indicated client A's pulse was 145 on 03/18/2012 and was 141 on 03/19/2012. The record did not indicate the RN assessed client A or that the physician was notified of the rapid heart rate.</p> <p>A Progress Note, dated, 03/20/2012, indicated, "...Client was in the bed taking a nap. She was checked-on frequently through out the evening. She Had (sic) her 5 and 9 pm medicine. She ate a sandwich and juice and went back to sleep..." The Treatment Record, dated 03/01/2012-03/31/2012, indicated client A's pulse was 161 on 03/20/2012. The record did not indicate the RN assessed client A or that the physician was notified of client A's health condition.</p> <p>A Progress Note, dated 03/21/2012, indicated, "...[Client A] requested to be transported to bed when staff arrived (at 2 p.m.). [Client A] rested and requested to remain in bed...[Client A] was in bed</p>				

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	<p>when staff ended shift (10:00 p.m.)...."</p> <p>The Treatment Record, dated 03/01/2012-03/31/2012, indicated client A's pulse was 144 on 03/21/2012. The record did not indicate the RN assessed client A or that the physician was notified of client A's health condition.</p> <p>A Progress Note, dated 03/22/2012, indicated, "...she has been calling staff every 10-20 minutes since 12:00 AM till (sic) 5:00 AM to hand her a glass of water...[Client A] did not want to get up today neither did she want to eat...." The Treatment Record, dated 03/01/2012-03/31/2012, indicated client A's pulse was 142 on 03/22/2012. The record did not indicate the RN assessed client A or consulted with the physician in regard to the rapid heart rate, lack of energy, and increased thirst.</p> <p>The Treatment Record, dated 03/01/2012-03/31/2012, indicated client A's pulse was 153 on 03/23/2012. A Progress Note, dated 03/23/2012, indicated, "...Client was given 7 am meds (medications) successfully. She was prompted to get up, use restroom and refused. Wanted to (go) back to bed. Staff monitored thruout (sic) morning, and upon seeing client was not feeling well, program manage made aappoint (appointment), where staff was advised</p>			

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	<p>that client should go to hospital...."</p> <p>A Physician's Note, dated 3/23/12, indicated, " ...[Client A] was seen in the office this AM-she had recent hospitalization c (with) [name of hospital] c (with) pneumonia. We are sending her back to the ED (Emergency Department) for evaluation of tachypnea (rapid breathing), O2 Sat (oxygen saturation is amount of red blood cells saturated with oxygen) on RA (room air) = 85% (normal 95-100%)...."</p> <p>A Continuous Nursing Note, dated 03/23/2012, indicated, "Received call from house manager to come and assess [client A] as she has not been feeling well. [Client A] was not found @ (at) home, admitted to hospital...." The record did not indicate the nurse assessed client A after she was discharged from the hospital on 03/12/2012.</p> <p>An Emergency Department Note, dated, 03/23/2012, indicated, "...Pt patient) was recently in the hospital for pneumonia 2 weeks ago. Was doing ok but in the last day caregiver states she has been acting abnormally, asking for water all the time...Brought pt to pcp (Primary Care Physician) today and there she was found to be hypoxic (low oxygen level), also states that her heart was racing.</p>				

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	<p>Unknown fever...Impression: 1. A (atrial) fib (fibrillation) with rvr (rapid ventricular response) (irregular heart beat). 2. Hypoxia. 3. CHF (congestive heart failure)...Clinical impression: 1. Rapid atrial fibrillation. 2. Pneumonia, organism unspecified...."</p> <p>A Pronouncement of Patient Death, dated 03/25/2012 at 8:50 a.m., indicated, "...Absence of apical pulse, Absence of bilateral breath sounds, Absence of audible blood pressure." The record did not indicate a post mortem evaluation (autopsy) was completed.</p> <p>Risk plans for Constipation, Depression and Skin break down were emailed for review on 04/27/2012 at 6:01 p.m. The email indicated, "...Please find attached the High Risk Plans that we had for [Client A]...." The email did not indicate risk plans were developed for congestive heart failure and/or reporting abnormal vital signs.</p> <p>During an interview on 04/26/2012 at 5:20 p.m., Direct Support Professional (DSP) #2 stated, "[Client A] had wheezing a few days before the first hospitalization and started wheezing about 2 days before taking her back (to the hospital)." She indicated client A required verbal prompts to stay out of bed</p>			

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	<p>and participate in daily activities. She stated, "[Client A] may have wanted to go to bed more during the days between hospitalizations." DSP #2 indicated client A reported to staff when she was ill and indicated client A appeared ill approximately 24 hours prior to the second hospitalization. DSP #2 indicated client A had risk plans for some health issues. She indicated guidelines for reporting abnormal vital signs should have been listed on the Treatment Record. She indicated she would notify the nurse if client A seemed ill or had abnormal vital signs.</p> <p>During an interview on 04/26/2012 at 5:35 p.m., DSP #1 stated vital signs were "pretty average until [client A] went to the hospital." DSP #1 stated she would notify the nurse for, "changes in blood pressure, changes in temperature, and changes in status."</p> <p>During an interview on 04/26/2012 at 6:55 p.m. DSP #6 indicated client A spent more time in bed prior to hospitalization/death. She indicated she was not aware of client A having a history of pneumonia or congestive heart failure. DSP #6 stated she "noticed heart rate was fast and BP lower." She indicated she would reference risk plans for guidelines for reporting abnormal vital signs. The</p>			

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	<p>record did not indicate a risk plan for congestive heart failure or parameters for reporting abnormal vital signs.</p> <p>During an interview on 04/27/2012 at 1:15 p.m., RN #1 indicated she did not assess client A after she was discharged from the hospital on 03/12/2012. She indicated she did not notify the physician that hospice denied services to client A. RN #1 indicated client A had risk plans for managing health issues. The RN stated, "Staff should have contacted me for anything different from baseline." She did not indicate what was considered "baseline" for client A. The RN indicated she had not reviewed client A's 03/12/2012 hospital discharge instructions. She indicated she did not assess client A's health after she came home from the hospital. The RN stated, "The facility policy is to assess within 24 hours after discharge from the hospital." A copy of the policy was requested, but not provided. The RN indicated she did not consult with the physician in regard to client A's medications and health after she discharged from the hospital on 03/12/2012.</p> <p>This federal tag relates to complaint #IN00106317.</p> <p>9-3-6(a)</p>						

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