

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G719	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 02/03/2015
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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1406 W TARKINGTON DR GREENSBURG, IN 47240
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W000000	<p>This visit was for the investigation of complaint #IN00163122.</p> <p>Complaint #IN00163122: Substantiated, Federal and State deficiencies related to the allegation are cited at W102, W104, W122, W148, W149, 158, W159, W186, W252, W318 and W331.</p> <p>Unrelated deficiencies cited.</p> <p>Dates of Survey: January 20, 21, 22 and February 3, 2015.</p> <p>Facility Number: 004375 Provider Number: 15G719 Aim Number: 200510170</p> <p>Surveyor: Vickie Kolb, RN</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 2/10/15 by Ruth Shackelford, QIDP.</p>	W000000		
W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific</p>			

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>governing body and management requirements are met.</p> <p>Based on observation, record review and interview for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the facility failed to meet the Condition of Participation: Governing Body.</p> <p>The governing body failed to exercise general policy and operating direction over the facility:</p> <p>__ To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain, to ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain and to ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain and pain management.</p> <p>__ To ensure nursing services was notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client's record.</p> <p>__ To ensure the facility notified client A's guardian/mother of client A's ongoing pain, medical issues and concerns.</p> <p>__ To ensure nursing services followed</p>	W000102	<p>Nurse in conjunction with Program Director (QIDP) will train staff on the implementation of the Indiana Mentor Pain assessment and management plan, including a pain assessment scale for non-verbal adults with intellectual disabilities and a pain management scale for verbal adults with intellectual disabilities. Nurse will develop client specific pain management protocols for any client with chronic pain requiring ongoing physician intervention and or use of pain management medication, including PRNs. Nurse in conjunction with Program Director (QIDP) will train all staff on client specific pain management protocols. Health Services Supervisor will review and approve all health care protocols to ensure nursing services develop and implement a specific plan of care to address clients recurring pain and pain management. Area Director will review all client specific training to ensure that all staff have been trained on clients individual pain and pain management protocols prior to working with an individual.</p> <p>Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record.</p> <p>Nurse, Program Director (QIDP)</p>	03/05/2015

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	<p>nursing standard of practice in regard to client A's clogged g-tube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__ To ensure sufficient numbers of staff in the home to supervise, care for and to ensure the clients' safety throughout the day for clients A, B, C and D.</p> <p>Findings include:</p> <p>1. The governing body failed to exercise general policy and operating direction over the facility:</p> <p>__ To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain, to ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain and to ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain and pain management.</p> <p>__ To ensure nursing services was notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client's record.</p> <p>__ To ensure the facility notified client</p>		<p>and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions. Area Director will train Program Director (QIDP) and Home Manager on contact of guardians and documentation of this contact. Contact with all guardians must be made at least monthly but more often if medical conditions change or incident occurs. A form for documenting this contact was developed and will be completed anytime contact is made. The Program Director (QIDP) will review guardian contact weekly for 3 months with the Area Director at weekly Program Director (QIDP)/Area Director meetings to ensure contact is being made. Then will review monthly on an ongoing basis. Nurse will develop specific protocols for clients with G-Tubes to ensure the protocol contains specific steps for clogged tubes, monitoring residual fluids, when feedings are to be held and for how long and when the staff are to notify nursing in regard to the residual results for clients. Nurse in conjunction with</p>		

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	<p>A's guardian/mother of client A's ongoing pain, medical issues and concerns.</p> <p>__To ensure nursing services followed nursing standard of practice in regard to client A's clogged g-tube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__To ensure sufficient numbers of staff in the home to supervise, care for and to ensure the clients' safety throughout the day for clients A, B, C and D. Please see W104.</p> <p>2. The governing body failed to ensure the facility met the Condition of Participation: Client Protections. The governing body failed to implement its policy and procedures: __To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain. __To ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain. __To ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain to include client A's pain indicators, specific intervention for the staff to follow and what the staff were to do when the</p>		<p>Program Director (QIDP) will train all staff on g-tube protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will complete g-tube feeding observations weekly for 3 months and then at least monthly ongoing to ensure that staff are following and implementing protocols correctly. Nurse will develop specific plan of care for clients with colostomy bag and stoma. Protocol will consist of what the staff are to document in regard to the contents of the colostomy bag and when/what the staff are to notify nursing in regard to clients output. Nurse in conjunction with Program Director (QIDP) will retrain all staff on colostomy bag and stoma protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months and then at least monthly ongoing to ensure colostomy and stoma protocols are being implemented correctly. Nurse will develop client specific protocol addressing oral care issues for all clients Including how the staff are to monitor and assist client with white substance on</p>				

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	<p>interventions did not relieve client A's pain and/or pain medications were ineffective, to ensure nursing services were notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client A's record.</p> <p>__ To ensure nursing services followed nursing standard of practice in regard to client A's clogged Gtube.</p> <p>__ To ensure sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide training for clients A, B, C and D.</p> <p>Please see W122.</p> <p>3. The governing body failed to ensure the facility met the Condition of Participation: Facility Staffing. The governing body failed to exercise general policy and operating direction over the facility:</p> <p>__ To ensure sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide the clients training for clients A, B, C and D.</p> <p>__ To ensure the QIDP integrated, coordinated and monitored client A's, B's, C's and D's program plans and medical</p>		<p>tongue/mouth, when the staff are to give client PRN medication for the buildup of white substance on tongue and lips and what/when the staff are to notify nursing in regard to clients oral needs.</p> <p>Nurse in conjunction with Program Director (QIDP) will retrain all staff on oral care protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months and then at least monthly ongoing to ensure oral care protocols are being implemented correctly.</p> <p>Nurse will develop client specific hypertension protocol to include the parameters of high and low blood pressure and when the staff are to notify nursing in regard to clients blood pressure readings.</p> <p>Nurse in conjunction with Program Director (QIPD) will retrain all staff on hypertension protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months and then at least monthly ongoing to ensure hypertension protocols are being implemented correctly.</p> <p>Nurse in conjunction with Program Director (QIDP) will</p>	

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	<p>needs with health care services, to ensure the staff documented the results of client A's PRN pain medication and to ensure client B was provided a gait trainer/stander and/or client B's gait trainer was repaired. Please see W158.</p> <p>4. The governing body failed to ensure the facility met the Condition of Participation: Heath Care Services. The governing body failed to exercise general policy and operating direction over the facility: ___ To ensure client A's medical needs were met in a timely manner in regard to client A's recurring pain and client A's pain medication and to ensure client A was assessed/reassessed by a physician and/or sent to the hospital to be assessed for cause of the pain. The facility health care services failed to ensure a specific plan of care was developed and implemented in regard to client A's pain management. ___ To followed nursing standard of practice in regard to client A's clogged g-tube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach). ___ To ensure the staff documented all PRN (as needed) medications with a time given and the results and/or effects of the PRN for client A.</p>		<p>retrain all staff on taking vitals and documenting as indicated by physician. Nurse, Program Director (QIDP) and/or Home Manager will review treatment sheets at least weekly to ensure that vitals are being taken and documented as indicated by physician. Nurse in conjunction with Program Director (QIDP) will retrain all staff on medication administration to ensure that medications are given and documented in compliance with each client's physician orders. Nurse, Program Director and/or Home Manager will review MAR's at least 3x a week to ensure that medications are being administered correctly. Program Director (QIDP) will retrain staff on checking adaptive equipment including stander for all clients and documenting on the clients treatment sheets that all equipment in present and in good working condition. Program Director will train staff to report any issues or repairs needed to Program Director immediately so Program Director can have item replaced or repaired in a timely manner. Program Director (QIDP) or Home Manager will review treatment sheets at least 3x a week to ensure that adaptive equipment is being checked and that any issues are being reported to Program Director. Indiana Mentor will ensure that there will be two staff in the home anytime there are 3 or more</p>	

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	<p>__To ensure a specific plan of care was developed and implemented in regard to g-tubes and how the staff were to monitor residual fluids, when g-tube feedings were to be held and for how long and when the staff were to notify nursing in regard to the residual results for clients A and B.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's colostomy bag and stoma (a surgically created opening on the abdomen which allows stool to pass through), what the staff were to document in regard to the contents of the colostomy bag and when/what the staff were to notify nursing in regard to client B's stoma, colostomy and bowel output.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's oral care, how the staff were to monitor and assist client B due to a history of white substance on client B's tongue/mouth, when the staff were to give client B his PRN medication for the buildup of white substance on his tongue and lips and what/when the staff were to notify nursing in regard to client B's oral needs.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's Hypertension to include the parameters of high and low blood pressure for client B and when the staff</p>		<p>clients except during night time hours and/or as client needs require. Program Director (QIDP) and Area Director will monitor staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs. Responsible Parties: Nurse, Program Director (QIDP), Home Manager, Area Director, Health Services Supervisor</p>	

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W000104	<p>were to notify nursing in regard to client B's blood pressure readings. ___ To ensure the staff took and documented client B's vital signs as indicated by the physician. ___ To ensure all medications were administered in compliance with each clients' physicians' orders for clients A, B, C, and D. Please see W318.</p> <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-1(a)</p> <p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility. Based on observation, record review and interview for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the governing body failed to exercise general policy and operating direction over the facility: ___ To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain, to ensure nursing services assessed/reassessed client A for ongoing pain and the need to</p>	W000104	Nurse in conjunction with Program Director (QIDP) will train staff on the implementation of the Indiana Mentor Pain assessment and management plan, including a pain assessment scale for non-verbal adults with intellectual disabilities and a pain management scale for verbal adults with intellectual disabilities. Nurse will develop client specific pain management protocols for any client with chronic pain requiring ongoing physician intervention and or use	03/05/2015

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	<p>be seen by a physician and/or taken to the hospital due to recurring pain and to ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain and pain management.</p> <p>__To ensure nursing services was notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client's record.</p> <p>__To ensure the facility notified client A's guardian/mother of client A's ongoing pain, medical issues and concerns.</p> <p>__To ensure nursing services followed nursing standard of practice in regard to client A's clogged g-tube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__To ensure sufficient numbers of staff in the home to supervise, care for and to ensure the clients' safety throughout the day for clients A, B, C and D.</p> <p>Findings include:</p> <p>1. The governing body failed to ensure the facility notified client A's guardian/mother of client A's continued and increasing episodes of crying/screaming due to pain. Please see W148.</p>		<p>of pain management medication, including PRNs. Nurse in conjunction with Program Director (QIDP) will train all staff on client specific pain management protocols. Health Services Supervisor will review and approve all health care protocols to ensure nursing services develop and implement a specific plan of care to address clients recurring pain and pain management. Area Director will review all client specific training to ensure that all staff have been trained on clients individual pain and pain management protocols prior to working with an individual Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record.</p> <p>Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records.</p> <p>Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions.</p> <p>Area Director will train Program Director (QIDP) and Home Manager on contact of guardians and documentation of this</p>	

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	<p>2. The governing body failed to implement its policy and procedures:</p> <p>___ To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain.</p> <p>___ To ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain.</p> <p>___ To ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain to include client A's pain indicators, specific intervention for the staff to follow and what the staff were to do when the interventions did not relieve client A's pain and/or pain medications were ineffective, to ensure nursing services were notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client A's record.</p> <p>___ To ensure nursing services followed nursing standard of practice in regard to client A's clogged g-tube.</p> <p>___ To ensure sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide training for clients A, B, C and</p>		<p>contact. Contact with all guardians must be made at least monthly but more often if medical conditions change or incidents occur. A form for documenting this contact was developed and will be completed anytime contact is made. The Program Director (QIDP) will review guardian contact weekly for 3 months with the Area Director at weekly Program Director/Area Director meetings to ensure contact is being made. Then will review monthly on an ongoing basis.</p> <p>Nurse will develop specific protocols for clients with G-Tubes to ensure the protocol contains specific steps for clogged tubes, monitoring residual fluids, when feedings are to be held and for how long and when the staff are to notify nursing in regard to the residual results for clients.</p> <p>Nurse in conjunction with Program Director (QIDP) will train all staff on g-tube protocols.</p> <p>Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will complete g-tube feeding observations weekly for 3 months to ensure that staff are following and implementing protocols correctly. Indiana Mentor will ensure that there will be 2 staff on duty during all waking hours when 3 or more clients are present. More staffing</p>	

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W000122	<p>D. Please see W149.</p> <p>3. The governing body failed to ensure the QIDP (Qualified Intellectual Disabilities Professional) integrated, coordinated and monitored client A's, B's, C's and D's program plans and medical needs with health care services, to ensure the staff documented the results of client A's PRN (as needed) pain medication and to ensure client B was provided a gait trainer/stander and/or client B's gait trainer was repaired. Please see W159.</p> <p>4. The governing body failed to ensure sufficient direct care staff was provided to supervise and care for the clients throughout the day to provide the clients training and to meet the clients' basic health and safety needs for clients A, B, C and D. Please see W186.</p> <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-1(a)</p> <p>483.420 CLIENT PROTECTIONS</p>		<p>will be provided if clients health/safety needs require it based on IDT or medical recommendations. One staff will be on duty during overnight shift when clients are asleep. Home Manager and Program Director (QIDP) will develop weekly schedule to ensure these staffing ratios are in place as stated above. Area Director will monitor staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs. Program Director will retrain staff on checking adaptive equipment including stander for all clients and documenting on the clients treatment sheets that all equipment in present and in good working condition. Program Director will train staff to report any issues or repairs needed to Program Director immediately so Program Director can have item replaced or repaired in a timely manner. Program Director (QIDP) or Home Manager will review treatment sheets at least 3x a week to ensure that adaptive equipment is being checked and that any issues are being reported to Program Director. Responsible parties: Program Director (QIDP), Nurse, Home Manager, Health Services Supervisor, Area Director</p>		

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	<p>The facility must ensure that specific client protections requirements are met. Based on record review and interview for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the facility failed to meet the Condition of Participation: Client Protections.</p> <p>The facility failed to implement its policy and procedures: ___ To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain. ___ To ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain. ___ To ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain to include client A's pain indicators, specific intervention for the staff to follow and what the staff were to do when the interventions did not relieve client A's pain and/or pain medications were ineffective, to ensure nursing services were notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client A's record. ___ To ensure nursing services followed</p>	W000122	<p>Nurse in conjunction with Program Director will train staff on the implementation of the Indiana Mentor Pain assessment and management plan, including a pain assessment scale for non-verbal adults with intellectual disabilities and a pain management scale for verbal adults with intellectual disabilities.</p> <p>Nurse will develop client specific pain management protocols for any client with chronic pain requiring ongoing physician intervention and or use of pain management medication, including PRNs.</p> <p>Nurse in conjunction with Program Director will train all staff on client specific pain management protocols. Health Services Supervisor will review and approve all health care protocols to ensure nursing services develop and implement a specific plan of care to address clients recurring pain and pain management.</p> <p>Area Director will review all client specific training to ensure that all staff have been trained on clients individual pain and pain management protocols prior to working with an individual.</p> <p>Nurse in conjunction with Program Director will retrain staff on monitoring effectiveness of</p>	03/05/2015

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	<p>nursing standard of practice in regard to client A's clogged Gtube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__To ensure sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide training for clients A, B, C and D.</p> <p>Findings include:</p> <p>The facility failed to implement its policy and procedures:</p> <p>__To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain.</p> <p>__To ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain.</p> <p>__To ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain to include client A's pain indicators, specific intervention for the staff to follow and what the staff were to do when the interventions did not relieve client A's pain and/or pain medications were ineffective, to ensure nursing services</p>		<p>PRN medications and documenting results of PRN medication in client's record.</p> <p>Nurse, Program Director and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records.</p> <p>Nurse, Program Director and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions.</p> <p>Nurse will develop specific protocols for clients with G-Tubes to ensure the protocol contains specific steps for clogged tubes, monitoring residual fluids, when feedings are to be held and for how long and when the staff are to notify nursing in regard to the residual results for clients.</p> <p>Nurse in conjunction with Program Director will train all staff on g-tube protocols.</p> <p>Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement.</p> <p>Program Director or Home Manager will complete g-tube</p>	

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W000148	<p>were notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client A's record.</p> <p>__To ensure nursing services followed nursing standard of practice in regard to client A's clogged Gtube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__To ensure sufficient numbers of staff in the home to supervise and care for and to ensure the clients' safety throughout the day for clients A, B, C and D. Please see W149.</p> <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-2(a)</p> <p>483.420(c)(6) COMMUNICATION WITH CLIENTS, PARENTS & The facility must notify promptly the client's parents or guardian of any significant incidents, or changes in the client's condition including, but not limited to, serious illness, accident, death, abuse, or unauthorized absence.</p> <p>Based on record review and interview for 1 additional client (A), the facility failed to notify client A's legal guardian/mother</p>	W000148	<p>feeding observations weekly for 3 months to ensure that staff are following and implementing protocols correctly.</p> <p>Indiana Mentor will ensure that there will be two staff in the home anytime there are 3 or more clients except during night time hours when there will be one staff present unless client needs require additional staffing.</p> <p>Program Director and Area Director will monitor staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs. Responsible parties: Area Director, Program Director, Home Manager, Nurse, Health Services Supervisor</p> <p>Area Director will train Program Director(QIDP) and Home Manager on contact of guardians and documentation of this</p>	03/05/2015			

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	<p>of client A's continued and increasing episodes of crying/screaming from pain.</p> <p>Findings include:</p> <p>The facility's reportable and investigative records were reviewed on 1/21/15 at 8 AM.</p> <p>__The 12/2/14 BDDS (Bureau of Developmental Disabilities Services) report indicated on 12/2/14 at 12 PM client A was taken to the hospital due to crying and indicating pain. Pain was of unknown origin, all tests were negative and the client was diagnosed with constipation and abdominal pain. Client A was given 5 ounces of Magnesium Citrate (a laxative) and was given a prescription for pain medication.</p> <p>__The 12/17/14 BDDS report indicated on 12/16/14 at 8 AM client A had a Cholecystectomy (surgical removal of the gall bladder). The 12/31/14 BDDS follow up report to the 12/17/14 BDDS report indicated client A had removal of her gall bladder on 12/16/14 as an out patient procedure and "was prescribed pain medication for any pain as needed. [Client A] had a follow up appointment with surgeon on 12/30/14 and no issues were found."</p>		<p>contact. Contact with all guardians must be made at least monthly but more often if medical conditions change or incidents occur. A form for documenting this contact was developed and will be completed anytime contact is made. The Program Director (QIDP) will review guardian contact weekly for 3 months with the Area Director at weekly Program Director (QIDP)/Area Director meetings to ensure contact is being made. Then will review monthly on an ongoing basis. Responsible parties: Area Director, Program Director (QIDP), Home Manager</p>	

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	<p>__The 12/19/14 BDDS report indicated client A was taken to the ER (Emergency Room) on 12/18/14 due to a clogged mic-key tube. The report indicated "Emergency room doctor replaced mic-key tube (a type of gastrostomy tube that is inserted through the abdomen and allows for nutrition to be delivered directly into the stomach) with a temporary tube and instructed to make appointment with [name of doctor] for placing another mic-key tube. Emergency room doctor also addressed pain indicators that [client A] has been displaying with crying, grimacing, etc. X-rays were taken of her Harrington rods in back and found no issues at this time. Emergency doctor decided to admit [client A] to hospital for observation to further look at medical reasons for pain indicators."</p> <p>__The 1/16/15 BDDS report indicated on 1/15/15 client A went to the hospital for an out patient procedure "to have a new gtube button placed. No complications were reported before/during or after procedure. client returned home at approx. 12pm. Staff monitored client throughout the day. Nurse was at home and checked on client. Client appeared groggy from sedation but was following staff wither her eyes and vials were stable. Staff did routine checks</p>			

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	<p>throughout the afternoon and early evening. Last check was around 6:30 pm and client appeared stable no issues reported. Staff went to prepare evening meds and when they entered clients room she appeared to be blue and in distress. Staff immediately started CPR (Cardiopulmonary Resuscitation) and called 911. EMS (Emergency Medical Services) arrived at home and took over CPR but were unable to revive client."</p> <p>Client A's record was reviewed on 1/21/15 at 11 AM.</p> <p>Client A's Daily Support Records (DSRs) for December 2014 and January 2015 indicated:</p> <p>__ 12/1/14 from 8:30 AM to 4:45 PM client A "cried a lot today." The DSR indicated client A's mother arrived at the home and she (client A's mother) was "not happy." Client A was taken to see her doctor.</p> <p>__ 12/2/14 from 11 AM to 10 PM client A "was screaming upon arrival. She was transported to the hospital, she seem (sic) calm till hospital ran test. She fell asleep upon return."</p> <p>__ 12/3/14 from 12 AM to 8 AM client A "woke up at 3 AM crying and continued to cry until after 4 AM."</p> <p>__ 12/3/14 from 3 PM to 12 AM client A "cried when I (the staff) changed her. She</p>			

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	<p>had an XXL BM (Bowel Movement). Very fussy while cleaning her." __12/5/14 from 8 AM to 3:30 PM client A "was crying upon arrival. Changed her gown after giving bath and change (sic) wet diaper. She calm (sic) down for a bit and began to cry." __12/5/14 from 3 PM to 8 PM client A "cried off and on all night. Assisted as necessary. No issues other than her (client A) being upset." __12/6/14 from 8 AM to 8 PM client A "has yelled off and on all day. Trying to pull out feeding tube." __12/7/14 from 8 AM to 8 PM client A "has been upset most of day. She has been yelling (not crying)." Was given a bed bath and was "very uncooperative during the bath. Change (sic) and repositioned, tried to make her comfortable but nothing worked." __12/8/14 from 3 PM to 12 AM client A "cried for awhile upon arrival. Gave meds as needed for her pain. It was effective." __12/9/14 from 3 PM to 12 AM client A "cried and whined some. Gave PRN pain meds. No issues. Assisted and changed as needed." __12/10/14 from 12 AM to 8:30 AM client A "cried off and on from 2 AM until 7 AM. She would quiet, whimper, then cry. I (the staff) feel she needs a bath! Assisted her as she needed."</p>			

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	<p>__12/10/14 from 2 PM to 12 AM client A "cried off and on before 8 PM meds. Assisted as needed. Gave meds."</p> <p>__12/11/14 from 8 AM to 4 PM client A "only cried for awhile and rest of day was quiet. No issues."</p> <p>__12/11/14 from 3 PM to 8 PM client A "cried upon arrival. Gave meds. Assisted and changed as needed."</p> <p>__12/12/14 from 8 AM to 3 PM client A "Moaned for 20 minutes or more around 2 PM. Gave PRN and changed clothing due to sweaty."</p> <p>__12/12/14 from 3 PM to 8 PM client A "was crying a lot upon arrival. After 4/4:30 PM she stopped and was fine the rest of the shift."</p> <p>__12/13/14 from 8 PM to 12 AM client A "was crying when I (the staff) arrived. I gave her 8 meds, she quieted while I did it."</p> <p>__12/13/14 from 12 AM to 8 AM client A "slept well through first half of morning then awoke and was complaining of pain. Assisted her with bathing and changing as needed."</p> <p>__12/14/14 from 12 AM to 8 AM client A "woke at 1:45 AM and cried until 6 AM. Attempted making her comfortable."</p> <p>__12/14/14 from 8 AM to 7:30 PM client A "cried for a short while and began having issues with breathing." The staff called 911 and client A was taken to the</p>			

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	<p>hospital.</p> <p>__12/14/14 from 7 PM to 12 AM client A "fell asleep at 8ish (sic) when her vac (wound vacuum) began beeping. Tried to fix to no avail. Turned it off. She (client A) slept well through AM."</p> <p>__12/15/14 from 8 AM to 4:45 PM client A "cried a lot today. Mom (client A's mother) calm (sic) her down upon going to Dr (doctor) appt (appointment). [Client A] cried a lot at doctor's she seem in a lot pain (sic). Pain meds given."</p> <p>__12/17/14 from 3 PM to 12 AM client A "cried a lot upon arrival. Stopped until 6:45 (PM) and cried again until 8 PM. Assisted and changed."</p> <p>__12/17/14 from 12 AM to 8 AM client A "awoke before midnight and began whimpering which turned into crying and then screaming. Attempted making her comfortable, was not successful."</p> <p>__12/17/14 from 8 AM to 2:15 PM indicated "At 9:30 AM [client A] began to scream. She (client A) was in a lot of pain. Gave pain meds did not seem to help. Call (sic) doctor and doctor was to call back. She finally fell asleep and was awake off and on throughout day."</p> <p>__12/20/14 from 8 AM to 8 PM client A "had a pretty good day. Only cried when turning her over to change depend. Gave meds and assisted as needed."</p> <p>__12/21/14 from 8 AM to 8 PM client A "cried a lot around 9:30 AM" for an</p>				

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	<p>hour."</p> <p>__12/22/14 from 3 PM to 8 PM client A "cried frequently but meds helped control it."</p> <p>__12/22/14 from 3 PM to 12 AM client A "cried off and on."</p> <p>__12/24/14 from 12 AM to 8 AM client A began crying "around 1 AM. Gave anxiety med. She dosed (sic) on and off between crying."</p> <p>__12/24/14 from 3 PM to 10 PM client A cried "off and on through 1st half of shift."</p> <p>__12/24/14 from 10 PM to 12 AM client A "began crying around 11:30 PM. Eventually went back to sleep."</p> <p>__12/25/14 from 12 AM to 8 AM "Tried to make her (client A) comfy when crying."</p> <p>__12/25/14 from 8 AM to 2 PM client A "cried most of the morning. Couldn't calm her down, moved her, sat with her, changed her and nothing worked until 12 PM meds."</p> <p>__12/25/14 from 1 PM to 8 PM client A "cried from 2:30 PM until 3:15 PM."</p> <p>__12/26/14 from 12 PM to 8:30 PM client A "cried maybe a total of 1 hour while on my shift."</p> <p>__12/27/14 from 7 AM to 3 PM client A "has cried on and off my whole shift when moving her from side to side."</p> <p>__12/27/14 from 3 PM to 8 PM client A "cried during beginning of shift."</p>			

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	<p>__12/27/14 from 8 PM to 12 AM client A "began crying around 11 PM then stopped and dozed off."</p> <p>__12/28/14 from 8 AM to 3 PM client A "cried on and off during my shift."</p> <p>__12/28/14 from 3 PM to 8 PM client A "cried off and on throughout shift."</p> <p>__12/29/14 from 3 PM to 10 PM client A "cried during beginning of shift but quiet through the evening."</p> <p>__12/31/14 from 12 AM to 8 AM client A "did cry for short period at 4 AM. Gave PRN and bed bath."</p> <p>__12/31/14 from 3 PM to 8 PM client A "cried off and on through the shift."</p> <p>__1/2/15 from 3 PM to 8 PM client A "cried/screamed off and on all evening."</p> <p>__1/3/15 from 8 AM to 3 PM client A "cried the entire shift. Nothing eased her screaming."</p> <p>__1/3/15 from 3 PM to 8 PM client A "crying when arrived."</p> <p>__1/4/15 from 8 AM to 3 PM client A "cried off and on all day. Gave PRNs."</p> <p>__1/4/15 from 3 PM to 8 PM client A "cried a little other then (sic) that no problem."</p> <p>__1/5/15 from 10:30 AM to 3:30 PM client A "cried for a little bit."</p> <p>__1/7/15 from 12 AM to 8 AM client A "started crying at 4:30 AM but stopped when staff went in her room with her."</p> <p>__1/7/15 from 3 PM to 12 PM client A "cried off and on through shift."</p>			

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	<p>__1/8/15 from 3 PM to 11 PM client A "was crying at beginning of shift but been fine since about 4 PM."</p> <p>__1/9/15 from 3 PM to 10 PM client A "cried quite a bit tonight off and on" and "cried during majority of shift."</p> <p>__1/10/15 from 12 AM to 8 AM client A "started crying at 1 PM (sic) has done this off and on rest of shift."</p> <p>__1/12/15 from 3 PM to 12 AM client A "cried off and on throughout shift."</p> <p>__1/14/15 from 12 AM to 8 AM client A "cried most of shift."</p> <p>Client A's nursing notes for November 2014 through January 2015, not all inclusive, indicated: 11/10/14 "Staff ran out of Tylenol this AM. It has been reordered. PD (Program Director) also obtained refill for Hydrocodone without Tylenol. Contacted pharmacy, pharmacy reports they will deliver Tylenol today. Hydrocodone with Tylenol does not exist. Pharmacy contacted PD with suggestions for other non-Tylenol containing pain medications. No response at this time from MD." 11/12/14 "Emailed pharmacy for update on getting the script for stronger pain medicine." 11/14/14 "changed vac tubing and tape.... Afterward she (client A) started to</p>						

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	<p>cry pointing at her stomach. Assisted staff to reposition her and increase the elevation of her head. She continued to cry. Staff medicated her with antacid. She would calm then begin to cry again. E-mailed pharmacy about progress in obtaining script from wound care. She (the pharmacist) e-mailed back that she would try again today. She had tried yesterday and never received a call back. 15 minutes later pharmacy e-mailed back that MD is waiting until he sees her on Monday to prescribe anything for pain."</p> <p>11/17/14 "Accompanied [client A] to wound care.... Was able to talk MD into Ibuprofen 600 mg q 8 hrs (hours) PRN pain."</p> <p>11/20/14 at 1 PM "Spoke with PD, she reports [client A's] mother does not believe the Ibuprofen is enough for pain medication. So she called wound care. Wound care would not give anything else for pain management stating that a script for straight Hydrocodone had already been sent to the house. PD reports she called [name of local pharmacy] since [name of facility pharmacy] reports that they cannot obtain</p>			

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	<p>Hydrocodone. [Name of local pharmacy] told her that it has been pulled from the market."</p> <p>11/21/14 "Phone call from HM (Home Manager), she called wound care. Wound care upset that [client A's] mother called. They believed it was inappropriate for her to call. Wound care reports that [client A's] mother was told that wound vac needs to stay in place. The house needs to obtain the Hydrocodone because the MD will not prescribe anything else stronger for pain."</p> <p>11/24/14 at 8:30 AM "Spoke with HM, she reports that PD called all area pharmacies looking for somewhere to fill Hydrocodone script. [Name of pharmacy] can."</p> <p>11/24/14 at 9 AM "Staff reports [client A] cried throughout yesterday and last night. She was given Ibuprofen regularly. Staff repositioned her and changed her patch but she continued to cry. Night staff states that she finally stopped about 2 hrs after getting the last dose of Ibuprofen and fell asleep.... Reapplied wound vac. [Client A] cried throughout procedure. [Client A] continued to cry after procedure as well. HM returned from [name of local</p>						

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	<p>pharmacy]. They report a misunderstanding once they saw the script. [Name of local pharmacy] reports that as the script is written the Hydrocodone does not exist."</p> <p>11/24/14 at 12 PM "E-mailed AD (Area Director) regarding the inability to obtain Hydrocodone."</p> <p>11/25/14 at 11:30 AM "E-mail from AD, pharmacy suggests Oxycodone or Hydromorphone instead of Hydrocodone. They cannot obtain Hydrocodone without Tylenol either."</p> <p>11/26/14 at 11 AM client A "has been crying most of morning. She has been medicated with Ibuprofen and later Tylenol. She finally calmed down.... Spoke with HM, made a list of different suggestions from different pharmacies of options for MD instead of Hydrocodone. She will take list to MD on Monday's appt. (appointment). Created tracking sheet for staff to use to document her crying, medication use and when vac was on or off. HM will take to appointment on Monday. Left note for staff reminding them that they can alternate Ibuprofen and Tylenol if her pain is not under control and they have tried</p>			

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	<p>repositioning and distraction." 12/1/14 at 9:30 AM "Staff report [client A] crying off and on since yesterday AM. Received BM record, no BM recorded since 11/25 documented. However reports abdominal pain. Program director administered suppository." 12/1/14 at 11 AM "Spoke with [client A's] mother, discussed issues with filling script." 12/1/14 at 3:30 PM client A was taken to wound care and once there the client stopped crying. "MD decided if she (client A) did not cry there she was not in pain and refused to order any stronger pain medicine." 12/1/14 at 4:15 PM "Phone call from PD, she reports that during wound care, [name of doctor] declared that [client A] was not constipated and going 4-5 days without BM is not an issue due to the fact that she is bedridden. [Client A] is going to her PCP (Primary Care Physician) on Wednesday. PD will ask PCP about the length of time between BM's." 12/2/14 at 11 AM "Phone call from HM, she (the HM) reports that [client A's] mother is very concerned about her since she has been</p>			

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	<p>crying often. [Client A's] mother believes something is very wrong medically and wants her taken to ER (Emergency Room) as soon as possible. HM is on her way to the house to take her to the ER. [Client A's] mother is on her way from her home and will meet HM and [client A] at ER."</p> <p>12/2/14 at 8:15 PM "Phone call from PD, ER ran blood work, CT scan and x-rays. The only thing they could find was constipation. [Client A] was only crying in her mother's presence. Her mother did press the ER MD for pain medicine. She was prescribed Hydromorphone and liquid medicine for constipation."</p> <p>12/4/14 at 12:30 PM "Phone call from PD, [client A's] PCP appointment was canceled.... [Client A's] mother is not happy and calling all of [client A's] doctors to see who will see her. [Client A's] mother thinks with her history of gall stones that is possibly the issue. [Client A's] GI (Gastroenterologist) agreed to refer her to a surgeon.... The appointment is next Tue (Tuesday)."</p> <p>12/10/14 at 12:30 PM "Hospital just called with date for surgery"</p>			

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	<p>regarding gallbladder removal.</p> <p>During telephone interview with client A's legal representative/mother on 1/21/15 at 9:30 AM, client A's mother: __ Indicated client A was bedridden due to a non healing sacral (back) wound from April 2014 until the day she passed away (1/15/15). __ Indicated on 11/30/14 she (client A's mother) called the group home and she could hear client A screaming in the back ground and the PD (Program Director) stated to the mother, "Yeah she's (client A) crying. I (the PD) have to go take care of her (client A)." __ Indicated the PD told client A's mother that client A was in pain and was receiving pain medications. __ Stated, "My daughter wasn't crying, she was screaming." __ Indicated she had asked for the facility to notify her (client A's mother) if client A was having a bad day or her pain got worse and stated, "They (the facility) told me that she (client A) was just lonely or just needed attention." __ Indicated after hearing client A screaming while on the phone with the PD, she began calling the facility more frequently to check on client A. __ Stated she called the home on 12/1/14 at 10 AM to check on client A and was told client A had been screaming since 3</p>						

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	<p>AM and "No one called me (client A's mother) and they (the facility) didn't take her to the ER (Emergency Room). I called [name of HM - Home Manager] and told her I wanted (client A) taken to the ER immediately and I was on my way."</p> <p>__ Stated, "Her (client A's) fingernails were so long and they hadn't been clipped for awhile. She (client A) gripped my (client A's mother) arm to the point of drawing blood and was in so much pain. She was drenched with sweat and she (client A) was tensing her entire body. I (client A's mother) was told this had been going on for two weeks and no one called to tell me. [Name of PD] and [name of HM] was telling the staff not to call me. I was only told when anyone would call me that she (client A) was crying and having some pain and was lonely. I don't understand why they didn't take her to the emergency room earlier. I had to call [name of HM] and tell her I wanted her taken to the ER. That's just not right."</p> <p>__ Indicated client A had surgery on 12/16/14 to remove her gallbladder and stated she was told client A's gall bladder was "packed full of stones."</p> <p>During interview with CI (Confidential Interview) #1, CI #1: __ Indicated crying was a pain indicator for client A.</p>			

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	<p>__ Indicated the staff would call the HM and the PD when client A was crying and wouldn't stop and was told to try repositioning client A or stay with her to try to calm her and stated, "That's kind of hard to do when there was only one staff working."</p> <p>During CI #2, CI #2: __ Indicated crying was a pain indicator for client A. __ Indicated the staff would call the HM and the PD when client A wouldn't stop crying and was told to try repositioning client A or stay with her to try to calm her and stated, "We did that and it didn't always work." CI #2 indicated the staff would call the HM and PD back and was again told the same thing.</p> <p>During CI #3, CI #3: __ Indicated crying was a pain indicator for client A. __ Stated the staff would call the HM and the PD when client A wouldn't stop crying and was "always told the same thing, try repositioning her (client A) or stay with her and try to calm her." CI #3 indicated the staff would call the HM and PD back and was again told the same thing.</p> <p>During CI #4, CI #4: __ Indicated crying was a pain indicator</p>			

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	<p>for client A.</p> <p>__ Indicated the staff sometimes would call the HM and the PD to report client A's continued crying and was told to reposition client A and/or to stay with her and try to calm her. CI #4 indicated that was not always effective and stated, "Lots of times she just lay there and cried. There wasn't anything else I could do."</p> <p>During interview with the facility's RN on 1/22/15 at 1 PM, the RN: __ Indicated the staff called the HM and/or the PD with medical issues pertaining to client A and if needed the HM or the PD called the nurse. __ Indicated crying was an indication of pain for client A. __ Indicated client A was taken to the ER at the request of client A's mother on 12/2/14 because of continued crying and indication that client A was in pain. __ When asked why client A was not taken to the ER prior to 12/2/14 when exhibiting severe and/or continual pain, the RN stated, "I think we all just thought she was in pain because of her wound."</p> <p>During interview with the PD on 1/22/15 at 12 PM, the PD: __ Indicated client A's mother was not notified every time client A cried or exhibited pain. __ Indicated many times client A would</p>			

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W000149	<p>cry because she was lonely or would stop when someone walked into the room with her.</p> <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-2(a)</p> <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. Based on record review and interview for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the facility failed to implement its policy and procedures: ___ To ensure client A's medical needs were met in a timely manner in regard to client A's ongoing pain and obtaining client A's medications for pain. ___ To ensure nursing services assessed/reassessed client A for ongoing pain and the need to be seen by a physician and/or taken to the hospital due to recurring pain. ___ To ensure nursing services developed and implemented a specific plan of care to address client A's recurring pain to</p>	W000149	Nurse in conjunction with Program Director(QIDP) will train staff on the implementation of the Indiana Mentor Pain assessment and management plan, including a pain assessment scale for non-verbal adults with intellectual disabilities and a pain management scale for verbal adults with intellectual disabilities. Nurse will develop client specific pain management protocols for any client with chronic pain requiring ongoing physician intervention and or use of pain management medication, including PRNs. Nurse in conjunction with Program Director (QIDP) will train all staff on client specific pain management protocols. Health Services Supervisor will review and	03/05/2015

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	<p>include client A's pain indicators, specific intervention for the staff to follow and what the staff were to do when the interventions did not relieve client A's pain and/or pain medications were ineffective, to ensure nursing services were notified by the staff when PRN (as needed) medications given to client A were not effective and to ensure the staff documented all results of PRN medications in the client A's record.</p> <p>__To ensure nursing services followed nursing standard of practice in regard to client A's clogged Gtube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__To ensure sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide training for clients A, B, C and D.</p> <p>Findings include:</p> <p>1. The facility's reportable and investigative records were reviewed on 1/21/15 at 8 AM.</p> <p>The 12/2/14 BDDS (Bureau of Developmental Disabilities Services) report indicated on 12/2/14 at 12 PM client A was</p>		<p>approve all health care protocols to ensure nursing services develop and implement a specific plan of care to address clients recurring pain and pain management. Area Director will review all client specific training to ensure that all staff have been trained on clients individual pain and pain management protocols prior to working with an individual. Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions. Nurse will develop specific protocols for clients with G-Tubes to ensure the protocol contains specific steps for clogged tubes, monitoring residual fluids, when feedings are to be held and for how long and when the staff are to notify nursing in regard to the residual results for clients. Nurse in conjunction with Program Director (QIDP) will train</p>	

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	<p>taken to the hospital due to crying and indicating pain. Pain was of unknown origin, all tests were negative and client was diagnosed with constipation and abdominal pain. Client A was given 5 ounces of Magnesium Citrate (a laxative) and was given a prescription for pain medication.</p> <p>The 12/15/14 BDDS report indicated on 12/14/14 at 10 AM the HM (Home Manager) called 911 and client A was transported to the ER due to client A having "difficulty breathing."</p> <p>The 12/17/14 BDDS report indicated on 12/16/14 at 8 AM client A underwent a gall bladder surgery via outpatient surgery.</p> <p>The 12/19/14 BDDS report indicated client A was taken to the ER on 12/18/14 at 6:10 PM due to a clogged "mic-key tube" (a type of gastrostomy tube that is inserted through the abdomen and allows for nutrition to be delivered directly into the stomach). The report indicated the ER doctor replaced client A's mic-key tube with a temporary tube and the facility was instructed to make an</p>		<p>all staff on g-tube protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will complete g-tube feeding observations weekly for 3 months to ensure that staff are following and implementing protocols correctly. Indiana Mentor will ensure that there will be two staff in the home anytime there are 3 or more clients except during night time hours when there will be one staff present unless client needs require additional staffing. Program Director (QIDP) and Area Director will monitor staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs.</p> <p>Responsible parties: Program Director (QIDP), Home Manager, Area Director, Nurse, Health Services Supervisor</p>	

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	<p>appointment with [name of doctor] to have another mic-key tube placed at a later time.</p> <p>The follow up BDDS report dated 12/30/14 indicated client A was diagnosed with Cholecystitis (an inflammation of the gallbladder) and constipation and was given Hydromorphone for pain. The report indicated the staff were trained on pain management and pain protocol and the client underwent gallbladder surgery on 12/16/14.</p> <p>The 1/16/15 BDDS report indicated on 1/15/15 client A had gone into the hospital to have a new mic-key button placed. The report indicated client A had no complications before or after the procedure and the client returned home at approximately 12 PM. The report indicated the staff monitored the client throughout the day and the client "appeared groggy from sedation but was following staff with her eyes and vitals were stable. Staff did routine checks throughout the afternoon and early evening. Last check was 6:30 PM and client appeared stable, no issues</p>			

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	<p>reported. Staff went to prepare evening meds and when they entered client's room she appeared to be blue and in distress. Staff immediately started CPR and called 911. EMS (Emergency Medical Services) arrived at home and took over CPR but were unable to revive client (A)."</p> <p>The 1/29/15 email from the AD (Area Director) was reviewed on 1/29/15 at 6 PM. The email included an attached copy of client A's death certificate. The death certificate indicated client A died on 1/15/15 at 7:05 PM and the cause of death was "Cardiopulmonary Collapse (the cessation of the heart to pump blood to the vital organs)."</p> <p>Client A's record was reviewed on 1/21/15 at 11 AM. Client A had diagnoses of, but not limited to, Anemia (a condition in which the body does not have enough healthy red blood cells), Depression, Constipation, Sacral Decubitus with MRSA (Methicillin-resistant Staphylococcus Aureus - a bacteria responsible for several difficult-to-treat infections in the human body), Cerebral Palsy (a group of disorders that can involve brain and nervous system functions), Scoliosis/Kyphoscoliosis (an excessive</p>						

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	<p>curvature of the spine) with Harrington Rods (stainless steel spinal instrument implanted along the spinal column to treat a curvature of the spine), PAD (Peripheral Arterial Disease - a disease in which plaque (plak) builds up in the arteries that carry blood to the head and organs and causes leg pain) and PVD (Peripheral Vascular Disease - a slow progressive circulatory disorder that may involve disease in any of the blood vessels outside of the heart) and Dysphagia (difficulty swallowing with the sensation food gets stuck in the throat). Client A's record indicated a history of Pneumonia and Bronchitis (inflammation of the mucous membrane in the bronchial tubes).</p> <p>Client A's Risk Management Assessment and Plan dated 10/21/14 indicated: ___ Client A had a non-healing sacral decubitus with MRSA. ___ Client A was on complete bed rest and required repositioning every two hours. ___ Client A required "assistance at all times." ___ Client A "can become very rigid, especially when she (client A) is in pain or scared." ___ Client A received nutrients and medications through a Gtube. ___ The staff were to notify the nurse if any PRNs (as needed) medications were</p>			

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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1406 W TARKINGTON DR GREENSBURG, IN 47240
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	<p>not effective within 60 minutes.</p> <p>__ Client A was incontinent of bowel and bladder and required to be checked and/or changed every two hours.</p> <p>__ Staff were to make sure client A's adult brief was changed when soiled.</p> <p>Client A's Daily Support Records (DSRs) for December 2014 and January 2015 indicated:</p> <p>__ 12/1/14 from 8:30 AM to 4:45 PM client A "cried a lot today." The DSR indicated client A's mother arrived at the home and she (client A's mother) was "not happy." Client A was taken to see her doctor.</p> <p>__ 12/2/14 from 11 AM to 10 PM client A "was screaming upon arrival. She was transported to the hospital, she seem (sic) calm till hospital ran test. She fell asleep upon return."</p> <p>__ 12/3/14 from 12 AM to 8 AM client A "woke up at 3 AM crying and continued to cry until after 4 AM."</p> <p>__ 12/3/14 from 3 PM to 12 AM client A "cried when I (the staff) changed her. She had an XXL BM (Bowel Movement). Very fussy while cleaning her."</p> <p>__ 12/5/14 from 8 AM to 3:30 PM client A "was crying upon arrival. Changed her gown after giving bath and change (sic) wet diaper. She calm (sic) down for a bit and began to cry."</p> <p>__ 12/5/14 from 3 PM to 8 PM client A</p>			

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	<p>"cried off and on all night. Assisted as necessary. No issues other than her (client A) being upset." __ 12/6/14 from 8 AM to 8 PM client A "has yelled off and on all day. Trying to pull out feeding tube." __ 12/7/14 from 8 AM to 8 PM client A "has been upset most of day. She has been yelling (not crying)." Was given a bed bath and was "very uncooperative during the bath. Change (sic) and repositioned, tried to make her comfortable but nothing worked." __ 12/8/14 from 3 PM to 12 AM client A "cried for awhile upon arrival. Gave meds as needed for her pain. It was effective." __ 12/9/14 from 3 PM to 12 AM client A "cried and whined some. Gave PRN pain meds. No issues. Assisted and changed as needed." __ 12/10/14 from 12 AM to 8:30 AM client A "cried off and on from 2 AM until 7 AM. She would quiet, whimper, then cry. I (the staff) feel she needs a bath! Assisted her as she needed." __ 12/10/14 from 2 PM to 12 AM client A "cried off and on before 8 PM meds. Assisted as needed. Gave meds." __ 12/11/14 from 8 AM to 4 PM client A "only cried for awhile and rest of day was quiet. No issues." __ 12/11/14 from 3 PM to 8 PM client A "cried upon arrival. Gave meds. Assisted</p>			

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	<p>and changed as needed."</p> <p>__12/12/14 from 8 AM to 3 PM client A "Moaned for 20 minutes or more around 2 PM. Gave PRN and changed clothing due to sweaty."</p> <p>__12/12/14 from 3 PM to 8 PM client A "was crying a lot upon arrival. After 4/4:30 PM she stopped and was fine the rest of the shift."</p> <p>__12/13/14 from 8 PM to 12 AM client A "was crying when I (the staff) arrived. I gave her 8 meds, she quieted while I did it."</p> <p>__12/13/14 from 12 AM to 8 AM client A "slept well through first half of morning then awoke and was complaining of pain. Assisted her with bathing and changing as needed."</p> <p>__12/14/14 from 12 AM to 8 AM client A "woke at 1:45 AM and cried until 6 AM. Attempted making her comfortable."</p> <p>__12/14/14 from 8 AM to 7:30 PM client A "cried for a short while and began having issues with breathing." The staff called 911 and client A was taken to the hospital.</p> <p>__12/14/14 from 7 PM to 12 AM client A "fell asleep at 8ish (sic) when her vac (wound vacuum) began beeping. Tried to fix to no avail. Turned it off. She (client A) slept well through AM."</p> <p>__12/15/14 from 8 AM to 4:45 PM client A "cried a lot today. Mom (client A's</p>			

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	<p>mother) calm (sic) her down upon going to Dr (doctor) appt (appointment). [Client A] cried a lot at doctor's she seem in a lot pain (sic). Pain meds given." __ 12/17/14 from 3 PM to 12 AM client A "cried a lot upon arrival. Stopped until 6:45 (PM) and cried again until 8 PM. Assisted and changed." __ 12/17/14 from 12 AM to 8 AM client A "awoke before midnight and began whimpering which turned into crying and then screaming. Attempted making her comfortable, was not successful." __ 12/17/14 from 8 AM to 2:15 PM indicated "At 9:30 AM [client A] began to scream. She (client A) was in a lot of pain. Gave pain meds did not seem to help. Call (sic) doctor and doctor was to call back. She finally fell asleep and was awake off and on throughout day." __ 12/20/14 from 8 AM to 8 PM client A "had a pretty good day. Only cried when turning her over to change depend. Gave meds and assisted as needed." __ 12/21/14 from 8 AM to 8 PM client A "cried a lot around 9:30 AM" for an hour." __ 12/22/14 from 3 PM to 8 PM client A "cried frequently but meds helped control it." __ 12/22/14 from 3 PM to 12 AM client A "cried off and on." __ 12/24/14 from 12 AM to 8 AM client A began crying "around 1 AM. Gave</p>			

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	<p>anxiety med. She dosed (sic) on and off between crying." __ 12/24/14 from 3 PM to 10 PM client A cried "off and on through 1st half of shift." __ 12/24/14 from 10 PM to 12 AM client A "began crying around 11:30 PM. Eventually went back to sleep." __ 12/25/14 from 12 AM to 8 AM "Tried to make her (client A) comfy when crying." __ 12/25/14 from 8 AM to 2 PM client A "cried most of the morning. Couldn't calm her down, moved her, sat with her, changed her and nothing worked until 12 PM meds." __ 12/25/14 from 1 PM to 8 PM client A "cried from 2:30 PM until 3:15 PM." __ 12/26/14 from 12 PM to 8:30 PM client A "cried maybe a total of 1 hour while on my shift." __ 12/27/14 from 7 AM to 3 PM client A "has cried on and off my whole shift when moving her from side to side." __ 12/27/14 from 3 PM to 8 PM client A "cried during beginning of shift." __ 12/27/14 from 8 PM to 12 AM client A "began crying around 11 PM then stopped and dozed off." __ 12/28/14 from 8 AM to 3 PM client A "cried on and off during my shift." __ 12/28/14 from 3 PM to 8 PM client A "cried off and on throughout shift." __ 12/29/14 from 3 PM to 10 PM client A</p>			

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	<p>"cried during beginning of shift but quiet through the evening." __ 12/31/14 from 12 AM to 8 AM client A "did cry for short period at 4 AM. Gave PRN and bed bath." __ 12/31/14 from 3 PM to 8 PM client A "cried off and on through the shift." __ 1/2/15 from 3 PM to 8 PM client A "cried/screamed off and on all evening." __ 1/3/15 from 8 AM to 3 PM client A "cried the entire shift. Nothing eased her screaming." __ 1/3/15 from 3 PM to 8 PM client A "crying when arrived." __ 1/4/15 from 8 AM to 3 PM client A "cried off and on all day. Gave PRNs." __ 1/4/15 from 3 PM to 8 PM client A "cried a little other then that no problem." __ 1/5/15 from 10:30 AM to 3:30 PM client A "cried for a little bit." __ 1/7/15 from 12 AM to 8 AM client A "started crying at 4:30 AM but stopped when staff when in her room with her." __ 1/7/15 from 3 PM to 12 PM client A "cried off and on through shift." __ 1/8/15 from 3 PM to 11 PM client A "was crying at beginning of shift but been fine since about 4 PM." __ 1/9/15 from 3 PM to 10 PM client A "cried quite a bit tonight off and on" and "cried during majority of shift." __ 1/10/15 from 12 AM to 8 AM client A "started crying at 1 PM (sic) has done this off and on rest of shift."</p>			

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	<p>__1/12/15 from 3 PM to 12 AM client A "cried off and on throughout shift." __1/14/15 from 12 AM to 8 AM client A "cried most of shift."</p> <p>Client A's Medication Administration Records (MARS) for December, 2014 and January 2015 indicated client A received the following PRN pain medications:</p> <p>12/1/14 at 2:30 AM Ibuprofen 600 mg for pain. Indicated not effective. 12/2/14 at 4:30 AM Ibuprofen 600 mg for pain. Indicated not effective. 12/3/14 at 10 AM Ibuprofen 600 mg for pain. Indicated no results. 12/3/14 Hydromorphone 2 mg 1/2 tablet for pain. Indicated no time given. Indicated no results. 12/3/14 at 3:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results. 12/4/14 at 9 AM Ibuprofen 600 mg for pain. Indicated no results. 12/4/14 at 3:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated not effective. 12/4/14 at 11:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results. 12/5/14 at 12 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results. 12/5/14 at 3:30 PM Ibuprofen 600 mg for</p>						

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	<p>pain. Indicated no results.</p> <p>12/6/14 at 9 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated not effective.</p> <p>12/7/14 Ibuprofen 600 mg for pain. Indicated no time given. Indicated no results.</p> <p>12/7/14 at 6:45 PM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/8/14 Ibuprofen 600 mg for pain/crying. Indicated no time given. Indicated not effective.</p> <p>12/8/14 at 3:45 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/9/14 at 9:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated effective.</p> <p>12/9/14 at 6:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/10/14 at 3 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated not effective.</p> <p>12/10/14 at 10:15 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/10/14 at 7:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated effective.</p> <p>12/12/14 at 2:30 PM Ibuprofen 600 mg for pain/crying. Indicated no results.</p> <p>12/13/14 at 4:30 AM Ibuprofen 600 mg</p>				

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	<p>for pain/crying. Indicated effective.</p> <p>12/14/14 at 2:30 AM Ibuprofen 600 mg for pain/crying/screaming. Indicated no results.</p> <p>12/14/14 at 2:30 Tramadol 50 mg for pain. Indicated no AM or PM on time. Indicated no results.</p> <p>12/15/14 at 3:30 AM Tramadol 50 mg for pain. Indicated no results.</p> <p>12/15/14 at 2:50 PM Tramadol 50 mg for pain. Indicated no results.</p> <p>12/16/14 Hydrocodone 7.5 mg for pain. Indicated no AM or PM on time. Indicated no results.</p> <p>12/17/14 at 12 AM Hydrocodone 7.5 mg for pain. Indicated not effective.</p> <p>12/17/14 at 4 PM Hydrocodone 7.5 mg for screaming/crying/pain. Indicated not effective.</p> <p>12/17/14 at 4:15 AM Hydrocodone 7.5 mg for pain. Indicated no results.</p> <p>12/17/14 at 10 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/17/14 at 1:15 PM Hydrocodone 7.5 mg for pain. Indicated no results.</p> <p>12/17/14 at 5:15 PM Hydrocodone 7.5 mg for pain. Indicated effective.</p> <p>12/18/14 at 12:30 AM Tramadol 50 mg for pain. Indicated effective.</p> <p>12/18/14 at 4:35 AM Tramadol 50 mg for pain. Indicated effective.</p> <p>12/18/14 at 9 AM Hydrocodone 7.5 mg</p>			

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	<p>for pain. Indicated effective. 12/18/14 at 11:45 AM Tramadol 50 mg for pain. Indicated no results. 12/18/14 at 4 PM Ibuprofen 600 mg for pain. Indicated no results. 12/20/14 Lorazepam 1 mg for pain/crying. Indicated no time given. Indicated no results. 12/21/14 at 6:30 Tramadol 50 mg for pain. Indicated no AM or PM on time. Indicated no results. 12/21/14 at 9:15 AM Lorazepam 1 mg for crying. Indicated effective. 12/21/14 at 3 PM Lorazepam 1 mg for crying. Indicated no results. 12/21/14 at 12:45 PM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results. 12/21/14 at 5:30 AM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results. 12/22/14 at 9:30 AM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results. 12/22/14 at 8:30 AM Lorazepam 1 mg for crying. Indicated effective. 12/22/14 at 5:20 PM Tramadol 50 mg for pain. Indicated no results. 12/22/14 at 6:45 PM Lorazepam 1 mg for pain. Indicated no results. 12/23/14 at 3:30 PM Lorazepam 1 mg for crying. Indicated effective. 12/23/14 Hydrocodone 7.5 mg for pain. Indicated no AM/PM. Indicated</p>				

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	<p>effective.</p> <p>12/24/14 at 1 AM Lorazepam 1 mg for crying. Indicated effective.</p> <p>12/24/14 at 5:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>12/24/14 at 10 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/24/14 Tramadol 50 mg for pain. Unable to distinguish time. Indicated no results.</p> <p>12/24/14 at 11:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/25/14 at 3 AM Tramadol 50 mg for crying/pain. Indicated no results.</p> <p>12/25/14 at 9:15 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/25/14 at 2:50 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/26/14 at 4:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>12/26/14 at 4:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/27/14 at 1:15 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/27/14 at 8:37 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/27/14 at 5:37 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/28/14 at 2:30 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/28/14 at 9 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/28/14 at 6:20 PM Lorazepam 1 mg for crying. Indicated no results.</p>			

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	<p>12/29/14 at 2:30 AM Lorazepam 1 mg for crying "for hours". Indicated effective.</p> <p>12/29/14 at 10:30 AM Lorazepam 1 mg for crying. Indicated effective.</p> <p>12/29/14 at 3:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 3:30 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 9 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 8:30 PM Lorazepam 1 mg for "crying hysterically." Indicated no results.</p> <p>12/31/14 at 4 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/31/14 at 11 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/1/15 at 5:30 AM Lorazepam 1 mg for crying/pain. Indicated effective.</p> <p>1/1/15 at 9:45 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/2/15 at 8:45 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/2/15 at 2:15 PM Lorazepam 1 mg for crying. Indicated effective.</p> <p>1/3/15 at 2 PM Tramadol 50 mg for crying. Indicated calmer but crying 30 minutes after receiving medication.</p> <p>1/3/15 at 5:30 PM Hydrocodone/Acetaminophen for crying/moaning/pain. Indicated no dosage. Indicated no results.</p>						

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	<p>1/4/15 at 10 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/4/15 at 2 PM Hydrocodone/Acetaminophen for crying/pain. Indicated no dosage. Indicated not effective.</p> <p>1/5/15 at 12:30 AM Hydrocodone/Acetaminophen for crying. Indicated no dosage. Indicated effective.</p> <p>1/5/15 at 3:30 PM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/7/15 at 9:15 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/14/15 at 4:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>Client A's January 2015 MAR indicated client A was to have her fingernails and toenails clipped every Sunday on the 2nd shift. Client A's MAR indicated this has not been done the month of January.</p> <p>Client A's nursing notes for November 2014 through January 2015, not all inclusive, indicated: 11/10/14 "Staff ran out of Tylenol this AM. It has been reordered. PD (Program Director) also obtained refill for Hydrocodone without Tylenol. Contacted pharmacy, pharmacy report they will deliver Tylenol today. Hydrocodone with Tylenol does not exist. Pharmacy</p>			

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	<p>contacted PD with suggestions for other non-Tylenol containing pain medications. No response at this time from MD."</p> <p>11/12/14 "Emailed pharmacy for update on getting the script for stronger pain medicine."</p> <p>11/14/14 "changed vac tubing and tape.... Afterward she (client A) started to cry pointing at her stomach. Assisted staff to reposition her and increase the elevation of her head. She continued to cry. Staff medicated her with antacid. She would calm then begin to cry again. E-mailed pharmacy about progress in obtaining script from wound care. She (the pharmacist) e-mailed back that she would try again today. She had tried yesterday and never received a call back. 15 minutes later pharmacy e-mailed back that MD is waiting until he sees her on Monday to prescribe anything for pain."</p> <p>11/17/14 "Accompanied [client A] to wound care.... Was able to talk MD into Ibuprofen 600 mg q 8 hrs (hours) PRN pain. Faxed script and e-mailed pharmacist. Added Ibuprofen to MAR."</p> <p>11/20/14 at 1 PM "Spoke with PD, she reports [client A's] mother does</p>			

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	<p>not believe the Ibuprofen is enough for pain medication. So she called wound care. Wound care would not give anything else for pain management stating that a script for straight Hydrocodone had already been sent to the house. PD reports she called [name of local pharmacy] since [name of facility pharmacy] reports that they cannot obtain Hydrocodone. [Name of local pharmacy] told her that it has been pulled from the market. Wound care is to send a script to the house to d/c (discontinue) the wound vac for several days to see if that helps with wound pain."</p> <p>11/20/14 at 3:15 PM "House has not received script yet to hold wound vac. Spoke to HM, she will call wound care in AM if does not arrive this evening."</p> <p>11/21/14 "Phone call from HM, she called wound care. Wound care upset that [client A's] mother called. They believed it was inappropriate for her to call. Wound care reports that [client A's] mother was told that wound vac needs to stay in place. The house needs to obtain the Hydrocodone because the MD will not prescribe anything else</p>			

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	<p>stronger for pain. Unavailable to place vac today. Will place on Monday AM."</p> <p>11/24/14 at 8:30 AM "Spoke with HM, she reports that PD called all area pharmacies looking for somewhere to fill Hydrocodone script. [Name of pharmacy] can."</p> <p>11/24/14 at 9 AM "Staff reports [client A] cried throughout yesterday and last night. She was given Ibuprofen regularly. Staff repositioned her and changed her patch but she continued to cry. Night staff states that she finally stopped about 2 hrs after getting the last dose of Ibuprofen and fell asleep.... Reapplied wound vac. [Client A] cried throughout procedure. [Client A] continued to cry after procedure as well. HM returned from [name of local pharmacy]. They report a misunderstanding once they saw the script. [Name of local pharmacy] reports that as the script is written the Hydrocodone does not exist."</p> <p>11/24/14 at 10:30 AM "Staff reports that [client A] has not received Miralax all weekend. She ran out, not sure if it was reordered. E-mailed pharmacy explaining situation and left note for staff on</p>						

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	<p>procedure for reordering medications. Review documentation, missing some of weekend documentation, HM called staff who worked. Staff reports no BM when she worked. [Client A] has not had a BM since Thur (Thursday). House out of [client A's] suppositories. HM went to backup pharmacy to obtain medication."</p> <p>11/24/14 at 12 PM "E-mailed AD (Area Director) regarding the inability to obtain Hydrocodone. She contacted RD (Regional Director) who contacted another pharmacy. Spoke to RD, the other pharmacy will work with Mentor to assist in obtaining a stronger pain medicine than Ibuprofen. Sent name of physician and phone number to AD to pass on to pharmacy."</p> <p>11/25/14 at 11:30 AM "E-mail from AD, pharmacy suggests Oxycodone or Hydromorphone instead of Hydrocodone. They cannot obtain Hydrocodone without Tylenol either."</p> <p>11/26/14 at 11 AM client A "has been crying most of morning. She has been medicated with Ibuprofen and later Tylenol. She finally calmed down.... Spoke with HM,</p>			

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	<p>made a list of different suggestions from different pharmacies of options for MD instead of Hydrocodone. She will take list to MD on Monday's appt. (appointment). Created tracking sheet for staff to use to document her crying, medication use and when vac was on or off. HM will take to appointment on Monday. Left note for staff reminding them that they can alternate Ibuprofen and Tylenol if her pain is not under control and they have tried repositioning and distraction."</p> <p>12/1/14 at 9:30 AM "Staff report [client A] crying off and on since yesterday AM. Received BM record, no BM recorded since 11/25 documented. However reports abdominal pain. Program director administered suppository."</p> <p>12/1/14 at 11 AM "Spoke with [client A's] mother, discussed issues with filling script. She called wound care with list of meds compiled from discussions with the different pharmacies. Wound care nurse reports that initial script was written for one of medications on the list, Vicoprofen. Given phone by mother, discussed with wound</p>						

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	<p>care nurse again that as written, the medication is not manufactured. She wanted a list of pharmacies that were contacted. Gave list. Nurse looked at formulary and determined that indeed that as written it could not be filled for Vicoprofen. She will have MD write a new script for Vicoprofen that can be filled. Script to be picked up at her appointment this afternoon. Notified pharmacy of script."</p> <p>12/1/14 at 3:30 PM client A was taken to wound care and once there the client stopped crying. "MD decided if she (client A) did not cry there she was not in pain and refused to order any stronger pain medicine."</p> <p>12/1/14 at 4:15 PM "Phone call from PD, she reports that during wound care, [name of doctor] declared that [client A] was not constipated and going 4-5 days without BM is not an issue due to the fact that she is bedridden. [Client A] is going to her PCP (Primary Care Physician) on Wednesday. PD will ask PCP about the length of time between BM's."</p> <p>12/2/14 at 11 AM "Phone call from HM, she (the HM) reports that [client A's] mother is very concerned</p>			

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	<p>about her since she has been crying often. [Client A's] mother believes something is very wrong medically and wants her taken to ER (Emergency Room) as soon as possible. HM is on her way to the house to take her to the ER. [Client A's] mother is on her way from her home and will meet HM and [client A] at ER."</p> <p>12/2/14 at 8:15 PM "Phone call from PD, ER ran blood work, CT scan and x-rays. The only thing they could find was constipation. [Client A] was only crying in her mother's presence. Her mother did press the ER MD for pain medicine. She was prescribed Hydromorphone and liquid medicine for constipation."</p> <p>12/4/14 at 12:30 PM "Phone call from PD, [client A's] PCP appointment was canceled.... [Client A's] mother is not happy and calling all of [client A's] doctors to see who will see her. [Client A's] mother thinks with her history of gall stones that is possibly the issue. [Client A's] GI (Gastroenterologist) agreed to refer her to a surgeon.... The appointment is next Tue (Tuesday)."</p> <p>12/10/14 at 12:30 PM "Hospital just</p>						

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	<p>called with date for surgery" regarding gallbladder removal.</p> <p>12/16/14 12 PM "At hospital with [client A], she is still in considerable amount of pain."</p> <p>12/18/14 at 5 PM client A was home from the hospital and had started crying after pain medication wore off. "Spoke to mother (client A's), she reports that she contacted the surgeon who prescribed a different pain medication which has been obtained but has not seemed to help (sic). Surgeon's office doesn't think she should be in so much pain. So mother called the surgeon who operated on her back several years ago. He is retired. His old office states if mother is concerned [client A] can be taken to ER for back to be xrayed. HM arranged transport for tomorrow am to ER. Later staff attempting to administer meds, tube (Gtube) is clogged. Attempted to unclog tube with warm water. Unable to unclog. Left coke in tube asked staff to flush in 15 minutes. If still clogged then needs taken to ER. Notified PD."</p> <ul style="list-style-type: none"> · 12/18/14 at 6:30 PM "Phone call from staff, she reports that she is unable to get tube unclogged. Call PD needs to go to ER." · 12/18/14 at 11 PM "Text from PD, X-ray of back is normal. But decided to 			

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	<p>keep her overnight due to pain/crying issues."</p> <ul style="list-style-type: none"> 12/20/14 at 9:30 AM "Text from PD, [client A] being released from hospital. Started on pain medication and Ativan for anxiety." 1/6/15 at 3:30 PM "Received response from PCP's office, increase Prozac to 40 mg daily, Ativan 1 mg BID PRN to continue." 1/15/15 at 4 PM client A's "Gtube was replaced with a Mic-Key button today. Trained staff on difference." <p>__ Client A's record indicated the nurse was not notified when client A was in pain, when client A's pain medication was given and/or when client A did not respond to pain medication given.</p> <p>__ Client A's record indicated a Pain Management Protocol for client A dated 1/15/15, the day client A passed away. The protocol indicated signs and symptoms of pain for client A were crying, crying out when moved or positioned, wincing and/or pointing to painful areas.</p> <p>__ Client A's record indicated no plan was developed and/or implemented in regard to client A's pain to include specific interventions of what the staff were to do when client A displayed pain indicators, when the staff were to notify nursing and what the staff were to do when client A</p>			

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	<p>failed to respond to interventions and/or pain medication.</p> <p>During telephone interview with client A's legal representative/mother on 1/21/15 at 9:30 AM, client A's mother: ___ Indicated client A was bedridden due to a non healing sacral (back) wound from April 2014 until the day she passed away (1/15/15). ___ Indicated on 11/30/14 she (client A's mother) called the group home and she could hear client A screaming in the back ground and the PD stated to the mother, "Yeah she's (client A) crying. I (the PD) have to go take care of her (client A)." ___ Indicated the PD told client A's mother that client A was in pain and was receiving pain medications. ___ Stated, "My daughter wasn't crying, she was screaming." ___ Stated she called the home on 12/1/14 at 10 AM to check on client A and was told client A had been screaming since 3 AM and "No one called me (client A's mother) and they (the facility) didn't take her to the ER (Emergency Room). I called [name of HM] and told her I wanted (client A) taken to the ER immediately and I was on my way." ___ Stated, "Her (client A's) fingernails were so long and they hadn't been clipped for awhile. She (client A) gripped my (client A's mother) arm to the point of</p>			

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	<p>drawing blood and was in so much pain. She was drenched with sweat and she (client A) was tensing her entire body. I (client A's mother) was told this had been going on for two weeks and no one called to tell me. [Name of PD] and [name of HM] was telling the staff not to call me. I was only told when anyone would call me that she (client A) was crying and having some pain and was lonely. I don't understand why they didn't take her to the emergency room earlier. I had to call [name of HM] and tell her I wanted her taken to the ER. That's just not right."</p> <p>__ Stated the facility was unable to obtain the prescribed pain medication for client A "for over a month" and "It took me (client A's mother) making some phone calls to finally get her (client A's) pain medication for her."</p> <p>__ Indicated she (client A's mother) was told on 12/9/14 that client A's gallbladder needed to come out, but was not sure if that was the cause of her pain.</p> <p>__ Indicated on 12/14/14 the HM had called client A's mother and told her (client A's mother) that client A was having trouble breathing and the HM was sending client A to the hospital and stated, "[Name of HM] was at the home alone with [client A and client D] and she (the HM) couldn't leave [client D] by herself so no one went to the hospital with my daughter (client A)." Stated</p>			
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	<p>when she got to the hospital client A was screaming in pain and, "The only time she (client A) wasn't screaming was when they knocked her out with pain medication."</p> <p>__ Indicated client A had surgery on 12/16/14 to remove her gallbladder and stated she was told client A's gall bladder was "packed full of stones."</p> <p>__ Indicated on 12/18/14 client A's mother was at the home with client A. Client A's Gtube was clogged and indicated the facility nurse was in the home with staff #1 and staff #2. Client A's mother stated, "The nurse told them (the staff) to pour cola in the tube to try to dissolve the clog. That didn't work and 15 minutes later she (the facility nurse) told them (staff #1 and #2) to suck out the cola and to do it again. That also didn't work and when we (client A's mother, staff #1 and staff #2) went to look for her (the nurse), she (the facility nurse) had left the home. I can't believe she left and [client A's] tube was still clogged. [Staff #1] had only been there a month and that was [staff #2's] second day on the job. I (client A's mother) told them (staff #1 and #2) to call the nurse. [Name of facility's RN] told [staff #1] to take a paperclip and try to break up the clog. [Staff #1] was told if that didn't work she (client A) would have to go to the ER to have her tube replaced. They [staff #1 and</p>			
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	<p>#2] refused to use a paperclip and I (client A's mother) can't believe that she (the nurse) told them to do that. They (staff #1 and #2) had her sent to the hospital."</p> <p>During interview with CI (Confidential Interview) #1, CI #1: ___ Indicated all staff but one in the home were new and had only been in the home for a few days to a month. ___ Indicated the facility's RN had instructed the staff to use a paperclip to unclog client A's G-tube when it was clogged and stated, "There's no way I would do something like that." ___ Indicated when client A's G-tube was clogged the facility's RN was at the home and aware of client A's G-tube being clogged and left the home without assisting to unclog client A's G-tube and or reassessing client A for the need to go to the hospital. ___ Indicated crying was a pain indicator for client A. ___ Indicated the staff were not trained on client A's specific pain indicators until 2 weeks prior to client A's death and stated, "They mentioned it in a meeting. It wasn't like a formal training." ___ Indicated the staff would call the HM and the PD when client A was crying and wouldn't stop crying and was told to try repositioning client A or stay with her to</p>				

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	<p>try to calm her and stated, "That's kind of hard to do when there was only one staff working." ___ Indicated often the PD would not return the staffs' calls.</p> <p>During CI #2, CI #2: ___ Indicated the facility's RN had instructed the staff to use a paperclip to unclog client A's G-tube when it was clogged and stated, "I'm new but I know enough that isn't right." ___ Indicated when client A's G-tube was clogged the facility's RN was at the home and aware of client A's G-tube being clogged and left the home without assisting to unclog client A's G-tube and or reassessing client A for the need to go to the hospital. ___ Indicated crying was a pain indicator for client A. ___ Indicated the staff were not trained on client A's specific pain indicators until 2 weeks prior to client A's death. ___ Indicated the staff would call the HM and the PD when client A wouldn't stop crying and was told to try repositioning client A or stay with her to try to calm her and stated, "We did that and it didn't always work." CI #2 indicated the staff would call the HM and PD back and was again told the same thing. ___ Indicated often the PD would not return the staffs' calls.</p>			

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	<p>__ Indicated the HM would usually call back in a timely manner but was often told to calm the client or reposition the client.</p> <p>During CI #3, CI #3:</p> <p>__ Indicated the facility's RN had instructed the staff to use a paperclip to unclog client A's G-tube when it was clogged.</p> <p>__ Indicated when client A's G-tube was clogged the facility's RN was at the home and aware of client A's G-tube being clogged and left the home without assisting to unclog client A's G-tube and or reassessing client A for the need to go to the hospital.</p> <p>__ Indicated crying was a pain indicator for client A.</p> <p>__ Stated the staff would call the HM and the PD when client A wouldn't stop crying and was "always told the same thing, try repositioning her (client A) or stay with her and try to calm her." CI #3 indicated the staff would call the HM and PD back and was again told the same thing.</p> <p>__ Indicated the staff were not trained on client A's specific pain indicators until 2 weeks prior to client A's death and stated "And even then, it was nothing different than we were doing and we still didn't know anything more."</p> <p>__ Indicated often the PD would not</p>			

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	<p>return the staffs' calls and stated, "We just had a meeting and she (the PD) seems to be doing better now with calling us back."</p> <p>During CI #4, CI #4: ___ Indicated the facility's RN had instructed the staff to use a paperclip to unclog client A's G-tube when it was clogged. ___ Indicated when client A's G-tube was clogged the facility's RN was at the home and aware of client A's G-tube being clogged and left the home without assisting to unclog client A's G-tube and or reassessing client A for the need to go to the hospital. ___ Indicated crying was a pain indicator for client A. ___ Indicated the staff sometimes would call the HM and the PD to report client A's continued crying and was told to reposition client A and/or to stay with her and try to calm her. CI #4 indicated that was not always effective and stated, "Lots of times she just lay there and cried. There wasn't anything else I could do." ___ Indicated the staff were not trained on client A's specific pain indicators until 2 weeks prior to client A's death. ___ Indicated often the PD would not return the staffs' calls.</p> <p>During interview with the facility's RN</p>						

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	<p>on 1/22/15 at 1 PM, the RN:</p> <p>___ Indicated the staff called the HM and/or the PD with medical issues pertaining to client A and if needed the HM or the PD called the nurse.</p> <p>___ Indicated the staff did not notify nursing when giving client A pain medication.</p> <p>___ Indicated the staff were to document the results of all pain medication/PRNs given on the MAR.</p> <p>___ Indicated crying was an indication of pain for client A.</p> <p>___ Indicated client A was taken to the ER at the request of client A's mother on 12/2/14 because of continued crying and indication that client A was in pain.</p> <p>___ When asked why client A was not taken to the ER prior to 12/2/14 when exhibiting severe and/or continual pain, the RN stated, "I think we all just thought she was in pain because of her wound."</p> <p>___ Indicated the facility had a problem getting client A's pain medication filled.</p> <p>___ Indicated the staff were to follow the pain protocol dated 1/15/15.</p> <p>___ Indicated she was in the home when client A's Gtube was clogged on 12/18/14.</p> <p>___ When asked if she left the home knowing client A's Gtube was clogged, the RN stated, "Yes. I had to be somewhere else."</p> <p>___ Indicated the staff in the home were all</p>				

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	<p>new but had been trained in Gtube care.</p> <p>__ Indicated she had instructed the staff to use cola to try to unclog client A's Gtube and stated, "We use that all the time for [client B's] Gtube so I thought it might work for her (client A)."</p> <p>__ Indicated she had instructed the staff to use a paperclip to unclog client A's Gtube.</p> <p>__ When asked if the use of a paper clip to unclog a Gtube was considered nursing standard of practice, the RN stated, "I didn't mean for them to stick it in the tube."</p> <p>__ Indicated the use of a paperclip was not in client A's Gtube protocol.</p> <p>2. Observations were conducted at the group home on 1/20/15 between 3:15 PM and 7 PM.</p> <p>__ Upon entering the home there was one direct care staff, the PD (Program Director) and the facility's RN with three clients.</p> <p>__ Client B was a tall medium built male that required a wheelchair for mobility and staff assistance with all transfers in and out of the wheelchair and the bed. Client B received nourishment via a G-tube and had a colostomy bag that was visible beneath the client's sweatshirt. Client B required staff assistance for all ADLs (Adult Daily Living Skills) and communicated by making noises and</p>			

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	<p>pointing.</p> <p>__ Client C was a short heavy set male that was able to ambulate independently but required continual prompting and redirection from the staff to complete his ADLs and to participate in activities.</p> <p>__ Client D was a non-verbal female that required a wheelchair for mobility and staff assistance with all transfers in and out of the wheelchair, the bed and the shower cart. Client D required staff assistance for all ADLs.</p> <p>__ At 3:35 PM the RN asked client C if he would come out of the bathroom long enough for client B to go to the bathroom. Client C came out of the bathroom and went to his bedroom and sat down on his bed. The RN wheeled client B to the bathroom and assisted client B to stand up by placing her arms under client B's arm pits and lifting client B to a standing position. The RN then pulled client B's pants down and assisted client B to pivot around and to sit down on the toilet. After making sure client B was ok the RN excused herself from the bathroom, pulled the door closed and stood outside the bathroom door to listen and to monitor client B while in the bathroom. The RN indicated the staff were to assist client B to the bathroom every two hours and were to remain with client B until he finished using the toilet and then help him to clean up and to get</p>			
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	<p>back into his wheelchair.</p> <p>__ While the RN was assisting client B in the bathroom, staff #1 wheeled client D to her bedroom and lifted client D from her wheel chair by placing her arms under client D's arm pits and lifting client D from her chair to her bed. Staff #1 indicated client D did not bear weight and she (staff #1) did the lifting.</p> <p>__ At 3:45 PM the nurse assisted client B out of the bathroom and client C went back to the bathroom to shower. An audible monitor sat on the kitchen counter and client C could be heard talking and singing to himself while in the bathroom. Staff #1 indicated the audible monitor was used to monitor client C while he was in the bathroom due to client C's history of seizures.</p> <p>__ At 3:45 PM the HM (Home Manager) arrived at the home.</p> <p>__ At 5 PM staff #1 and the HM lifted client D out of bed and positioned her in a wheelchair. Client D was then wheeled to the dining room.</p> <p>__ At 5:20 PM staff #1 placed client C's and D's food on the table. Staff #1 prompted client C to come to the dining room table while at the same time staff #1 wheeled client D closer to the table and proceeded to feed client D her evening meal.</p> <p>__ During this observation staff #1 was observed to assist client B to a standing</p>			

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	<p>position and to transfer client B out of his wheelchair into a chair in the living room and back again. Once in the wheelchair client B was able to use his feet to maneuver his wheelchair throughout the home.</p> <p>Client A's record was reviewed on 1/21/15 at 11 AM. Client A had diagnoses of, but not limited to, Anemia (a condition in which the body does not have enough healthy red blood cells), Depression, Constipation, Sacral Decubitus with MRSA (Methicillin-resistant Staphylococcus Aureus - a bacteria responsible for several difficult-to-treat infections in the human body), Cerebral Palsy (a group of disorders that can involve brain and nervous system functions), Scoliosis/Kyphoscoliosis (an excessive curvature of the spine) with Harrington Rods (stainless steel spinal instrument implanted along the spinal column to treat a curvature of the spine), PAD (Peripheral Arterial Disease - a disease in which plaque (plak) builds up in the arteries that carry blood to the head and organs and causes leg pain) and PVD (Peripheral Vascular Disease - a slow progressive circulatory disorder that may involve disease in any of the blood vessels outside of the heart) and Dysphagia (difficulty swallowing with</p>			

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	<p>the sensation food gets stuck in the throat). Client A's record indicated a history of Pneumonia and Bronchitis (inflammation of the air passages between the nose and the lungs).</p> <p>Client A's Risk Management Assessment and Plan dated 10/21/14 indicated: ___ Client A had a non-healing sacral decubitus with MRSA. ___ Client A was on complete bed rest, required repositioning every two hours and required "assistance at all times." ___ Client A "can become very rigid, especially when she (client A) is in pain or scared." ___ Client A received all nutrients and medications through a Gtube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach). ___ The staff were to notify the nurse if any PRNs (as needed) medications were not effective within 60 minutes. ___ Client A was incontinent of bowel and bladder and required to be checked and/or changed every two hours. ___ Staff were to make sure client A's adult brief was changed when soiled.</p> <p>Client B's record was reviewed on 1/21/15 at 3 PM. Client B's record indicated client B had diagnoses of, but not limited to, Profound Mental</p>				

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	<p>"Retardation," Cerebral Palsy, Severe Oral/Pharyngeal Dysphagia, Seizure Disorder, Chronic Bronchitis, Constipation and Hypertension (high blood pressure).</p> <p>Client B's 1/22/14 ISP (Individualized support Plan) indicated: __ Client B was incontinent of bowel and bladder and required frequent toileting throughout the day. "Staff are to take him to the bathroom at least every 2 - 3 hours." __ Client B was ambulatory with staff assistance and the staff were to encourage client B to be as ambulatory as possible. "Wheelchair should only be used for long walking trips and transportation." __ Client B recently underwent surgery due to a twisted bowel/obstruction and had to have a colostomy performed.</p> <p>Client C's record was reviewed on 1/22/15 at 11 AM. Client C's record indicated: __ Client C had diagnoses of, but not limited to, Schizophrenia Paranoid Type, Depression, Convulsive epilepsy with drop seizures, sleep Apnea and Muscle Weakness. __ Client C required verbal prompting and supervision while bathing, dressing and showering due to history of seizures. __ Client C "is very unstable on his feet</p>			

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	<p>and sometimes his upper and lower extremities are very weak and he needs complete assistance with getting dressed."</p> <p>Client D's record was reviewed on 1/22/15 at 1 PM. Client D's record indicated: __ Client D had diagnoses of, but not limited to, Mildly Spastic Diplegia (paralysis of corresponding parts on both sides of the body), Aerophagia (the swallowing of air to promote belching), Constipation, Dysphagia, Polycythe (an abnormally increased concentration of hemoglobin in the blood) and Epilepsy/Seizure Disorder. __ Client D required staff assistance to meet all of her needs. __ Client D was incontinent and required repositioned and toileted every two hours.</p> <p>Review of client A's, B's, C's and D's DSRs (Daily Support Records) for December 2014 and January 2015 indicated one staff working from 8 AM to 12 midnight on December 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 20, 21, 23, 24, 25, 26, 27, 28, January 1, 3, 4, 10, 11, 12, 16 and 18.</p> <p>Interview with the PD on 1/21/15 at 12:30 PM indicated: __ Six direct care staff were assigned to</p>			

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	<p>the home.</p> <p>__ Five of the six staff were hired after 11/1/14.</p> <p>__ Staff #6 was hired 1/5/15 and was still in training and had not currently worked with any clients.</p> <p>__ Staff #5 was hired 11/15/04 and worked the overnight shift from 12 AM to 8 AM.</p> <p>__ Staff #1 was hired 11/3/14.</p> <p>__ Staff #2 was hired 12/8/14.</p> <p>__ Staff #3 was hired 12/8/14.</p> <p>__ Staff #4 was hired 1/5/15.</p> <p>__ Staffing would be reflected in client A's, B's, C's and D's DSRs as each staff was to document their hours on each clients' record.</p> <p>During interview with client A's legal representative/mother on 1/21/15 at 9:30 AM, client A's mother:</p> <p>__ Indicated client A was bedridden due to a non healing sacral (back) wound from April 2014 until the day she passed away (1/15/15).</p> <p>__ Indicated the previous HM began in November and stated, "They (the facility) didn't bother to tell her there were only three full time employees."</p> <p>__ Stated the previous HM would call and keep her informed of how her daughter (client A) was doing but the HM left the company shortly after being hired because of a lack of staffing and "the way</p>						

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	<p>she was being treated by the PD." ___ Indicated on 11/30/14 she (client A's mother) called the group home and she could hear client A screaming in the back ground and the PD stated to her, "Yeah she's (client A) crying. I (the PD) have to go take care of her (client A)." ___ Stated, "My daughter wasn't crying, she was screaming." ___ Indicated the PD was the only staff at the home when client A's mother called on 11/30/14. ___ Stated she (client A's mother) had visited and/or called the facility on "multiple occasions" and "it was a common occurrence for one staff to be in the home alone with all of them (clients A, B, C and D) to care for." ___ Stated "Three of the four (clients) are medically fragile. That's just not right." During CI (Confidential Interview) #1, CI #1: ___ Stated, "Honestly, since I have been working here I have worked alone 3/4 of the time." ___ Indicated she often worked one staff to four clients until client A passed away and then continued to work one staff with three clients. ___ Indicated clients A, B and D were total care and required staff assistance to meet all of their basic needs. ___ Indicated clients A, B and D were to be</p>			
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	<p>repositioned, toileted and/or their adult brief checked and/or changed every two hours or more if needed.</p> <p>__ Indicated client A was on complete bed rest due to a recurring non-healing pressure area, had a wound vac (a vacuum dressing used to promote healing in acute or chronic wounds) and a G-tube for all of her nourishment.</p> <p>__ Indicated clients B and D required a wheelchair for mobility.</p> <p>__ Indicated client B was able to maneuver his wheelchair with his feet to move around the home at will but the staff had to physically assist client B with all transfers.</p> <p>__ Indicated the staff lifted client D in and out of her wheelchair, her bed and the shower cart.</p> <p>__ Stated, "It's nice when a second person is here to help lift her (client D) but usually we (the staff) have to do it ourselves."</p> <p>__ Indicated client D was showered in the evenings and the evening shift staff would have to lift client D from the wheelchair onto the shower cart in the bathroom and try to get her done as soon as possible because clients A, B and C were left unsupervised while the staff was showering client D.</p> <p>__ Indicated concern that something would happen with one of the clients (clients A, B, C and D) while working</p>			
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	<p>alone that she would not be able to prevent while being the only staff.</p> <p>__ Indicated while changing and/or assisting clients A, B or C in each of their bedrooms and/or the bathroom, the staff could not supervise the remaining clients that were not being cared for at the immediate time.</p> <p>__ Indicated there was a mechanical lift in the home but the staff had not been trained to use it.</p> <p>__ Indicated the staff had been trained to do a one person lift with clients B and D.</p> <p>__ Indicated client C required supervision due to a history of seizures and a diagnosis of Schizophrenia.</p> <p>__ Indicated client A cried frequently and stated, "With only one person here it was hard to give her (client A) the attention she needed."</p> <p>__ Stated, "I usually had time to get the medications done timely but didn't have time to give them (clients A, B, C and D) the attention they needed. Especially not with trying to get everyone changed, repositioned and fed."</p> <p>__ Indicated with one staff there was not enough time to provide adequate attention and/or active treatment to each client.</p> <p>__ Stated the PD was "rarely in the home" and when the PD was in the home, the PD would "occasionally" assist with the clients' direct care.</p>			

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	<p>__ Indicated the HM was in the home more often than the PD but the HM had other responsibilities.</p> <p>__ Stated "We (the staff) just do the best we can."</p> <p>During CI #2, CI #2:</p> <p>__ Indicated since her employment with the facility she (CI #2) had worked frequent shifts alone as the only staff in the home with four clients and then three clients in January after client A passed away.</p> <p>__ Indicated clients A, B and D were total assistance and required the staff to provide for all of their basic needs.</p> <p>__ Indicated clients A, B and D were to be repositioned and toileted every two hours.</p> <p>__ Stated with only one staff "It's really hard to give them (clients A, B, C and D) the care they deserve when you are here by yourself."</p> <p>__ Indicated when showering client D CI#2 did not close the bathroom door because she (CI #2) was concerned for the other clients' (clients A, B and C) safety and did not feel comfortable being behind a closed door and leaving the other clients unsupervised.</p> <p>__ Stated, "The home is understaffed and they (the facility) can't keep anyone that does get hired."</p> <p>__ Indicated the PD is not in the home very often.</p>			

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	<p>__ Indicated the HM is in and out of the home and stated, "I have seen her (the HM) a lot more than I have [name of PD]."</p> <p>During CI #3, CI #3: __ Stated, "I think there is supposed to be two of us (staff)." __ Stated, "I think there has only been maybe six or seven times that I have worked that I have actually had another staff here with me." __ Indicated the facility had a 30 minute window to pass medications and she (CI #3) would always start early to have enough time to get them done. __ When asked if there was enough time to reposition clients A, B and D, toilet and bathe them and to provide them with active treatment, CI #3 stated, "No. I want to be able to give them (clients A, B, C and D) more time but with only one person it's really hard." __ Indicated client D was not able to bear weight and she (CI #3) lifted client D from her chair/bed by placing her (CI #3) arms under client D's arm pits, lifting client D to a standing position and then to her bed/chair and/or the shower cart. __ Indicated when showering client D CI #3 did not close the bathroom door because she (CI #3) was concerned for the other clients' safety and did not feel comfortable being behind a closed door</p>						

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	<p>and leaving the other clients unsupervised and stated, "Thank God nothing has happened yet but I don't want to be the one here when it does happen." ___ Stated, "I think she (client D) is supposed to be a two person lift, but that doesn't happen that often."</p> <p>During CI #4, CI #4: ___ Stated she had worked alone a "few times" and she did not feel comfortable being the only staff "especially since" the loss of client A and stated, "It makes me (CI #4) think of what could or might happen all the time." ___ Indicated she lifted client D from her wheelchair to put her into bed and/or to place her onto the shower cart and stated, "We were told that we could use the lift if we wanted to but I don't think anyone does." ___ Indicated when showering client D CI #4 did not close the bathroom door because she (CI #4) was concerned for the other clients' safety and did not feel comfortable being behind a closed door and leaving the other clients unsupervised. ___ Indicated clients A, B, and D were to be repositioned and changed and/or toileted every two hours and stated, "I tried to make sure I did but I know at times I didn't just because I didn't have time."</p>			
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	<p>__ Indicated the PD did not spend much time at the home and when in the home the PD did not assist with the clients.</p> <p>__ Indicated the HM was in the home more than the PD.</p> <p>During interview with the HM on 1/20/15 at 5 PM, the HM indicated:</p> <p>__ The HM was new to the home and had just started working on 1/5/15.</p> <p>__ Clients A, B and D required total staff assistance to meet their needs.</p> <p>__ Clients A, B and D were to be repositioned and toileted every two hours.</p> <p>__ The facility had a mechanical lift that was incorporated in the scales and the staff only used it when weighing clients.</p> <p>During interview with the PD on 1/22/15 at 12 PM, the PD:</p> <p>__ Indicated the facility's staffing ratio was two staff to four clients and/or one staff to two clients.</p> <p>__ Stated "There is supposed to be two staff from 3 PM to 12 AM."</p> <p>__ Indicated the facility was short staffed at present and was having difficulty maintaining staff.</p> <p>__ Indicated she (the PD) and the HM come in often to help out.</p> <p>__ Indicated when the PD and the HM worked in the home, their hours would show up on the DSRs.</p> <p>__ Indicated one staff worked the night</p>				

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	<p>shift from 12 AM to 8 AM.</p> <p>__ Indicated the night shift staff was to get the clients up in the mornings, to ensure clients A and B were showered, and all clients were dressed, fed and ready to go to the day services by 8 AM.</p> <p>__ Indicated additional staff was not assigned to come in early to assist the night shift staff due to lack of staffing.</p> <p>__ Indicated client B was no longer ambulatory and required a wheelchair for mobility and staff assistance for all transfers.</p> <p>__ Indicated the facility had a mechanical lift but the staff lifted client D from the chair to the bed and back again.</p> <p>__ Indicated client C had seizures and a monitor was used while client C was in the bathroom to ensure client C was ok.</p> <p>__ When asked how the staff were to monitor clients A, B and C while giving client D a shower or while in a bedroom with one of the other clients for an extended period providing client care, the PD indicated one staff would monitor the other clients while one staff was giving client D a shower. When asked how the staff were to do that when in the home alone, the PD stated, "There's usually two staff here."</p> <p>Review of the undated facility "Clogged Feeding Tube" procedure record provided by the facility's RN was reviewed on</p>			
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	<p>1/22/15 at 1 PM. The record indicated for the staff to:</p> <p>"First attempt to unclog the tube using warm water.</p> <p>Place a 30 ml (milliliter) or larger syringe into the feeding tube. Gently pull back on the syringe plunger and remove as much fluid as possible. Take out the syringe and throw fluid away.</p> <p>Insert a syringe with 10 ml of warm water into the tube. Gently move the plunger back and forth to clear the clog. Do not force water into the tube.</p> <p>If the clog does not clear, clamp the tube for 5 to 15 minutes. Unclamp the tube and insert a syringe with 10 ml of warm water into the tube. Gently move the plunger back and forth to clear the clog. Do not force water into the tube.</p> <p>If this is unsuccessful-</p> <p>Mix 1 tsp (teaspoon) baking soda with 30 ml warm water and 1/4 tsp of meat tenderizer.</p> <p>Unclamp the tube. Using the syringe gently push mixture into tube. Clamp the tube and wait 10 minutes. Unclamp the tube. Using the syringe flush the tube with warm water."</p> <p>The facility procedure for unclogging a feeding tube did not include the use of a</p>						

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	<p>cola product and/or the use of a paperclip.</p> <p>The facility's policies were reviewed on 1/21/15 at 3 PM. The facility's April 2011 policy and procedure entitled "Quality and Risk Management" indicated: ___ "A. Indiana Mentor promotes a high quality of service and seeks to protect individuals receiving Indiana Mentor services through oversight of management procedures and company operations, close monitoring of service delivery and through a process of identifying, evaluating and reducing risk to which individuals are exposed. ___ B. Indiana Mentor follows the BDDS Incident Reporting policy as outlined in the Provider Standards. An incident described as follows shall be reported to the BDDS on the incident report form prescribed by the BDDS: 1. Alleged, suspected, or actual abuse, neglect, or exploitation of an individual. An incident in this category shall also be reported to Adult Protective Services... as applicable.... e. Failure to provide appropriate supervision, care or training; f. Failure to provide a safe, clean and sanitary environment; g. Failure to provide food and medical services as needed; h. Failure to provide medical supplies or safety equipment as indicated in the ISP (Individualized Support Plan)...."</p>			

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W000158	<p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-2(a)</p> <p>483.430 FACILITY STAFFING The facility must ensure that specific facility staffing requirements are met. Based on observation, record review and interview for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the facility failed to meet the Condition of Participation: Facility Staffing.</p> <p>__The facility failed to provide sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide the clients training for clients A, B, C and D.</p> <p>__The facility failed to ensure the QIDP (Qualified Intellectual Disabilities Professional) integrated, coordinated and monitored client A's, B's, C's and D's program plans and medical needs with health care services, to ensure the staff documented the results of client A's PRN (as needed) pain medication and to ensure client B was provided a gait trainer/stander and/or client B's gait</p>	W000158	<p>Indiana Mentor will ensure that there will be 2 staff on duty during all waking hours when 3 or more clients are present. More staffing will be provided if clients health/safety needs require it based on IDT or medical recommendations. One staff will be on duty during overnight shift when clients are asleep. Home Manager and Program Director (QIDP) will develop weekly schedule to ensure these staffing ratios are in place as stated above. Area Director will monitor staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs. Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that</p>	03/05/2015

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	<p>trainer was repaired.</p> <p>Findings include:</p> <p>1. The facility failed to ensure the QIDP: ___ Notified client A's legal representative/mother of client A's continued and increasing issues of pain with episodes of crying/screaming due to pain. ___ Provided sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and to provide the clients training for clients A, B, C and D. ___ Ensured staff documentation of the results/effectiveness of client A's PRN pain medication. ___ Ensured client B's gait trainer/stander was repaired and provided to client B to use daily as ordered by the physician. Please see W159.</p> <p>2. The facility failed to ensure adequate staffing levels were provided to supervise and care for clients A, B, C and D throughout the day to meet the clients' basic health and safety needs and to provide training. Please see W186.</p> <p>This federal tag relates to complaint #IN00163122.</p>		<p>staff are documenting the use and effectiveness of PRNs appropriately in clients records. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions. Program Director (QIDP) will retrain staff on checking adaptive equipment including stander for all clients and documenting on the clients treatment sheets that all equipment in present and in good working condition. Program Director (QIDP) will train staff to report any issues or repairs needed to Program Director (QIDP) immediately so Program Director (QIDP) can have item replaced or repaired in a timely manner. Program Director (QIDP) or Home Manager will review treatment sheets at least 3x a week to ensure that adaptive equipment is being checked and that any issues are being reported to Program Director. Area Director will train Program Director (QIDP) and Home Manager on contact of guardians and documentation of this contact. Contact with all guardians must be made at least monthly but more often if medical conditions change or incidents occur. A form for documenting this contact was developed and will be completed anytime contact is made. The Program Director</p>	

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W000159	<p>9-3-3(a)</p> <p>483.430(a) QUALIFIED MENTAL RETARDATION PROFESSIONAL Each client's active treatment program must be integrated, coordinated and monitored by a qualified mental retardation professional. Based on observation, interview and record review for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the QIDP (Qualified Intellectual Disabilities Professional) failed to ensure:</p> <p>___ Client A's legally appointed representative/mother was notified of client A's ongoing and increased issues with pain with continued episodes of crying due to pain.</p> <p>___ Sufficient direct care staff to supervise and care for the clients throughout the day to meet the clients' basic health and safety needs and provide the clients training for clients A, B, C and D.</p> <p>___ The staff documented the results/effectiveness of client A's PRN pain medication in the client's record.</p>	W000159	<p>(QIDP) will review guardian contact weekly for 3 months with the Area Director at weekly Program Director(QIDP) /Area Director meetings to ensure contact is being made. Then will review monthly on an ongoing basis. Responsible parties: Area Director, Program Director (QIDP), Home Manager, Nurse, Health Services Supervisor</p> <p>Area Director will train Program Director (QIDP) and Home Manager on contact of guardians and documentation of this contact. Contact with all guardians must be made at least monthly but more often if medical conditions change or incidents occur. A form for documenting this contact was developed and will be completed anytime contact is made. The Program Director (QIDP) will review guardian contact weekly for 3 months with the Area Director at weekly Program Director/Area Director meetings to ensure contact is being made. Then will review monthly on an ongoing basis. Indiana Mentor will ensure that there will be 2 staff on duty during all waking hours when 3 or more clients are present. More staffing will be provided if</p>	03/05/2015

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	<p>__ Client B's gait trainer/stander was repaired and provided to client B to use daily as ordered by the physician.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. The QIDP failed to ensure client A's guardian/mother was notified of client A's ongoing and increased pain with continued episodes of crying. Please see W148. 2. The QIDP failed to ensure sufficient direct care staff to supervise and care for clients A, B, C and D throughout the day to meet the clients' basic health and safety needs and provide the clients training. Please see W186. 3. The QIDP failed to ensure the staff documented the effectiveness and/or the results of all PRN pain medications given to client A. Please see W252. 4. The QIDP failed to ensure client B's gait trainer/stander was repaired and provided to client B to use daily as ordered by client B's physician. Please see W436. <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-3(a)</p>		<p>clients health/safety needs require it based on IDT or medical recommendations. One staff will be on duty during overnight shift when clients are asleep. Home Manager and Program Director (QIDP) will develop weekly schedule to ensure these staffing ratios are in place as stated above. Area Director will monitor staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs. Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions. Program Director (QIDP) will retrain staff on checking adaptive equipment including stander for all clients and documenting on the clients treatment sheets that all equipment in present and in good working condition. Program Director will train staff to report</p>	

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W000186	<p>483.430(d)(1-2) DIRECT CARE STAFF The facility must provide sufficient direct care staff to manage and supervise clients in accordance with their individual program plans.</p> <p>Direct care staff are defined as the present on-duty staff calculated over all shifts in a 24-hour period for each defined residential living unit.</p> <p>Based on observation, record review and interview for 2 of 2 sampled (clients B and C) and 2 additional clients (A and D), the facility failed to provide sufficient direct care staff to supervise and care for the clients throughout the day to provide training and meet the clients' basic health and safety needs.</p> <p>Findings include:</p> <p>Observations were conducted at the</p>	W000186	<p>any issues or repairs needed to Program Director immediately so Program Director can have item replaced or repaired in a timely manner. Program Director (QIDP) or Home Manager will review treatment sheets at least 3x a week to ensure that adaptive equipment is being checked and that any issues are being reported to Program Director. Responsible parties: Nurse, Program Director (QIDP), Home Manager, Area Director, Health Services Supervisor</p> <p>Indiana Mentor will ensure that there will be 2 staff on duty during all waking hours when 3 or more clients are present. More staffing will be provided if clients health/safety needs require it based on IDT or medical recommendations. One staff will be on duty during overnight shift when clients are asleep. Home Manager and Program Director (QIDP) will develop weekly schedule to ensure these staffing ratios are in place as stated above. Area Director will monitor</p>	03/05/2015

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	<p>group home on 1/20/15 between 3:15 PM and 7 PM.</p> <p>__ Upon entering the home there was one direct care staff, the PD (Program Director) and the facility's RN with three clients.</p> <p>__ Client B was a tall medium built male that required a wheelchair for mobility and staff assistance with all transfers in and out of the wheelchair and the bed. Client B received nourishment via a G-tube and had a colostomy bag that was visible beneath the client's sweatshirt. Client B required staff assistance for all ADLs (Adult Daily Living Skills) and communicated by making noises and pointing.</p> <p>__ Client C was a short heavy set male that was able to ambulate independently but required continual prompting and redirection from the staff to complete his ADLs and to participate in activities.</p> <p>__ Client D was a non-verbal female that required a wheelchair for mobility and staff assistance with all transfers in and out of the wheelchair, the bed and the shower cart. Client D required staff assistance for all ADLs.</p> <p>__ At 3:35 PM the RN asked client C if he would come out of the bathroom long enough for client B to go to the bathroom. Client C came out of the bathroom and went to his bedroom and sat down on his bed. The RN wheeled</p>		<p>staffing ratios weekly to ensure that efficient staff is present to meet the clients basic health and safety needs. Responsible Parties: Program Director (QIDP), Area Director</p>	

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	<p>client B to the bathroom and assisted client B to stand up by placing her arms under client B's arm pits and lifting client B to a standing position. The RN then pulled client B's pants down and assisted client B to pivot around and to sit down on the toilet. After making sure client B was ok the RN excused herself from the bathroom, pulled the door closed and stood outside the bathroom door to listen and to monitor client B while in the bathroom. The RN indicated the staff were to assist client B to the bathroom every two hours and were to remain with client B until he finished using the toilet and then help him to clean up and to get back into his wheelchair.</p> <p>__ While the RN was assisting client B in the bathroom, staff #1 wheeled client D to her bedroom and lifted client D from her wheel chair by placing her arms under client D's arm pits and lifting client D from her chair to her bed. Staff #1 indicated client D did not bear weight and she (staff #1) did the lifting.</p> <p>__ At 3:45 PM the nurse assisted client B out of the bathroom and client C went back to the bathroom to shower. An audible monitor sat on the kitchen counter and client C could be heard talking and singing to himself while in the bathroom. Staff #1 indicated the audible monitor was used to monitor client C while he was in the bathroom</p>			

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	<p>due to client C's history of seizures.</p> <p>__ At 3:45 PM the HM (Home Manager) arrived at the home.</p> <p>__ At 5 PM staff #1 and the HM lifted client D out of bed and positioned her in a wheelchair. Client D was then wheeled to the dining room.</p> <p>__ At 5:20 PM staff #1 placed client C's and D's food on the table. Staff #1 prompted client C to come to the dining room table while at the same time staff #1 wheeled client D closer to the table and proceeded to feed client D her evening meal.</p> <p>__ During this observation staff #1 was observed to assist client B to a standing position and to transfer client B out of his wheelchair into a chair in the living room and back again. Once in the wheelchair client B was able to use his feet to maneuver his wheelchair throughout the home.</p> <p>Client A's record was reviewed on 1/21/15 at 11 AM. Client A had diagnoses of, but not limited to, Anemia (a condition in which the body does not have enough healthy red blood cells), Depression, Constipation, Sacral Decubitus with MRSA (Methicillin-resistant Staphylococcus Aureus - a bacteria responsible for several difficult-to-treat infections in the human body), Cerebral Palsy (a group of</p>			

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	<p>disorders that can involve brain and nervous system functions), Scoliosis/Kyphoscoliosis (an excessive curvature of the spine) with Harrington Rods (stainless steel spinal instrument implanted along the spinal column to treat a curvature of the spine), PAD (Peripheral Arterial Disease - a disease in which plaque (plak) builds up in the arteries that carry blood to the head and organs and causes leg pain) and PVD (Peripheral Vascular Disease - a slow progressive circulatory disorder that may involve disease in any of the blood vessels outside of the heart) and Dysphagia (difficulty swallowing with the sensation food gets stuck in the throat). Client A's record indicated a history of Pneumonia and Bronchitis (inflammation of the air passages between the nose and the lungs).</p> <p>Client A's Risk Management Assessment and Plan dated 10/21/14 indicated: ___ Client A had a non-healing sacral decubitus with MRSA. ___ Client A was on complete bed rest, required repositioning every two hours and required "assistance at all times." ___ Client A "can become very rigid, especially when she (client A) is in pain or scared." ___ Client A received all nutrients and medications through a Gtube</p>			

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	<p>(gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach). ___ The staff were to notify the nurse if any PRNs (as needed) medications were not effective within 60 minutes. ___ Client A was incontinent of bowel and bladder and required to be checked and/or changed every two hours. ___ Staff were to make sure client A's adult brief was changed when soiled.</p> <p>Client B's record was reviewed on 1/21/15 at 3 PM. Client B's record indicated client B had diagnoses of, but not limited to, Profound Mental "Retardation," Cerebral Palsy, Severe Oral/Pharyngeal Dysphagia, Seizure Disorder, Chronic Bronchitis, Constipation and Hypertension (high blood pressure).</p> <p>Client B's 1/22/14 ISP (Individualized support Plan) indicated: ___ Client B was incontinent of bowel and bladder and required frequent toileting throughout the day. "Staff are to take him to the bathroom at least every 2 - 3 hours." ___ Client B was ambulatory with staff assistance and the staff were to encourage client B to be as ambulatory as possible. "Wheelchair should only be used for long walking trips and transportation."</p>						

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	<p>__ Client B recently underwent surgery due to a twisted bowel/obstruction and had to have a colostomy performed.</p> <p>Client C's record was reviewed on 1/22/15 at 11 AM. Client C's record indicated: __ Client C had diagnoses of, but not limited to, Schizophrenia Paranoid Type, Depression, Convulsive epilepsy with drop seizures, sleep Apnea and Muscle Weakness. __ Client C required verbal prompting and supervision while bathing, dressing and showering due to history of seizures. __ Client C "is very unstable on his feet and sometimes his upper and lower extremities are very weak and he needs complete assistance with getting dressed."</p> <p>Client D's record was reviewed on 1/22/15 at 1 PM. Client D's record indicated: __ Client D had diagnoses of, but not limited to, Mildly Spastic Diplegia (paralysis of corresponding parts on both sides of the body), Aerophagia (the swallowing of air to promote belching), Constipation, Dysphagia, Polycythe (an abnormally increased concentration of hemoglobin in the blood) and Epilepsy. __ Client D required staff assistance to meet all of her needs.</p>			

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	<p><u> </u> Client D was incontinent and required repositioned and toileted every two hours.</p> <p>Review of client A's, B's, C's and D's DSRs (Daily Support Records) for December 2014 and January 2015 indicated one staff working from 8 AM to 12 midnight on December 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 20, 21, 23, 24, 25, 26, 27, 28, January 1, 3, 4, 10, 11, 12, 16 and 18.</p> <p>Interview with the PD on 1/21/15 at 12:30 PM indicated:</p> <p><u> </u> Six direct care staff were assigned to the home.</p> <p><u> </u> Five of the six staff were hired after 11/1/14.</p> <p><u> </u> Staff #6 was hired 1/5/15 and was still in training and had not currently worked with any clients.</p> <p><u> </u> Staff #5 was hired 11/15/04 and worked the overnight shift from 12 AM to 8 AM.</p> <p><u> </u> Staff #1 was hired 11/3/14.</p> <p><u> </u> Staff #2 was hired 12/8/14.</p> <p><u> </u> Staff #3 was hired 12/8/14.</p> <p><u> </u> Staff #4 was hired 1/5/15.</p> <p><u> </u> Staffing would be reflected in client A's, B's, C's and D's DSRs as each staff was to document their hours on each clients' record.</p>			

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	<p>During interview with client A's legal representative/mother on 1/21/15 at 9:30 AM, client A's mother:</p> <p>__ Indicated client A was bedridden due to a non healing sacral (back) wound from April 2014 until the day she passed away (1/15/15).</p> <p>__ Indicated the previous HM began in November and stated, "They (the facility) didn't bother to tell her there were only three full time employees."</p> <p>__ Stated the previous HM would call and keep her informed of how her daughter (client A) was doing but the HM left the company shortly after being hired because of a lack of staffing and "the way she was being treated by the PD."</p> <p>__ Indicated on 11/30/14 she (client A's mother) called the group home and she could hear client A screaming in the back ground and the PD stated to her, "Yeah she's (client A) crying. I (the PD) have to go take care of her (client A)."</p> <p>__ Stated, "My daughter wasn't crying, she was screaming."</p> <p>__ Indicated the PD was the only staff at the home when client A's mother called on 11/30/14.</p> <p>__ Stated she (client A's mother) had visited and/or called the facility on "multiple occasions" and "it was a common occurrence for one staff to be in the home alone with all of them (clients A, B, C and D) to care for."</p>			

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	<p>__ Stated "Three of the four (clients) are medically fragile. That's just not right."</p> <p>During CI (Confidential Interview) #1, CI #1:</p> <p>__ Stated, "Honestly, since I have been working here I have worked alone 3/4 of the time."</p> <p>__ Indicated she often worked one staff to four clients until client A passed away and then continued to work one staff with three clients.</p> <p>__ Indicated clients A, B and D were total care and required staff assistance to meet all of their basic needs.</p> <p>__ Indicated clients A, B and D were to be repositioned, toileted and/or their adult brief checked and/or changed every two hours or more if needed.</p> <p>__ Indicated client A was on complete bed rest due to a recurring non-healing pressure area, had a wound vac (a vacuum dressing used to promote healing in acute or chronic wounds) and a G-tube for all of her nourishment.</p> <p>__ Indicated clients B and D required a wheelchair for mobility.</p> <p>__ Indicated client B was able to maneuver his wheelchair with his feet to move around the home at will but the staff had to physically assist client B with all transfers.</p> <p>__ Indicated the staff lifted client D in and out of her wheelchair, her bed and the</p>			

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	<p>shower cart.</p> <p>__ Stated, "It's nice when a second person is here to help lift her (client D) but usually we (the staff) have to do it ourselves."</p> <p>__ Indicated client D was showered in the evenings and the evening shift staff would have to lift client D from the wheelchair onto the shower cart in the bathroom and try to get her done as soon as possible because clients A, B and C were left unsupervised while the staff was showering client D.</p> <p>__ Indicated while changing and/or assisting clients A, B or C in each of their bedrooms and/or the bathroom, the staff could not supervise the remaining clients that were not being cared for at the immediate time.</p> <p>__ Indicated there was a mechanical lift in the home but the staff had not been trained to use it.</p> <p>__ Indicated the staff had been trained to do a one person lift with clients B and D.</p> <p>__ Indicated client C required supervision due to a history of seizures and a diagnosis of Schizophrenia.</p> <p>__ Indicated client A cried frequently and stated, "With only one person here it was hard to give her (client A) the attention she needed."</p> <p>__ Stated, "I usually had time to get the medications done timely but didn't have time to give them (clients A, B, C and D)</p>			
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	<p>the attention they needed. Especially not with trying to get everyone changed, repositioned and fed."</p> <p>__ Indicated with one staff there was not enough time to provide adequate attention and/or active treatment to each client.</p> <p>__ Stated the PD was "rarely in the home" and when the PD was in the home, the PD would "occasionally" assist with the clients' direct care.</p> <p>__ Indicated the HM was in the home more often than the PD but the HM had other responsibilities.</p> <p>__ Stated "We (the staff) just do the best we can."</p> <p>During CI #2, CI #2:</p> <p>__ Indicated since her employment with the facility she (CI #2) had worked frequent shifts alone as the only staff in the home with four clients and then three clients in January after client A passed away.</p> <p>__ Indicated clients A, B and D were total assistance and required the staff to provide for all of their basic needs.</p> <p>__ Indicated clients A, B and D were to be repositioned and toileted every two hours.</p> <p>__ Stated with only one staff "It's really hard to give them (clients A, B, C and D) the care they deserve when you are here by yourself."</p>			
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	<p>__ Indicated when showering client D CI#2 did not close the bathroom door because she (CI #2) was concerned for the other clients' (clients A, B and C) safety and did not feel comfortable being behind a closed door and leaving the other clients unsupervised.</p> <p>__ Stated, "The home is understaffed and they (the facility) can't keep anyone that does get hired."</p> <p>__ Indicated the PD is not in the home very often.</p> <p>__ Indicated the HM is in and out of the home and stated, "I have seen her (the HM) a lot more than I have [name of PD]."</p> <p>During CI #3, CI #3:</p> <p>__ Stated, "I think there is supposed to be two of us (staff)."</p> <p>__ Stated, "I think there has only been maybe six or seven times that I have worked that I have actually had another staff here with me."</p> <p>__ Indicated the facility had a 30 minute window to pass medications and she (CI #3) would always start early to have enough time to get them done.</p> <p>__ When asked if there was enough time to reposition clients A, B and D, toilet and bathe them and to provide them with active treatment, CI #3 stated, "No. I want to be able to give them (clients A, B, C and D) more time but with only one</p>			

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	<p>person it's really hard." __ Indicated client D was not able to bear weight and she (CI #3) lifted client D from her chair/bed by placing her (CI #3) arms under client D's arm pits, lifting client D to a standing position and then to her bed/chair and/or the shower cart. __ Indicated when showering client D CI #3 did not close the bathroom door because she (CI #3) was concerned for the other clients' safety and did not feel comfortable being behind a closed door and leaving the other clients unsupervised and stated, "Thank God nothing has happened yet but I don't want to be the one here when it does happen." __ Stated, "I think she (client D) is supposed to be a two person lift, but that doesn't happen that often." During CI #4, CI #4: __ Stated she had worked alone a "few times" and she did not feel comfortable being the only staff "especially since" the loss of client A and stated, "It makes me (CI #4) think of what could or might happen all the time." __ Indicated she lifted client D from her wheelchair to put her into bed and/or to place her onto the shower cart and stated, "We were told that we could use the lift if we wanted to but I don't think anyone does." __ Indicated when showering client D CI</p>			

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	<p>#4 did not close the bathroom door because she (CI #4) was concerned for the other clients' safety and did not feel comfortable being behind a closed door and leaving the other clients unsupervised.</p> <p>___ Indicated clients A, B, and D were to be repositioned and changed and/or toileted every two hours and stated, "I tried to make sure I did but I know at times I didn't just because I didn't have time."</p> <p>___ Indicated the PD did not spend much time at the home and when in the home the PD did not assist with the clients.</p> <p>___ Indicated the HM was in the home more than the PD.</p> <p>During interview with the HM on 1/20/15 at 5 PM, the HM indicated:</p> <p>___ The HM was new to the home and had just started working on 1/5/15.</p> <p>___ Clients A, B and D required total staff assistance to meet their needs.</p> <p>___ Clients A, B and D were to be repositioned and toileted every two hours.</p> <p>___ The facility had a mechanical lift that was incorporated in the scales and the staff only used it when weighing clients.</p> <p>During interview with the PD on 1/22/15 at 12 PM, the PD:</p> <p>___ Indicated the facility's staffing ratio</p>						

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	<p>was two staff to four clients and/or one staff to two clients.</p> <p>__ Stated "There is supposed to be two staff from 3 PM to 12 AM."</p> <p>__ Indicated the facility was short staffed at present and was having difficulty maintaining staff.</p> <p>__ Indicated she (the PD) and the HM come in often to help out.</p> <p>__ Indicated when the PD and the HM worked in the home, their hours would show up on the DSRs.</p> <p>__ Indicated one staff worked the night shift from 12 AM to 8 AM.</p> <p>__ Indicated the night shift staff was to get the clients up in the mornings, to ensure clients A and B were showered, and all clients were dressed, fed and ready to go to the day services by 8 AM.</p> <p>__ Indicated additional staff was not assigned to come in early to assist the night shift staff.</p> <p>__ Indicated the facility had a mechanical lift but the staff lifted client D from the chair to the bed and back again.</p> <p>__ Indicated client C had seizures and a monitor was used while client C was in the bathroom to monitor client C.</p> <p>__ When asked how the staff were to monitor clients A, B and C while giving client D a shower, indicated one staff would monitor the other clients while one staff was giving client D a shower.</p>			

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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 1406 W TARKINGTON DR GREENSBURG, IN 47240
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W000252	<p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-3(a)</p> <p>483.440(e)(1) PROGRAM DOCUMENTATION Data relative to accomplishment of the criteria specified in client individual program plan objectives must be documented in measurable terms.</p> <p>Based on record review and interview for 1 additional client (A), the facility failed to ensure the staff documented the effectiveness and/or the results of all PRN pain medications given to client A.</p> <p>Findings include:</p> <p>Client A's MARS (Medication Administration Records) for December, 2014 and January, 2015 were reviewed on 1/21/15 at 11 AM.</p> <p>The staff failed to document the effectiveness and/or the results of the following pain medications given to client A for pain:</p> <p>12/3/14 at 10 AM Ibuprofen 600 mg (milligrams) for pain. Indicated no results.</p> <p>12/3/14 Hydromorphone 2 mg 1/2 tablet for pain. Indicated no time given.</p>	W000252	<p>Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record.</p> <p>Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records.</p> <p>Nurse, Program Director (QIDP) And/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions.</p> <p>Responsible parties: Program Director (QIDP), Nurse, Home Manager</p>	03/05/2015

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	<p>Indicated no results.</p> <p>12/3/14 at 3:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/4/14 at 9 AM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/4/14 at 11:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/5/14 at 12 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/5/14 at 3:30 PM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/7/14 Ibuprofen 600 mg for pain. Indicated no time given. Indicated no results.</p> <p>12/7/14 at 6:45 PM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/8/14 at 3:45 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/9/14 at 6:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/10/14 at 10:15 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/12/14 at 2:30 PM Ibuprofen 600 mg for pain/crying. Indicated no results.</p> <p>12/14/14 at 2:30 AM Ibuprofen 600 mg for pain/crying/screaming. Indicated no results.</p>						

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	12/14/14 at 2:30 Tramadol 50 mg for pain. Indicated no AM or PM on time. Indicated no results.			
	12/15/14 at 3:30 AM Tramadol 50 mg for pain. Indicated no results.			
	12/15/14 at 2:50 PM Tramadol 50 mg for pain. Indicated no results.			
	12/16/14 Hydrocodone 7.5 mg for pain. Indicated no AM or PM on time. Indicated no results.			
	12/17/14 at 4:15 AM Hydrocodone 7.5 mg for pain. Indicated no results.			
	12/17/14 at 10 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.			
	12/17/14 at 1:15 PM Hydrocodone 7.5 mg for pain. Indicated no results.			
	12/18/14 at 11:45 AM Tramadol 50 mg for pain. Indicated no results.			
	12/18/14 at 4 PM Ibuprofen 600 mg for pain. Indicated no results.			
	12/20/14 Lorazepam 1 mg for pain/crying. Indicated no time given. Indicated no results.			
	12/21/14 at 6:30 Tramadol 50 mg for pain. Indicated no AM or PM on time. Indicated no results.			
	12/21/14 at 3 PM Lorazepam 1 mg for crying. Indicated no results.			
	12/21/14 at 12:45 PM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results.			
	12/21/14 at 5:30 AM Hydromorphone 2 mg 1/2 tablet for pain/crying.			

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	<p>Indicated no results.</p> <p>12/22/14 at 9:30 AM Hydromorphone 2 mg 1/2 tablet for pain/crying.</p> <p>Indicated no results.</p> <p>12/22/14 at 5:20 PM Tramadol 50 mg for pain. Indicated no results.</p> <p>12/22/14 at 6:45 PM Lorazepam 1 mg for pain. Indicated no results.</p> <p>12/24/14 at 5:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>12/24/14 at 10 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/24/14 Tramadol 50 mg for pain. Unable to read time given.</p> <p>Indicated no results.</p> <p>12/24/14 at 11:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/25/14 at 3 AM Tramadol 50 mg for crying/pain. Indicated no results.</p> <p>12/25/14 at 9:15 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/25/14 at 2:50 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/26/14 at 4:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>12/26/14 at 4:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/27/14 at 1:15 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/27/14 at 8:37 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/27/14 at 5:37 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/28/14 at 2:30 AM Lorazepam 1 mg</p>			

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	<p>for crying. Indicated no results.</p> <p>12/28/14 at 9 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/28/14 at 6:20 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/29/14 at 3:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 3:30 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 9 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 8:30 PM Lorazepam 1 mg for "crying hysterically." Indicated no results.</p> <p>12/31/14 at 4 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/31/14 at 11 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/1/15 at 9:45 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/2/15 at 8:45 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/3/15 at 5:30 PM Hydrocodone/Acetaminophen for crying/moaning/pain. Indicated no dosage. Indicated no results.</p> <p>1/4/15 at 10 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/4/15 at 2 PM Hydrocodone/Acetaminophen for crying/pain. Indicated no dosage.</p> <p>1/5/15 at 12:30 AM Hydrocodone/Acetaminophen for crying. Indicated no dosage.</p>			

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W000318	<p>1/5/15 at 3:30 PM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/7/15 at 9:15 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/14/15 at 4:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>During interview with the facility's RN on 1/22/15 at 1 PM, the RN indicated the staff were to document the results of all pain medication/PRNs given on the MAR.</p> <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-4(a)</p> <p>483.460 HEALTH CARE SERVICES The facility must ensure that specific health care services requirements are met. Based on observation, interview and record review, the facility failed to meet the Condition of Participation: Health Care Services for 2 of 2 sampled clients (B and C) and 2 additional clients (A and D).</p> <p>The facility health care services failed: __ To ensure client A's medical needs were met in a timely manner in regard to client A's recurring pain and client A's</p>	W000318	Nurse in conjunction with Program Director(QIDP) will train staff on the implementation of the Indiana Mentor Pain assessment and management plan, including a pain assessment scale for non-verbal adults with intellectual disabilities and a pain management scale for verbal adults with intellectual disabilities. Nurse will develop client specific pain management protocols for any client with chronic pain requiring ongoing	03/05/2015			

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	<p>pain medication and to ensure client A was assessed/reassessed by a physician and/or sent to the hospital to be assessed for cause of the pain. The facility health care services failed to ensure a specific plan of care was developed and implemented in regard to client A's pain management.</p> <p>__To followed nursing standard of practice in regard to client A's clogged g-tube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__To ensure the staff documented all PRN (as needed) medications with a time given and the results and/or effects of the PRN for client A.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to g-tubes and how the staff were to monitor residual fluids, when g-tube feedings were to be held and for how long and when the staff were to notify nursing in regard to the residual results for clients A and B.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's colostomy bag and stoma (a surgically created opening on the abdomen which allows stool to pass through), what the staff were to document in regard to the contents of the colostomy bag and when/what the staff were to notify nursing in regard to client</p>		<p>physician intervention and or use of pain management medication, including PRNs. Nurse in conjunction with Program Director(QIDP) will train all staff on client specific pain management protocols. Health Services Supervisor will review and approve all health care protocols to ensure nursing services develop and implement a specific plan of care to address clients recurring pain and pain management. Area Director will review all client specific training to ensure that all staff have been trained on clients individual pain and pain management protocols prior to working with an individual. Nurse will develop specific protocols for clients with G-Tubes to ensure the protocol contains specific steps for clogged tubes, monitoring residual fluids, when feedings are to be held and for how long and when the staff are to notify nursing in regard to the residual results for clients. Nurse in conjunction with Program Director (QIDP) will train all staff on g-tube protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure theyinclude the client specific steps for staff to implement. Program Director (QIDP) and Home Manager will complete g-tube feeding observations weekly for 3 months to ensure that staff are following and implementing protocols correctly.</p>	

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	<p>B's stoma, colostomy and bowel output.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's oral care, how the staff were to monitor and assist client B due to a history of white substance on client B's tongue/mouth, when the staff were to give client B his PRN medication for the buildup of white substance on his tongue and lips and what/when the staff were to notify nursing in regard to client B's oral needs.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's Hypertension to include the parameters of high and low blood pressure for client B and when the staff were to notify nursing in regard to client B's blood pressure readings.</p> <p>__To ensure the staff took and documented client B's vital signs as indicated by the physician.</p> <p>__To ensure all medications were administered in compliance with each clients' physicians' orders for clients A, B, C, and D.</p> <p>Findings include:</p> <p>1. Nursing services failed: __To ensure client A's medical needs were met in a timely manner in regard to client A's recurring pain and client A's pain medication and to ensure client A</p>		<p>Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record.</p> <p>Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records.</p> <p>Nurse, Program Director (QIDP) And/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions.</p> <p>Nurse will develop specific plan of care for clients with colostomy bag and stoma. Protocol will consist of what the staff are to document in regard to the contents of the colostomy bag and when/what the staff are to notify nursing in regard to clients output. Nurse in conjunction with Program Director (QIDP) will retrain all staff on colostomy bag and stoma protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months to ensure colostomy and stoma protocols are being implemented correctly. Nurse will develop</p>	

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	<p>was assessed/reassessed by a physician and/or sent to the hospital to be assessed for cause of pain.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client A's pain management, in regard to g-tubes and residual results for clients A and B, in regard to client B's colostomy bag, stoma and bowel/bag contents, in regard to client B's oral care/hygiene and in regard to client B's Hypertension.</p> <p>__To followed nursing standard of practice in regard to client A's clogged g-tube.</p> <p>__To ensure the staff documented all PRN medications with a time given and the results and/or effects of the PRN for client A. Please see W331.</p> <p>2. Nursing services failed to ensure all medications were administered in compliance with each clients' physicians' orders for clients A, B, C, and D. Please see W368.</p> <p>This federal tag relates to complaint #IN00163122.</p> <p>9-3-6(a)</p>		<p>client specific protocol addressing oral care issues for all clients. Including how the staff are to monitor and assist client with white substance on tongue/mouth, when the staff are to give client PRN medication for the buildup of white substance on tongue and lips and what/when the staff are to notify nursing in regard to clients oral needs. Nurse in conjunction with Program Director will retrain all staff on oral care protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months to ensure oral care protocols are being implemented correctly.</p> <p>Nurse will develop client specific hypertension protocol to include the paramenters of high and low blood pressure and when the staff are to notify nursing in regard to clients blood pressure readings.</p> <p>Nurse in conjunction with Program Director (QIDP) will retrain all staff on hypertension protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months to ensure hypertension protocols are being implemented correctly.</p>		

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W000331	<p>483.460(c) NURSING SERVICES The facility must provide clients with nursing services in accordance with their needs. Based on observations, record review and interview for 1 of 1 sampled client (B) and 1 additional client (A), the facility nursing services failed:</p> <p>___To ensure client A's medical needs were met in a timely manner in regard to client A's recurring pain and client A's pain medication and to ensure client A</p>	W000331	<p>Nurse in conjunction with Program Director(QIDP) will retrain all staff on taking vitals and documenting as indicated by physician. Nurse, Program Director (QIDP) and/or Home Manager will review treatment sheets weekly to ensure that vitals are being taken and documented as indicated by physician. Nurse in conjunction with Program Director (QIDP) will retrain all staff on medication administration to ensure that medications are given and documented in compliance with each client's physician orders. Nurse, Program Director (QIDP) and/or Home Manager will review MAR's at least 3x a week to ensure that medications are being administered correctly. Responsible parties: Program Director (QIDP), Home Manager, Nurse, Health Services Supervisor</p> <p>Nurse in conjunction with Program Director (QIDP) will train staff on the implementation of the Indiana Mentor Pain assessment and management plan, including a pain assessment scale for non-verbal adults with intellectual disabilities and a pain management scale for verbal adults with intellectual disabilities. Nurse will develop</p>	03/05/2015	

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	<p>was assessed/reassessed by a physician and/or sent to the hospital to be assessed for cause of the pain. The facility health care services failed to ensure a specific plan of care was developed and implemented in regard to client A's pain management.</p> <p>__ To followed nursing standard of practice in regard to client A's clogged g-tube (gastrostomy tube - a tube inserted through the abdomen that delivers nutrition directly to the stomach).</p> <p>__ To ensure the staff documented all PRN (as needed) medications with a time given and the results and/or effects of the PRN for client A.</p> <p>__ To ensure a specific plan of care was developed and implemented in regard to g-tubes and how the staff were to monitor residual fluids, when g-tube feedings were to be held and for how long and when the staff were to notify nursing in regard to the residual results for clients A and B.</p> <p>__ To ensure a specific plan of care was developed and implemented in regard to client B's colostomy bag and client B's stoma (a surgically created opening on the abdomen which allows stool to pass through), what the staff were to document in regard to the contents of the colostomy bag and when/what the staff were to notify nursing in regard to client B's stoma, colostomy and bowel output.</p>		<p>client specific pain management protocols for any client with chronic pain requiring ongoing physician intervention and or use of pain management medication, including PRNs. Nurse in conjunction with Program Director (QIDP) will train all staff on client specific pain management protocols. Health Services Supervisor will review and approve all health care protocols to ensure nursing services develop and implement a specific plan of care to address clients recurring pain and pain management. Area Director will review all client specific training to ensure that all staff have been trained on clients individual pain and pain management protocols prior to working with an individual. Nurse will develop specific protocols for clients with G-Tubes to ensure the protocol contains specific steps for clogged tubes, monitoring residual fluids, when feedings are to be held and for how long and when the staff are to notify nursing in regard to the residual results for clients. Nurse in conjunction with Program Director (QIDP) will train all staff on g-tube protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will complete g-tube feeding observations weekly for 3</p>	

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	<p>__To ensure a specific plan of care was developed and implemented in regard to client B's oral care, how the staff were to monitor and assist client B due to a history of white substance on client B's tongue/mouth, when the staff were to give client B his PRN medication for the buildup of white substance on his tongue and lips and what/when the staff were to notify nursing in regard to client B's oral needs.</p> <p>__To ensure a specific plan of care was developed and implemented in regard to client B's Hypertension to include the parameters of high and low blood pressure for client B and when the staff were to notify nursing in regard to client B's blood pressure readings.</p> <p>__To ensure the staff took and documented client B's vital signs as indicated by the physician.</p> <p>Findings include:</p> <p>1. The facility's reportable and investigative records were reviewed on 1/21/15 at 8 AM.</p> <p>The 12/2/14 BDDS (Bureau of Developmental Disabilities Services) report indicated on 12/2/14 at 12 PM client A was taken to the hospital due to crying and indicating pain. Pain was of</p>		<p>months to ensure that staff are following and implementing protocols correctly. Nurse in conjunction with Program Director (QIDP) will retrain staff on monitoring effectiveness of PRN medications and documenting results of PRN medication in client's record. Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that staff are documenting the use and effectiveness of PRNs appropriately in clients records.</p> <p>Nurse, Program Director (QIDP) and/or Home Manager will review clients MARs at least 3x a week to ensure that any PRN that was given and not effective was reported immediately to nursing services for further instructions.</p> <p>Nurse will develop specific plan of care for clients with colostomy bag and stoma. Protocol will consist of what the staff are to document in regard to the contents of the colostomy bag and when/what the staff are to notify nursing in regard to clients output. Nurse in conjunction with Program Director (QIDP) will retrain all staff on colostomy bag and stoma protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months to ensure colostomy and stoma</p>	

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	<p>unknown origin, all tests were negative and client was diagnosed with constipation and abdominal pain. Client A was given 5 ounces of Magnesium Citrate (a laxative) and was given a prescription for pain medication.</p> <p>The 12/15/14 BDDS report indicated on 12/14/14 at 10 AM the HM (Home Manager) called 911 and client A was transported to the ER due to client A having "difficulty breathing."</p> <p>The 12/17/14 BDDS report indicated on 12/16/14 at 8 AM client A underwent a gall bladder surgery via outpatient surgery.</p> <p>The 12/19/14 BDDS report indicated client A was taken to the ER on 12/18/14 at 6:10 PM due to a clogged "mic-key tube" (a type of gastrostomy tube that is inserted through the abdomen and allows for nutrition to be delivered directly into the stomach). The report indicated the ER doctor replaced client A's mic-key tube with a temporary tube and the facility was instructed to make an appointment with [name of doctor] to have another mic-key</p>		<p>protocols are being implemented correctly. Nurse will develop client specific protocol addressing oral care issues for all clients. Including how the staff are to monitor and assist client with white substance on tongue/mouth, when the staff are to give client PRN medication for the buildup of white substance on tongue and lips and what/when the staff are to notify nursing in regard to clients oral needs. Nurse in conjunction with Program Director (QIDP) will retrain all staff on oral care protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do weekly observations for 3 months to ensure oral care protocols are being implemented correctly. Nurse will develop client specific hypertension protocol to include the parameters of high and low blood pressure and when the staff are to notify nursing in regard to clients blood pressure readings. Nurse in conjunction with Program Director will retrain all staff on hypertension protocols. Health Services Supervisor will review all health care protocols for 3 months to ensure they include the client specific steps for staff to implement. Program Director (QIDP) or Home Manager will do</p>	

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	<p>tube placed at a later time.</p> <p>The follow up BDDS report dated 12/30/14 indicated client A was diagnosed with Cholecystitis (an inflammation of the gallbladder) and constipation and was given Hydromorphone for pain. The report indicated the staff were trained on pain management and pain protocol and the client underwent gallbladder surgery on 12/16/14.</p> <p>The 1/16/15 BDDS report indicated on 1/15/15 client A had gone into the hospital to have a new mic-key button placed. The report indicated client A had no complications before or after the procedure and the client returned home at approximately 12 PM. The report indicated the staff monitored the client throughout the day and the client "appeared groggy from sedation but was following staff with her eyes and vitals were stable. Staff did routine checks throughout the afternoon and early evening. Last check was 6:30 PM and client appeared stable, no issues reported. Staff went to prepare evening meds and when they</p>		<p>weekly observations for 3 months to ensure hypertension protocols are being implemented correctly. Nurse in conjunction with Program Director (QIDP) will retrain all staff on taking vitals and documenting as indicated by physician. Nurse, Program Director (QIDP)and/or Home Manager will review treatment sheets weekly to ensure that vitals are being taken and documented as indicated by physician. Responsible parties: Program Director (QIDP), Nurse, Health Services Supervisor, Home Manager, Area Director</p>				

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	<p>entered client's room she appeared to be blue and in distress. Staff immediately started CPR and called 911. EMS (Emergency Medical Services) arrived at home and took over CPR but were unable to revive client (A).</p> <p>The 1/29/15 email from the AD (Area Director) was reviewed on 1/29/15 at 6 PM. The email included an attached copy of client A's death certificate. The death certificate indicated client A died on 1/15/15 at 7:05 PM and the cause of death was "Cardiopulmonary Collapse (the cessation of the heart to pump blood to the vital organs)."</p> <p>Client A's record was reviewed on 1/21/15 at 11 AM. Client A had diagnoses of, but not limited to, Anemia (a condition in which the body does not have enough healthy red blood cells), Depression, Constipation, Sacral Decubitus with MRSA (Methicillin-resistant Staphylococcus Aureus - a bacteria responsible for several difficult-to-treat infections in the human body), Cerebral Palsy (a group of disorders that can involve brain and nervous system functions), Scoliosis/Kyphoscoliosis (an excessive curvature of the spine) with Harrington Rods (stainless steel spinal instrument</p>			

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	<p>implanted along the spinal column to treat a curvature of the spine), PAD (Peripheral Arterial Disease - a disease in which plaque (plak) builds up in the arteries that carry blood to the head and organs and causes leg pain) and PVD (Peripheral Vascular Disease - a slow progressive circulatory disorder that may involve disease in any of the blood vessels outside of the heart) and Dysphagia (difficulty swallowing with the sensation food gets stuck in the throat). Client A's record indicated a history of Pneumonia and Bronchitis (inflammation of the mucous membrane in the bronchial tubes).</p> <p>Client A's Risk Management Assessment and Plan dated 10/21/14 indicated: ___ Client A had a non-healing sacral decubitus with MRSA. ___ Client A was on complete bed rest and required repositioning every two hours. ___ Client A required "assistance at all times." ___ Client A "can become very rigid, especially when she (client A) is in pain or scared." ___ Client A received nutrients and medications through a g-tube. ___ The staff were to notify the nurse if any PRNs (as needed) medications were not effective within 60 minutes. ___ Client A was incontinent of bowel and</p>			

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	<p>bladder and required to be checked and/or changed every two hours.</p> <p>__ Staff were to make sure client A's adult brief was changed when soiled.</p> <p>Client A's Daily Support Records (DSRs) for December 2014 and January 2015 indicated:</p> <p>__ 12/1/14 from 8:30 AM to 4:45 PM client A "cried a lot today." The DSR indicated client A's mother arrived at the home and she (client A's mother) was "not happy." Client A was taken to see her doctor.</p> <p>__ 12/2/14 from 11 AM to 10 PM client A "was screaming upon arrival. She was transported to the hospital, she seem (sic) calm till hospital ran test. She fell asleep upon return."</p> <p>__ 12/3/14 from 12 AM to 8 AM client A "woke up at 3 AM crying and continued to cry until after 4 AM."</p> <p>__ 12/3/14 from 3 PM to 12 AM client A "cried when I (the staff) changed her. She had an XXL BM (Bowel Movement). Very fussy while cleaning her."</p> <p>__ 12/5/14 from 8 AM to 3:30 PM client A "was crying upon arrival. Changed her gown after giving bath and change (sic) wet diaper. She calm (sic) down for a bit and began to cry."</p> <p>__ 12/5/14 from 3 PM to 8 PM client A "cried off and on all night. Assisted as necessary. No issues other than her</p>			

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	<p>(client A) being upset." __12/6/14 from 8 AM to 8 PM client A "has yelled off and on all day. Trying to pull out feeding tube." __12/7/14 from 8 AM to 8 PM client A "has been upset most of day. She has been yelling (not crying)." Was given a bed bath and was "very uncooperative during the bath. Change (sic) and repositioned, tried to make her comfortable but nothing worked." __12/8/14 from 3 PM to 12 AM client A "cried for awhile upon arrival. Gave meds as needed for her pain. It was effective." __12/9/14 from 3 PM to 12 AM client A "cried and whined some. Gave PRN pain meds. No issues. Assisted and changed as needed." __12/10/14 from 12 AM to 8:30 AM client A "cried off and on from 2 AM until 7 AM. She would quiet, whimper, then cry. I (the staff) feel she needs a bath! Assisted her as she needed." __12/10/14 from 2 PM to 12 AM client A "cried off and on before 8 PM meds. Assisted as needed. Gave meds." __12/11/14 from 8 AM to 4 PM client A "only cried for awhile and rest of day was quiet. No issues." __12/11/14 from 3 PM to 8 PM client A "cried upon arrival. Gave meds. Assisted and changed as needed." __12/12/14 from 8 AM to 3 PM client A</p>			

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	<p>"Moaned for 20 minutes or more around 2 PM. Gave PRN and changed clothing due to sweaty." __ 12/12/14 from 3 PM to 8 PM client A "was crying a lot upon arrival. After 4/4:30 PM she stopped and was fine the rest of the shift." __ 12/13/14 from 8 PM to 12 AM client A "was crying when I (the staff) arrived. I gave her 8 meds, she quieted while I did it." __ 12/13/14 from 12 AM to 8 AM client A "slept well through first half of morning then awoke and was complaining of pain. Assisted her with bathing and changing as needed." __ 12/14/14 from 12 AM to 8 AM client A "woke at 1:45 AM and cried until 6 AM. Attempted making her comfortable." __ 12/14/14 from 8 AM to 7:30 PM client A "cried for a short while and began having issues with breathing." The staff called 911 and client A was taken to the hospital. __ 12/14/14 from 7 PM to 12 AM client A "fell asleep at 8ish (sic) when her vac (wound vacuum) began beeping. Tried to fix to no avail. Turned it off. She (client A) slept well through AM." __ 12/15/14 from 8 AM to 4:45 PM client A "cried a lot today. Mom (client A's mother) calm (sic) her down upon going to Dr (doctor) appt (appointment). [Client</p>			

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	<p>A] cried a lot at doctor's she seem in a lot pain (sic). Pain meds given." __ 12/17/14 from 3 PM to 12 AM client A "cried a lot upon arrival. Stopped until 6:45 (PM) and cried again until 8 PM. Assisted and changed." __ 12/17/14 from 12 AM to 8 AM client A "awoke before midnight and began whimpering which turned into crying and then screaming. Attempted making her comfortable, was not successful." __ 12/17/14 from 8 AM to 2:15 PM indicated "At 9:30 AM [client A] began to scream. She (client A) was in a lot of pain. Gave pain meds did not seem to help. Call (sic) doctor and doctor was to call back. She finally fell asleep and was awake off and on throughout day." __ 12/20/14 from 8 AM to 8 PM client A "had a pretty good day. Only cried when turning her over to change depend. Gave meds and assisted as needed." __ 12/21/14 from 8 AM to 8 PM client A "cried a lot around 9:30 AM" for an hour." __ 12/22/14 from 3 PM to 8 PM client A "cried frequently but meds helped control it." __ 12/22/14 from 3 PM to 12 AM client A "cried off and on." __ 12/24/14 from 12 AM to 8 AM client A began crying "around 1 AM. Gave anxiety med. She dosed (sic) on and off between crying."</p>			

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	<p>__12/24/14 from 3 PM to 10 PM client A cried "off and on through 1st half of shift."</p> <p>__12/24/14 from 10 PM to 12 AM client A "began crying around 11:30 PM. Eventually went back to sleep."</p> <p>__12/25/14 from 12 AM to 8 AM "Tried to make her (client A) comfy when crying."</p> <p>__12/25/14 from 8 AM to 2 PM client A "cried most of the morning. Couldn't calm her down, moved her, sat with her, changed her and nothing worked until 12 PM meds."</p> <p>__12/25/14 from 1 PM to 8 PM client A "cried from 2:30 PM until 3:15 PM."</p> <p>__12/26/14 from 12 PM to 8:30 PM client A "cried maybe a total of 1 hour while on my shift."</p> <p>__12/27/14 from 7 AM to 3 PM client A "has cried on and off my whole shift when moving her from side to side."</p> <p>__12/27/14 from 3 PM to 8 PM client A "cried during beginning of shift."</p> <p>__12/27/14 from 8 PM to 12 AM client A "began crying around 11 PM then stopped and dozed off."</p> <p>__12/28/14 from 8 AM to 3 PM client A "cried on and off during my shift."</p> <p>__12/28/14 from 3 PM to 8 PM client A "cried off and on throughout shift."</p> <p>__12/29/14 from 3 PM to 10 PM client A "cried during beginning of shift but quiet through the evening."</p>			

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	<p>__12/31/14 from 12 AM to 8 AM client A "did cry for short period at 4 AM. Gave PRN and bed bath."</p> <p>__12/31/14 from 3 PM to 8 PM client A "cried off and on through the shift."</p> <p>__1/2/15 from 3 PM to 8 PM client A "cried/screamed off and on all evening."</p> <p>__1/3/15 from 8 AM to 3 PM client A "cried the entire shift. Nothing eased her screaming."</p> <p>__1/3/15 from 3 PM to 8 PM client A "crying when arrived."</p> <p>__1/4/15 from 8 AM to 3 PM client A "cried off and on all day. Gave PRNs."</p> <p>__1/4/15 from 3 PM to 8 PM client A "cried a little other then that no problem."</p> <p>__1/5/15 from 10:30 AM to 3:30 PM client A "cried for a little bit."</p> <p>__1/7/15 from 12 AM to 8 AM client A "started crying at 4:30 AM but stopped when staff when in her room with her."</p> <p>__1/7/15 from 3 PM to 12 PM client A "cried off and on through shift."</p> <p>__1/8/15 from 3 PM to 11 PM client A "was crying at beginning of shift but been fine since about 4 PM."</p> <p>__1/9/15 from 3 PM to 10 PM client A "cried quite a bit tonight off and on" and "cried during majority of shift."</p> <p>__1/10/15 from 12 AM to 8 AM client A "started crying at 1 PM (sic) has done this off and on rest of shift."</p> <p>__1/12/15 from 3 PM to 12 AM client A "cried off and on throughout shift."</p>			

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	<p>__1/14/15 from 12 AM to 8 AM client A "cried most of shift."</p> <p>Client A's Medication Administration Records (MARS) for December, 2014 and January 2015 indicated client A received the following medications:</p> <p>12/1/14 at 2:30 AM Ibuprofen 600 mg for pain. Indicated not effective.</p> <p>12/2/14 at 4:30 AM Ibuprofen 600 mg for pain. Indicated not effective.</p> <p>12/3/14 at 10 AM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/3/14 Hydromorphone 2 mg 1/2 tablet for pain. Indicated no time given. Indicated no results.</p> <p>12/3/14 at 3:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/4/14 at 9 AM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/4/14 at 3:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated not effective.</p> <p>12/4/14 at 11:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/5/14 at 12 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/5/14 at 3:30 PM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/6/14 at 9 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated not</p>						

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	<p>effective.</p> <p>12/7/14 Ibuprofen 600 mg for pain. Indicated no time given. Indicated no results.</p> <p>12/7/14 at 6:45 PM Ibuprofen 600 mg for pain. Indicated no results.</p> <p>12/8/14 Ibuprofen 600 mg for pain/crying. Indicated no time given. Indicated not effective.</p> <p>12/8/14 at 3:45 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/9/14 at 9:30 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated effective.</p> <p>12/9/14 at 6:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/10/14 at 3 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated not effective.</p> <p>12/10/14 at 10:15 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/10/14 at 7:30 PM Hydromorphone 2 mg 1/2 tablet for pain. Indicated effective.</p> <p>12/12/14 at 2:30 PM Ibuprofen 600 mg for pain/crying. Indicated no results.</p> <p>12/13/14 at 4:30 AM Ibuprofen 600 mg for pain/crying. Indicated effective.</p> <p>12/14/14 at 2:30 AM Ibuprofen 600 mg</p>			

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	<p>for pain/crying/screaming. Indicated no results.</p> <p>12/14/14 at 2:30 Tramadol 50 mg for pain. Indicated no AM or PM on time. Indicated no results.</p> <p>12/15/14 at 3:30 AM Tramadol 50 mg for pain. Indicated no results.</p> <p>12/15/14 at 2:50 PM Tramadol 50 mg for pain. Indicated no results.</p> <p>12/16/14 Hydrocodone 7.5 mg for pain. Indicated no AM or PM on time. Indicated no results.</p> <p>12/17/14 at 12 AM Hydrocodone 7.5 mg for pain. Indicated not effective.</p> <p>12/17/14 at 4 PM Hydrocodone 7.5 mg for screaming/crying/pain. Indicated not effective.</p> <p>12/17/14 at 4:15 AM Hydrocodone 7.5 mg for pain. Indicated no results.</p> <p>12/17/14 at 10 AM Hydromorphone 2 mg 1/2 tablet for pain. Indicated no results.</p> <p>12/17/14 at 1:15 PM Hydrocodone 7.5 mg for pain. Indicated no results.</p> <p>12/17/14 at 5:15 PM Hydrocodone 7.5 mg for pain. Indicated effective.</p> <p>12/18/14 at 12:30 AM Tramadol 50 mg for pain. Indicated effective.</p> <p>12/18/14 at 4:35 AM Tramadol 50 mg for pain. Indicated effective.</p> <p>12/18/14 at 9 AM Hydrocodone 7.5 mg for pain. Indicated effective.</p> <p>12/18/14 at 11:45 AM Tramadol 50 mg for pain. Indicated no results.</p>			

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	12/18/14 at 4 PM Ibuprofen 600 mg for pain. Indicated no results.			
	12/20/14 Lorazepam 1 mg for pain/crying. Indicated no time given. Indicated no results.			
	12/21/14 at 6:30 Tramadol 50 mg for pain. Indicated no AM or PM on time. Indicated no results.			
	12/21/14 at 9:15 AM Lorazepam 1 mg for crying. Indicated effective.			
	12/21/14 at 3 PM Lorazepam 1 mg for crying. Indicated no results.			
	12/21/14 at 12:45 PM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results.			
	12/21/14 at 5:30 AM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results.			
	12/22/14 at 9:30 AM Hydromorphone 2 mg 1/2 tablet for pain/crying. Indicated no results.			
	12/22/14 at 8:30 AM Lorazepam 1 mg for crying. Indicated effective.			
	12/22/14 at 5:20 PM Tramadol 50 mg for pain. Indicated no results.			
	12/22/14 at 6:45 PM Lorazepam 1 mg for pain. Indicated no results.			
	12/23/14 at 3:30 PM Lorazepam 1 mg for crying. Indicated effective.			
	12/23/14 Hydrocodone 7.5 mg for pain. Indicated no AM/PM. Indicated effective.			
	12/24/14 at 1 AM Lorazepam 1 mg for crying. Indicated effective.			

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	12/24/14 at 5:30 AM Tramadol 50 mg for crying. Indicated no results. 12/24/14 at 10 AM Lorazepam 1 mg for crying. Indicated no results. 12/24/14 Tramadol 50 mg for pain. Unable to distinguish time. Indicated no results. 12/24/14 at 11:30 PM Lorazepam 1 mg for crying. Indicated no results. 12/25/14 at 3 AM Tramadol 50 mg for crying/pain. Indicated no results. 12/25/14 at 9:15 AM Lorazepam 1 mg for crying. Indicated no results. 12/25/14 at 2:50 PM Lorazepam 1 mg for crying. Indicated no results. 12/26/14 at 4:30 AM Tramadol 50 mg for crying. Indicated no results. 12/26/14 at 4:30 PM Lorazepam 1 mg for crying. Indicated no results. 12/27/14 at 1:15 AM Lorazepam 1 mg for crying. Indicated no results. 12/27/14 at 8:37 AM Lorazepam 1 mg for crying. Indicated no results. 12/27/14 at 5:37 PM Lorazepam 1 mg for crying. Indicated no results. 12/28/14 at 2:30 AM Lorazepam 1 mg for crying. Indicated no results. 12/28/14 at 9 AM Lorazepam 1 mg for crying. Indicated no results. 12/28/14 at 6:20 PM Lorazepam 1 mg for crying. Indicated no results. 12/29/14 at 2:30 AM Lorazepam 1 mg for crying "for hours". Indicated effective.			

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	<p>12/29/14 at 10:30 AM Lorazepam 1 mg for crying. Indicated effective.</p> <p>12/29/14 at 3:30 PM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 3:30 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 9 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/30/14 at 8:30 PM Lorazepam 1 mg for "crying hysterically." Indicated no results.</p> <p>12/31/14 at 4 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>12/31/14 at 11 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/1/15 at 5:30 AM Lorazepam 1 mg for crying/pain. Indicated effective.</p> <p>1/1/15 at 9:45 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/2/15 at 8:45 AM Lorazepam 1 mg for crying. Indicated no results.</p> <p>1/2/15 at 2:15 PM Lorazepam 1 mg for crying. Indicated effective.</p> <p>1/3/15 at 2 PM Tramadol 50 mg for crying. Indicated calmer but crying 30 minutes after receiving medication.</p> <p>1/3/15 at 5:30 PM Hydrocodone/Acetaminophen for crying/moaning/pain. Indicated no dosage. Indicated no results.</p> <p>1/4/15 at 10 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/4/15 at 2 PM</p>			

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	<p>Hydrocodone/Acetaminophen for crying/pain. Indicated no dosage. Indicated not effective.</p> <p>1/5/15 at 12:30 AM</p> <p>Hydrocodone/Acetaminophen for crying. Indicated no dosage. Indicated effective.</p> <p>1/5/15 at 3:30 PM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/7/15 at 9:15 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>1/14/15 at 4:30 AM Tramadol 50 mg for crying. Indicated no results.</p> <p>Client A's January 2015 MAR indicated client A was to have her fingernails and toenails clipped every Sunday on the 2nd shift. Client A's MAR indicated this has not been done the month of January.</p> <p>Client A's nursing notes for November 2014 through January 2015, not all inclusive, indicated:</p> <p>11/10/14 "Staff ran out of Tylenol this AM. It has been reordered. PD (Program Director) also obtained refill for Hydrocodone without Tylenol. Contacted pharmacy, pharmacy report they will deliver Tylenol today. Hydrocodone with Tylenol does not exist. Pharmacy contacted PD with suggestions for other non-Tylenol containing pain medications. No response at this</p>			

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	<p>time from MD."</p> <p>11/12/14 "Emailed pharmacy for update on getting the script for stronger pain medicine."</p> <p>11/14/14 "changed vac tubing and tape.... Afterward she (client A) started to cry pointing at her stomach. Assisted staff to reposition her and increase the elevation of her head. She continued to cry. Staff medicated her with antacid. She would calm then begin to cry again. E-mailed pharmacy about progress in obtaining script from wound care. She (the pharmacist) e-mailed back that she would try again today. She had tried yesterday and never received a call back. 15 minutes later pharmacy e-mailed back that MD is waiting until he sees her on Monday to prescribe anything for pain."</p> <p>11/17/14 "Accompanied [client A] to wound care.... Was able to talk MD into Ibuprofen 600 mg q 8 hrs (hours) PRN pain. Faxed script and e-mailed pharmacist. Added Ibuprofen to MAR."</p> <p>11/20/14 at 1 PM "Spoke with PD, she reports [client A's] mother does not believe the Ibuprofen is enough for pain medication. So she called wound care. Wound</p>			

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	<p>care would not give anything else for pain management stating that a script for straight Hydrocodone had already been sent to the house. PD reports she called [name of local pharmacy] since [name of facility pharmacy] reports that they cannot obtain Hydrocodone. [Name of local pharmacy] told her that it has been pulled from the market. Wound care is to send a script to the house to d/c (discontinue) the wound vac for several days to see if that helps with wound pain."</p> <p>11/20/14 at 3:15 PM "House has not received script yet to hold wound vac. Spoke to HM, she will call wound care in AM if does not arrive this evening."</p> <p>11/21/14 "Phone call from HM, she called wound care. Wound care upset that [client A's] mother called. They believed it was inappropriate for her to call. Wound care reports that [client A's] mother was told that wound vac needs to stay in place. The house needs to obtain the Hydrocodone because the MD will not prescribe anything else stronger for pain. Unavailable to place vac today. Will place on Monday AM."</p>			

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	<p>11/24/14 at 8:30 AM "Spoke with HM, she reports that PD called all area pharmacies looking for somewhere to fill Hydrocodone script. [Name of pharmacy] can."</p> <p>11/24/14 at 9 AM "Staff reports [client A] cried throughout yesterday and last night. She was given Ibuprofen regularly. Staff repositioned her and changed her patch but she continued to cry. Night staff states that she finally stopped about 2 hrs after getting the last dose of Ibuprofen and fell asleep.... Reapplied wound vac. [Client A] cried throughout procedure. [Client A] continued to cry after procedure as well. HM returned from [name of local pharmacy]. They report a misunderstanding once they saw the script. [Name of local pharmacy] reports that as the script is written the Hydrocodone does not exist."</p> <p>11/24/14 at 10:30 AM "Staff reports that [client A] has not received Miralax all weekend. She ran out, not sure if it was reordered. E-mailed pharmacy explaining situation and left note for staff on procedure for reordering medications. Review documentation, missing some of</p>						

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	<p>weekend documentation, HM called staff who worked. Staff reports no BM when she worked. [Client A] has not had a BM since Thur (Thursday). House out of [client A's] suppositories. HM went to backup pharmacy to obtain medication."</p> <p>11/24/14 at 12 PM "E-mailed AD (Area Director) regarding the inability to obtain Hydrocodone. She contacted RD (Regional Director) who contacted another pharmacy. Spoke to RD, the other pharmacy will work with Mentor to assist in obtaining a stronger pain medicine than Ibuprofen. Sent name of physician and phone number to AD to pass on to pharmacy."</p> <p>11/25/14 at 11:30 AM "E-mail from AD, pharmacy suggests Oxycodone or Hydromorphone instead of Hydrocodone. They cannot obtain Hydrocodone without Tylenol either."</p> <p>11/26/14 at 11 AM client A "has been crying most of morning. She has been medicated with Ibuprofen and later Tylenol. She finally calmed down.... Spoke with HM, made a list of different suggestions from different pharmacies of options for MD</p>						

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	<p>instead of Hydrocodone. She will take list to MD on Monday's appt. (appointment). Created tracking sheet for staff to use to document her crying, medication use and when vac was on or off. HM will take to appointment on Monday. Left note for staff reminding them that they can alternate Ibuprofen and Tylenol if her pain is not under control and they have tried repositioning and distraction."</p> <p>12/1/14 at 9:30 AM "Staff report [client A] crying off and on since yesterday AM. Received BM record, no BM recorded since 11/25 documented. However reports abdominal pain. Program director administered suppository."</p> <p>12/1/14 at 11 AM "Spoke with [client A's] mother, discussed issues with filling script. She called wound care with list of meds compiled from discussions with the different pharmacies. Wound care nurse reports that initial script was written for one of medications on the list, Vicoprofen. Given phone by mother, discussed with wound care nurse again that as written, the medication is not manufactured. She wanted a list</p>						

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	<p>of pharmacies that were contacted. Gave list. Nurse looked at formulary and determined that indeed that as written it could not be filled for Vicoprofen. She will have MD write a new script for Vicoprofen that can be filled. Script to be picked up at her appointment this afternoon. Notified pharmacy of script."</p> <p>12/1/14 at 3:30 PM client A was taken to wound care and once there the client stopped crying. "MD decided if she (client A) did not cry there she was not in pain and refused to order any stronger pain medicine."</p> <p>12/1/14 at 4:15 PM "Phone call from PD, she reports that during wound care, [name of doctor] declared that [client A] was not constipated and going 4-5 days without BM is not an issue due to the fact that she is bedridden. [Client A] is going to her PCP (Primary Care Physician) on Wednesday. PD will ask PCP about the length of time between BM's."</p> <p>12/2/14 at 11 AM "Phone call from HM, she (the HM) reports that [client A's] mother is very concerned about her since she has been crying often. [Client A's] mother believes something is very wrong</p>			

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W000368	<p>medically and wants her taken to ER (Emergency Room) as soon as possible. HM is on her way to the house to take her to the ER. [Client A's] mother is on her way from her home and will meet HM and [client A] at ER." 12/2/14 at 8:15 PM "Phone call from PD, ER ran blood work, CT scan and x-rays. The only thing they could find was constipation. [Client A] was only crying in her mother's presence. Her mother did press the ER MD for pain medicine. She was prescribed Hydromorphone and liquid medicine for constipation."</p> <p>ntext: 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 2 of 2 sampled clients (B and C) and 2 additional clients (A and D), the facility's nursing services failed to ensure all medications were administered in compliance with the physician's orders.</p> <p>Findings include: The facility's reportable and investigative records were reviewed were reviewed on</p>	W000368	<p>Nurse in conjunction with Program Director (QIDP) will retrain all staff on medication administration to ensure that medications are given and documented in compliance with each client's physician orders. Nurse, Program Director (QIDP) and/or Home Manager will review MAR's at least 3x a week to ensure that medications are being administered correctly. Responsible parties: Program Director (QIDP), Nurse,</p>	03/05/2015

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G719		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 02/03/2015	
NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC				STREET ADDRESS, CITY, STATE, ZIP CODE 1406 W TARKINGTON DR GREENSBURG, IN 47240			
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	<p>1/21/15 at 8 AM.</p> <p>The 3/26/14 BDDS (Bureau of Developmental Disabilities Services) report indicated: ___ During the 7 PM medication pass on 3/25/14 the staff noticed the morning staff had not given client B his AM medications on 3/25/14. The report did not indicate the names and/or doses of the medications not given. ___ The staff responsible for not giving client B his medications was suspended from service "due to just being retrained on medication administration on 3/19/14."</p> <p>The 4/29/14 BDDS report indicated: ___ Client A's, B's, C's and D's 7 AM medications were not documented as being given on 4/26/14. The report did not indicate the names and/or doses of the medications. ___ The staff responsible for the error "will receive corrective action."</p> <p>The 8/10/14 BDDS report indicated: ___ The staff did not document client A's Isosource supplement on 8/2/14 at 10 PM and "not able to verify if given." ___ The facility would retrain on medication administration with the staff.</p> <p>The 10/23/14 BDDS report indicated:</p>		Home Manager				

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W000436	<p>__ Client A did not receive her noon dose of Metoclopramide (given for gastric esophageal reflux disease) 5 mg (milligrams).</p> <p>__ The facility would continue staff training on medications.</p> <p>The 12/2/14 BDDS report indicated: __ Client A was not given her 7 AM medications due to staff error. The report did not indicate the name and/or dose of medications not given to client A. __ The facility would implement a medication check during shift changes to ensure all medications had been given and would continue to report "incidents" to the RN.</p> <p>Interview with the facility's RN on 1/22/15 at 1 PM indicated all clients were to receive their medications as ordered by the physician.</p> <p>9-3-6(a)</p> <p>483.470(g)(2) SPACE AND EQUIPMENT The facility must furnish, maintain in good repair, and teach clients to use and to make informed choices about the use of dentures, eyeglasses, hearing and other communications aids, braces, and other devices identified by the interdisciplinary</p>						

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	<p>team as needed by the client.</p> <p>Based on observation, record review and interview for 1 of 2 sampled clients with adaptive equipment (B), the facility failed to ensure client B's gait trainer/stander was repaired and provided to client B to use daily as ordered by client B's physician.</p> <p>Findings include:</p> <p>Observations were conducted at the group home on 1/20/15 between 3:15 PM and 7 PM. Client B was a tall medium built male that required a wheelchair for mobility and staff assistance with all transfers in and out of the wheelchair and the bed. Client B required staff assistance for all ADLs (Adult Daily Living Skills) and communicated by making noises and pointing. A gait trainer/stander was in client B's bedroom along the wall.</p> <p>Client B's record was reviewed on 1/21/15 at 3 PM. Client B's January 2015 physician's orders indicated client B was to use a gait trainer 30 minutes every evening.</p> <p>Interview with staff #1 on 1/20/15 at 5 PM indicated she was new to the facility and was not aware that client B had a gait trainer.</p>	W000436	<p>Program Director (QIDP) will retrain staff on checking adaptive equipment including stander for all clients and documenting on the clients treatment sheets that all equipment in present and in good working condition. Program Director (QIDP) will train staff to report any issues or repairs needed to Program Director (QIDP) immediately so Program Director can have item replaced or repaired in a timely manner. Program Director (QIDP) or Home Manager will review treatment sheets at least 3x a week to ensure that adaptive equipment is being checked and that any issues are being reported to Program Director Responsible parties: Program Director (QIDP), Home Manager</p>	03/05/2015			

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	<p>During interview with the facility's RN on 1/22/15 at 1 PM, the RN stated client B's gait trainer had been broken "for quite awhile." The RN indicated the facility had attempted to get client B's gait trainer repaired and stated, "I don't think they make them like his anymore." The RN stated client B has now "become dependent on his wheelchair" and did not stand as often as he had in the past. The RN indicated no specific plans to get client B's gait trainer repaired and/or replaced.</p> <p>9-3-7(a)</p>						