

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G418	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 04/25/2014
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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 5105 N GUION RD INDIANAPOLIS, IN 46254
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W000000	<p>This visit was for the Post Certification Revisit (PCR) to the investigation of complaint #IN00144956 completed on 3/11/14.</p> <p>This visit was done in conjunction with the annual recertification and state licensure survey.</p> <p>Complaint #IN00144956: Not Corrected.</p> <p>Dates of Survey: 4/22/14 and 4/23/14.</p> <p>Facility Number: 000932 Provider Number: 15G418 AIMS Number: 100244560</p> <p>Surveyor: Keith Briner, QIDP</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 5/1/14 by Ruth Shackelford, QIDP.</p>	W000000		
W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met. Based on record review and interview, the facility failed to meet the Condition</p>	W000102	<p>1.Please refer to W104 2.Please refer to W122</p>	05/23/2014

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

TITLE

(X6) DATE

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

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	<p>of Participation: Governing Body for 1 of 4 sampled clients (A). The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the facility implemented its policy, and procedures to prevent neglect of client A regarding elopement behavior and the facility failed to develop and implement measures to prevent reoccurrence of neglect of client A regarding elopement behavior, to ensure the QIDP (Qualified Intellectual Disabilities Professional)/PD (Program Director) monitored, coordinated and integrated each client's active treatment program and to ensure staff were trained to work with client A.</p> <p>Findings include:</p> <p>1. The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence of neglect of client A regarding elopement behavior, to ensure the QIDP/PD monitored, coordinated and integrated each client's active treatment program and to ensure staff were trained to work with client A. Please see W104.</p>			

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W000104	<p>2. The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the facility met the Condition of Participation: Client Protections for client A. The governing body failed to ensure the facility implemented its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence of neglect of client A regarding elopement behavior, to ensure the QIDP/PD monitored, coordinated and integrated each client's active treatment program and to ensure staff were trained to work with client A. Please see W122.</p> <p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</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 record review and interview for</p>	W000104		05/23/2014
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	<p>1 of 4 sampled clients (A), the governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence of neglect of client A regarding elopement behavior, to ensure the QIDP (Qualified Intellectual Disabilities Professional)/PD (Program Director) monitored, coordinated and integrated each client's active treatment program and to ensure staff were trained to work with client A.</p> <p>Findings include:</p> <p>1. The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence of neglect of client A regarding elopement behavior. Please see W149.</p> <p>2. The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the facility developed and</p>		<p>1. Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients. Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written. Responsible Party: Home Manager, Program Director</p> <p>1. Client A and Client B's supervision levels have been</p>	

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	<p>implemented corrective actions to prevent neglect of client A regarding elopement behaviors. Please see W157.</p> <p>3. The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure the QIDP/PD monitored, coordinated and integrated each client's active treatment program by failing to ensure facility staff were trained to work with client A. Please see W159.</p> <p>4. The governing body failed to exercise general policy, budgeting and operating direction over the facility to ensure staff were trained to work with client A. Please see W189.</p> <p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</p> <p>9-3-1(a)</p>		<p>increased at home during waking hours to monitor their interactions to more closely to prevent further incidents of elopement. Staff completes 15 minute checks on Client A and Client B during sleeping hours to monitor to make sure they are not attempting to elope. The Program Director will receive retraining to include ensuring that protective measures are immediately put into place following incidents that involve adverse behaviors that effect or have the potential to affect other consumers in the group home. Program Director will also be responsible for holding IDTs as needed to discuss protective measures and if any updates or changes to the BSPs need to be made. The Program Director and Regional Quality Assurance Specialist will receive retraining on completing thorough investigations including ensuring that all parties related to the incident or could be effected by the incident are interviewed, designating who staff reported injuries and/or allegations to and ensuring all relevant documents, including risk plan, behavior support plans, medical reports, daily support records, etc. are reviewed so that a thorough investigation can be completed. All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be</p>	

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			<p>completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made. The Program Director and Regional Quality Assurance Specialist will receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed.</p> <p>All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made. Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for</p>	

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			<p>preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A</p>	

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			<p>Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed.</p>	

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			<p>Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p>The Program Director will receive retraining on the need to ensure Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p>Ongoing, the Program Director will ensure that Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p> <p>1. The Program Director and</p>	

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			<p>Quality Assurance Specialist will receive retraining on ensuring that investigations are completed for any incidents that may indicate potential abuse, neglect or mistreatment of clients has occurred.</p> <p>The Program Director and Quality Assurance Specialist will receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed. The Area Director will track all incidents for which ones require an investigation. If an incident requires an investigation, the Area Director will track that investigations are being completed and being completed within the 5 business day guidelines. As it is getting close to the 5 day mark, if the Area Director has not received a required investigation, the Area Director will provide feedback to the Program Director and/or the Quality Assurance Specialist to inquire as to the status of the investigation.</p> <p>All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area</p>	

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			<p>Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made.</p> <p>Responsible Party: Program Director, Regional Quality Assurance Specialist, Area Director.</p> <p>1. The Program Director and Quality Assurance Specialist will receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed.</p> <p>All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made.</p> <p>Responsible Party: Home Manager, Program Director,</p>	

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			<p>Regional Quality Assurance Specialist, Area Director.</p> <p>5,6,7 Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home. All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The</p>	

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			<p>Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written.</p>	

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			<p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p>The Program Director will receive retraining on the need to ensure Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p>Ongoing, the Program Director will ensure that Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support</p>	

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			<p>Plans.</p> <p><i>Addendum: All direct care staff received additional retraining on 5/12/14 to include reviewing Client A Behavior Support plan in detail including ensuring that the police are contacted within 10 minutes of noticing or observing Client A eloping from the group home; implementing Client A BSP as written including using agency approve PIA techniques as needed to attempt to prevent Client a from eloping; implementing line of sight supervision during waking hours and 15 minute checks at nighttime and immediately implementing 1:1 staffing after Client A elopes until an IDT can be held to discuss the situation and determine if additional protective measures need to be put into place. Client A is currently has increased supervision of 1:1 staffing during waking hours, including at day placement, and 15 minute checks at nighttime. IDTs are being held regularly to discuss Client A progress and whether or not increased staffing levels should continue to be implemented. The Behavior Specialist has been visiting Client A more frequently to attempt to get to know him better so the Behavior plan can be updated as needed to provide staff with additional tools to assist Client A in making progress toward his goals</i></p>	

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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on record review and interview, the facility failed to meet the Condition of Participation: Client Protections for 1 of 4 sampled clients (A). The facility failed to implement its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence neglect of client A regarding elopement behavior.</p> <p>Findings include:</p> <p>1. The facility failed to implement its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence neglect of client A regarding elopement behavior. Please see W149.</p> <p>2. The facility failed to develop and implement measures to prevent reoccurrence neglect of client A regarding elopement behavior. Please see</p>	W000122	<p><i>and objectives.</i></p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p> <p>1. Client A and Client B's supervision levels have been increased at home during waking hours to monitor their interactions to more closely to prevent further incidents of elopement. Staff completes 15 minute checks on Client A and Client B during sleeping hours to monitor to make sure they are not attempting to elope. The Program Director will receive retraining to include ensuring that protective measures are immediately put into place following incidents that involve adverse behaviors that effect or have the potential to affect other consumers in the group home. Program Director will also be responsible for holding IDTs as needed to discuss protective measures and if any updates or changes to the BSPs need to be made. The Program Director and Regional Quality Assurance Specialist will receive retraining on completing thorough investigations including ensuring that all parties related to the incident or could be effected by the incident are interviewed,</p>	05/23/2014

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W157.	<p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</p> <p>9-3-2(a)</p>		<p>designating who staff reported injuries and/or allegations to and ensuring all relevant documents, including risk plan, behavior support plans, medical reports, daily support records, etc. are reviewed so that a thorough investigation can be completed. All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made. The Program Director and Regional Quality Assurance Specialist will receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed. All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area</p>	

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			<p>Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made.</p> <p>Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so</p>	

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			<p>they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a</p>	

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			<p>minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p>The Program Director will receive retraining on the need to ensure Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans. Ongoing, the Program Director will ensure that Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support</p>		

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			<p>Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p> <p>1. The Program Director and Quality Assurance Specialist will receive retraining on ensuring that investigations are completed for any incidents that may indicate potential abuse, neglect or mistreatment of clients has occurred.</p> <p>The Program Director and Quality Assurance Specialist will receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed. The Area Director will track all incidents for which ones require an investigation. If an incident requires an investigation, the Area Director will track that investigations are being completed and being completed within the 5 business day guidelines. As it is getting close to the 5 day mark, if the Area Director has not received a required investigation, the Area Director will provide feedback to</p>	

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			<p>the Program Director and/or the Quality Assurance Specialist to inquire as to the status of the investigation.</p> <p>All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made.</p> <p>Responsible Party: Program Director, Regional Quality Assurance Specialist, Area Director.</p> <p>1. The Program Director and Quality Assurance Specialist will receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed.</p> <p>All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future</p>	

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			<p>investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made.</p> <p>Responsible Party: Home Manager, Program Director, Regional Quality Assurance Specialist, Area Director.</p> <p>1. Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of</p>	

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			<p>which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support</p>	

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			<p>Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p>The Program Director will receive retraining on the need to ensure Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p>		

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			<p>Ongoing, the Program Director will ensure that Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p><i>Addendum: All direct care staff received additional retraining on 5/12/14 to include reviewing Client A Behavior Support plan in detail including ensuring that the police are contacted within 10 minutes of noticing or observing Client A eloping from the group home; implementing Client A BSP as written including using agency approved PIA techniques as needed to attempt to prevent Client A from eloping; implementing line of sight supervision during waking hours and 15 minute checks at nighttime and immediately implementing 1:1 staffing after Client A elopes until an IDT can be held to discuss the situation and determine if additional protective measures need to be put into place. Client A is currently has increased supervision of 1:1 staffing during waking hours, including at day placement, and 15 minute checks at</i></p>	

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W000149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 1 of 1 allegations of abuse, neglect, mistreatment, exploitation and injuries of unknown origin reviewed, the facility failed to implement its policy and procedures to prevent neglect of client A regarding elopement behavior, and the facility failed to develop and implement measures to prevent reoccurrence neglect of client A regarding elopement behavior.</p> <p>Findings include:</p>	W000149	<p><i>nighttime.</i> <i>IDTs are being held regularly to discuss Client A progress and whether or not increased staffing levels should continue to be implemented.</i> <i>The Behavior Specialist has been visiting Client A more frequently to attempt to get to know him better so the Behavior plan can be updated as needed to provide staff with additional tools to assist Client A in making progress toward his goals and objectives.</i></p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p> <p>Client A and Client B's supervision levels have been increased at home during waking hours to monitor their interactions to more closely to prevent further incidents of elopement. Staff completes 15 minute checks on Client A and Client B during sleeping hours to monitor to make sure they are not attempting to elope. The Program Director will receive retraining to include ensuring that protective measures are immediately put into place following incidents that</p>	05/23/2014

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	<p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 4/22/14 at 2:30 PM. The review indicated the following:</p> <p>-BDDS report dated 4/20/14 indicated, "[Client A] was getting ready to have a snack with the rest of his housemates at about 2:30 PM. All of the sudden the staff heard the door alarms going off and noticed [client A] was gone. Staff immediately went outside and attempted to follow him. [Client A] continued to run away and the staff lost sight of him. Staff and [HM #1 (Home Manager)] continued to attempt to look for him. When he could not be located the police were called. When the police could not locate him after the initial search, they felt it was necessary to issue an AMBER (America's Missing Broadcast Emergency Response) Alert. Staff cooperated with police assisting with the search. [Client A] was located approximately 7:30 PM. When EMTs (Emergency Medical Technicians) evaluated him, it was discovered that [client A] had large blisters on both of his feet due to him wearing slippers when he eloped. [Client A] was taken to the emergency room for evaluation. At the hospital his feet were looked at, his feet were cleaned and first aid and bandages</p>		<p>involve adverse behaviors that effect or have the potential to affect other consumers in the group home. Program Director will also be responsible for holding IDTs as needed to discuss protective measures and if any updates or changes to the BSPs need to be made. The Program Director and Regional Quality Assurance Specialist will receive retraining on completing thorough investigations including ensuring that all parties related to the incident or could be effected by the incident are interviewed, designating who staff reported injuries and/or allegations to and ensuring all relevant documents, including risk plan, behavior support plans, medical reports, daily support records, etc. are reviewed so that a thorough investigation can be completed. All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made. The Program Director and Regional Quality Assurance Specialist will</p>	

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	<p>applied. [Client A] was released back to the group home. Plan to Resolve: [Client A] will be assigned one to one staffing (specialized supervision) during waking hours until further notice and an IDT (Interdisciplinary Team) meeting can be held to evaluate his supervision levels. At night time, staff will complete 15 minute checks. Staff and program nurse will continue to monitor the blisters on [client A's] feet and continue to apply first aid as needed. Behavior consultant will be notified and an IDT will be held to determine if changes to his BSP (Behavior Support Plan) need to be made."</p> <p>Client A's record was reviewed on 4/22/14 at 5:20 PM. Client A's BSP dated 3/6/14 indicated the following:</p> <p>- "Staff should be aware of [client A's] whereabouts at all times. [Client A] does not currently have one to one staffing, however, in the event that he should elope and two or more staff are available, staff should then implement one to one supervision to ensure his safe return."</p> <p>- "This program permits the use of the minimum level of physical guidance necessary to stop or prevent vacating. Considering [client A's] history of self-endangering vacating, physical</p>		<p>receive retraining on investigations including reporting to the administrator or designee the results within 5 work days and also ensuring that all parties related to the incident are interviewed so that a thorough investigation can be completed. All future incident reports will be reviewed by the Area Director and Regional Quality Assurance Specialist to determine if an investigation needs to be completed. All future investigations will be reviewed for thoroughness by the Area Director and Regional Quality Assurance Specialist. If the investigations are not thorough enough the Regional Quality Assurance Specialist will provide immediate feedback to the Program Director and necessary changes will be made. Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home. All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to</p>	

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	<p>intervention may be used to prevent vacating."</p> <p>-"The physical intervention must start at a level of minimal restrictiveness but may increase if [client A] struggles to avoid it. Using agency approved techniques; staff would apply the minimum amount of physical guidance needed to control the attempt to vacate."</p> <p>-"Responding to Elopement: Staff should implement the following steps regarding vacating:</p> <ol style="list-style-type: none"> 1. If staff suspects [client A] is getting agitated and his behavior may escalate, attempt to redirect [client A] to an activity in another area of the house that does not have direct access to outside the home. 2. If staff observes [client A] attempting to leave, prompt him to stop and remain within the program area. If [client A] does as requested, resume the ongoing activity with no further comment. 3. If staff observes [client A] attempting to leave and he ignores the prompt to stop, the staff should use agency approved physical intervention techniques to prevent [client A] from leaving home. 		<p>do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive</p>				

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	<p>4. If staff is unable to stop [client A] and he leaves anyway, the one-on-one staff member responsible for his program must exit with him and stay with him to protect him from danger. Due to [client A's] fast nature, the location of his home, and his history of property damage when he vacates, the one-on-one staff member should use agency approved physical intervention techniques to stop [client A]. Staff should attempt to keep [client A] away from the road, other homes, property, and/or vehicles.</p> <p>5a. If necessary, and if additional staff are available, a second staff member should exit the home and assist the one-on-one staff.</p> <p>5b. If [client A] and the one-on-one staff are in eyesight, the additional staff member should assist on foot.</p> <p>5c. If [client A] and the one-on-one staff are out of eyesight, the additional staff should use the van to find [client A] and his one-on-one staff to assist.</p> <p>5d. If at any time [client A] has vacated and two or more staff are available and in [client A's] reach they should use agency approved physical intervention techniques to stop [client A].</p>		<p>retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p>The Program Director will receive retraining on the need to ensure Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as</p>	

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	<p>6. When [client A] is contained, escort him to a safe location and keep him under observation until you are sure he will not vacate again. Limit conversation with [client A] for ten minutes.</p> <p>7. If you are unable to catch up with [client A] after ten minutes, contact the on-call supervisor for further instructions.</p> <p>8. If you do not see [client A] leave the area, contact the on-call supervisor as soon as you notice he is gone and initiate search procedures; (If at any point [client A] is no longer in eyesight, immediately contact 911 and the on-call supervisor.)"</p> <p>AD (Area Director) #1 was interviewed on 4/22/14 at 2:15 PM. AD #1 indicated client A had vacated the group home on 4/19/14. AD #1 indicated client A's physical location was unknown from 2:30 PM through 7:30 PM on 4/19/14. AD #1 indicated local law enforcement had initiated an AMBER alert and mobilized a multi agency response command center at a school located near the group home. AD #1 stated, "They found him around 16th and Senate downtown."</p> <p>The facility's Plan of Correction (POC) dated 4/10/14 was reviewed on 4/22/14 at</p>		<p>elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p>Ongoing, the Program Director will ensure that Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p><i>Addendum: All direct care staff received additional retraining on 5/12/14 to include reviewing Client A Behavior Support plan in detail including ensuring that the police are contacted within 10 minutes of noticing or observing Client A eloping from the group home; implementing Client A BSP as written including using agency approve PIA techniques as needed to attempt to prevent Client a from eloping; implementing line of sight supervision during waking hours and 15 minute checks at nighttime and immediately implementing 1:1 staffing after Client A elopes until an</i></p>	

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	<p>2:00 PM. The 4/10/14 POC indicated, "[Client A]... Behavior Support Plan... updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if [Client A]... elopes from the home. All direct care staff will receive retraining to include a review of [client A's]... ISP (Individual Support Plan), RMAP (Risk Management Assessment Plan) and also updated BSP which included addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if [client A]... elopes from the home. Program director will receive retraining to include ensuring that all Direct care staff are trained on all consumers initial and updated BSPs once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on an initial and updated BSPs once complete so they are aware of which steps to use to monitor and prevent targeted consumers behaviors and which interventions to use if targeted behaviors occur."</p> <p>The facility conducted a phone</p>		<p><i>IDT can be held to discuss the situation and determine if additional protective measures need to be put into place.</i></p> <p><i>Client A is currently has increased supervision of 1:1 staffing during waking hours, including at day placement, and 15 minute checks at nighttime.</i></p> <p><i>IDTs are being held regularly to discuss Client A progress and whether or not increased staffing levels should continue to be implemented.</i></p> <p><i>The Behavior Specialist has been visiting Client A more frequently to attempt to get to know him better so the Behavior plan can be updated as needed to provide staff with additional tools to assist Client A in making progress toward his goals and objectives.</i></p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p>	

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	<p>conference call with BDDS on 4/22/14 at 3:00 PM. AD #1, QAC (Quality Assurance Coordinator) #1 and RD (Regional Director) #1 were present at the time of the conference call with BDDS regarding client A's 4/19/14 elopement. When asked if facility staff had implemented client A's elopement protocol as written in his BSP, QAC #1 stated, "The only thing they didn't do was call the police. [HM #1] waited about an hour after she had searched and then notified the police." When asked if waiting an hour after client A had evaded supervision/staff's sight was protocol, AD #1 stated, "No, they should search for 10 minutes then call the police." AD #1 indicated client A had been out of staff's sight for one hour prior to HM #1 notifying law enforcement for assistance. AD #1 indicated client A's BSP dated 3/6/14 was not implemented regarding client A's 4/19/14 elopement.</p> <p>HM #1 was interviewed on 4/22/14 at 4:40 PM. HM #1 indicated she had been notified of client A's elopement on 4/19/14 and assisted facility staff in searching areas near the group home. When asked if police were notified of client A's elopement, HM #1 stated, "Yes, I called them about an hour after searching."</p>			

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	<p>DSP (Direct Support Professional) #1 was interviewed on 4/22/14 at 5:15 PM. When asked if he had received training regarding client A's 3/6/14 BSP, DSP #1 stated, "Yes." When asked to describe how he would react/respond to client A in an attempt to elope from the group home front door, DSP #1 stated, "I would try to redirect him. I would probably just try to walk beside him." When asked if he would use agency approved physical management techniques to prevent client A from physically leaving the group home, DSP #1 stated, "No, I don't think so. I would just redirect, try to talk to him and then follow him."</p> <p>PD (Program Director) #1 was interviewed on 4/22/14 at 5:20 PM. PD #1 stated, "I think [DSP #1] was confused, if we ask him specifically about when to use the PIA (Physical Intervention Alternatives) he may know then." PD #1 then asked DSP #1 "When would you use the PIA if [client A] was eloping?" DSP #1 replied, "I think I would redirect him. I would try to talk to him. Then maybe go outside with him." DSP #1 indicated he would not utilize PIA techniques to prevent client A from eloping from the group home. DSP #1 was not able to describe client A's BSP protocol regarding the targeted behavior of elopement. PD #1 stated, "They were</p>			

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	<p>all just retrained on [client A's] BSP. Some of them were saying that maybe we shouldn't use the PIA. I think I will need to clarify with the staff that they can use PIA to prevent him, [client A], from leaving."</p> <p>RD #1 was interviewed on 4/23/14 at 11:05 AM. RD #1 indicated the facility's abuse and neglect policy should be implemented. RD #1 indicated failure to provide appropriate supervision, care or training was neglect. RD #1 indicated facility staff should implement client A's BSP as written. RD #1 indicated the facility should develop and implement measures to prevent reoccurrence neglect of client A regarding elopement behavior.</p> <p>The facility's policy and procedures were reviewed on 4/23/14 at 9:00 AM. The facility's April 2011 policy and procedure entitled Quality Risk Management indicated, "C. Indiana Mentor is committed to ensuring the individuals we serve are provided with a safe and quality living environment. In order to ensure the highest standard of service delivery specific staff will be assigned to the monitoring and review of Quality Assurance. These staff will assist in providing IST (Individual Support Teams) with corporate supports, recommendations and recourses for</p>						

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	<p>incident management and will review the effectiveness of the recommendations." The facility's April 2011 policy and procedure entitled Quality Risk Management indicated, "4. A service delivery site that compromises the health and safety of an individual while the individual is receiving services from the following causes:...(c.) Elopement of an individual that results in evasion of required supervision as described in the ISP for health and welfare; (d.) Missing person when an individual wanders away and no one knows where they are... (f.) Event with the potential for causing significant harm or injury and requiring medical or psychiatric treatments or services to or for an individual receiving services;...; (p.) Inadequate staff support for an individual, including inadequate supervision, with the potential (1) Significant harm or injury to an individual; or (2) death of individual."</p> <p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</p> <p>9-3-2(a)</p>						

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W000157	<p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken. Based on record review and interview for 1 of 1 allegations of abuse, neglect, mistreatment and exploitation reviewed, the facility failed to develop and implement measures to prevent reoccurrence of neglect of client A regarding elopement behavior.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 4/22/14 at 2:30 PM. The review indicated the following:</p> <p>-BDDS report dated 4/20/14 indicated, "[Client A] was getting ready to have a snack with the rest of his housemates at about 2:30 PM. All of the sudden the staff heard the door alarms going off and noticed [client A] was gone. Staff immediately went outside and attempted to follow him. [Client A] continued to run away and the staff lost sight of him. Staff and [HM #1 (Home Manager)] continued to attempt to look for him. When he could not be located the police were called. When the police could not locate him after the initial search, they felt it was necessary to issue an AMBER</p>	W000157	<p>Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if</p>	05/23/2014	

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	<p>(America's Missing Broadcast Emergency Response) Alert. Staff cooperated with police assisting with the search. [Client A] was located approximately 7:30 PM. When EMTs (Emergency Medical Technicians) evaluated him, it was discovered that [client A] had large blisters on both of his feet due to him wearing slippers when he eloped. [Client A] was taken to the emergency room for evaluation. At the hospital his feet were looked at, his feet were cleaned and first aid and bandages applied. [Client A] was released back to the group home. Plan to Resolve: [Client A] will be assigned one to one staffing (specialized supervision) during waking hours until further notice and an IDT (Interdisciplinary Team) meeting can be held to evaluate his supervision levels. At night time, staff will complete 15 minute checks. Staff and program nurse will continue to monitor the blisters on [client A's] feet and continue to apply first aid as needed. Behavior consultant will be notified and an IDT will be held to determine if changes to his BSP (Behavior Support Plan) need to be made."</p> <p>Client A's record was reviewed on 4/22/14 at 5:20 PM. Client A's BSP dated 3/6/14 indicated the following:</p>		<p>targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as</p>	

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	<p>- "Staff should be aware of [client A's] whereabouts at all times. [Client A] does not currently have one to one staffing, however, in the event that he should elope and two or more staff are available, staff should then implement one to one supervision to ensure his safe return."</p> <p>- "This program permits the use of the minimum level of physical guidance necessary to stop or prevent vacating. Considering [client A's] history of self-endangering vacating, physical intervention may be used to prevent vacating."</p> <p>- "The physical intervention must start at a level of minimal restrictiveness but may increase if [client A] struggles to avoid it. Using agency approved techniques; staff would apply the minimum amount of physical guidance needed to control the attempt to vacate."</p> <p>- "Responding to Elopement: Staff should implement the following steps regarding vacating:</p> <p>1. If staff suspects [client A] is getting agitated and his behavior may escalate, attempt to redirect [client A] to an activity in another area of the house that does not have direct access to outside the home.</p>		<p>written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p>The Program Director will receive retraining on the need to ensure Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any changes need to be made to consumers Behavior Support Plans.</p> <p>Ongoing, the Program Director will ensure that Interdisciplinary Team meetings are held as needed for consumers once incidents of targeted behaviors, such as elopements, occur to determine if staff followed consumers Behavior Support Plans as directed and determine if other protective measures need to be put into place or if any</p>	

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	<p>2. If staff observes [client A] attempting to leave, prompt him to stop and remain within the program area. If [client A] does as requested, resume the ongoing activity with no further comment.</p> <p>3. If staff observes [client A] attempting to leave and he ignores the prompt to stop, the staff should use agency approved physical intervention techniques to prevent [client A] from leaving home.</p> <p>4. If staff is unable to stop [client A] and he leaves anyway, the one-on-one staff member responsible for his program must exit with him and stay with him to protect him from danger. Due to [client A's] fast nature, the location of his home, and his history of property damage when he vacates, the one-on-one staff member should use agency approved physical intervention techniques to stop [client A]. Staff should attempt to keep [client A] away from the road, other homes, property, and/or vehicles.</p> <p>5a. If necessary, and if additional staff are available, a second staff member should exit the home and assist the one-on-one staff.</p> <p>5b. If [client A] and the one-on-one staff</p>		<p>changes need to be made to consumers Behavior Support Plans.</p> <p><i>Addendum: All direct care staff received additional retraining on 5/12/14 to include reviewing Client A Behavior Support plan in detail including ensuring that the police are contacted within 10 minutes of noticing or observing Client A eloping from the group home; implementing Client A BSP as written including using agency approve PIA techniques as needed to attempt to prevent Client a from eloping; implementing line of sight supervision during waking hours and 15 minute checks at nighttime and immediately implementing 1:1 staffing after Client A elopes until an IDT can be held to discuss the situation and determine if additional protective measures need to be put into place.</i></p> <p><i>Client A is currently has increased supervision of 1:1 staffing during waking hours, including at day placement, and 15 minute checks at nighttime.</i></p> <p><i>IDTs are being held regularly to discuss Client A progress and whether or not increased staffing levels should continue to be implemented.</i></p> <p><i>The Behavior Specialist has been visiting Client A more frequently to attempt to get to know him better so the Behavior plan can be updated as needed to provide staff with additional tools to assist Client A in</i></p>	

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	<p>are in eyesight, the additional staff member should assist on foot.</p> <p>5c. If [client A] and the one-on-one staff are out of eyesight, the additional staff should use the van to find [client A] and his one-on-one staff to assist.</p> <p>5d. If at any time [client A] has vacated and two or more staff are available and in [client A's] reach they should use agency approved physical intervention techniques to stop [client A].</p> <p>6. When [client A] is contained, escort him to a safe location and keep him under observation until you are sure he will not vacate again. Limit conversation with [client A] for ten minutes.</p> <p>7. If you are unable to catch up with [client A] after ten minutes, contact the on-call supervisor for further instructions.</p> <p>8. If you do not see [client A] leave the area, contact the on-call supervisor as soon as you notice he is gone and initiate search procedures; (If at any point [client A] is no longer in eyesight, immediately contact 911 and the on-call supervisor.)"</p> <p>The facility's Plan of Correction (POC) dated 4/10/14 was reviewed on 4/22/14 at 2:00 PM. The 4/10/14 POC indicated,</p>		<p><i>making progress toward his goals and objectives.</i></p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p>				

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	<p>"[Client A]... Behavior Support Plan... updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if [Client A]... elopes from the home. All direct care staff will receive retraining to include a review of [client A's]... ISP (Individual Support Plan), RMAP (Risk Management Assessment Plan) and also updated BSP which included addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if [client A]... elopes from the home. Program director will receive retraining to include ensuring that all Direct care staff are trained on all consumers initial and updated BSPs once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on an initial and updated BSPs once complete so they are aware of which steps to use to monitor and prevent targeted consumers behaviors and which interventions to use if targeted behaviors occur."</p> <p>The facility conducted a phone conference call with BDDS on 4/22/14 at</p>						

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	<p>3:00 PM. AD #1, QAC (Quality Assurance Coordinator) #1 and RD (Regional Director) #1 were present at the time of the conference call with BDDS regarding client A's 4/19/14 elopement. When asked if facility staff had implemented client A's elopement protocol as written in his BSP, QAC #1 stated, "The only thing they didn't do was call the police. [HM #1] waited about an hour after she had searched and then notified the police." When asked if waiting an hour after client A had evaded supervision/staff's sight was protocol, AD #1 stated, "No, they should search for 10 minutes then call the police." AD #1 indicated client A had been out of staff's sight for one hour prior to HM #1 notifying law enforcement for assistance. AD #1 indicated client A's BSP dated 3/6/14 was not implemented regarding client A's 4/19/14 elopement.</p> <p>HM #1 was interviewed on 4/22/14 at 4:40 PM. HM #1 indicated she had been notified of client A's elopement on 4/19/14 and assisted facility staff in searching areas near the group home. When asked if police were notified of client A's elopement, HM #1 stated, "Yes, I called them about an hour after searching."</p> <p>DSP (Direct Support Professional) #1</p>						

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	<p>was interviewed on 4/22/14 at 5:15 PM. When asked if he had received training regarding client A's 3/6/14 BSP, DSP #1 stated, "Yes." When asked to describe how he would react/respond to client A in an attempt to elope from the group home front door, DSP #1 stated, "I would try to redirect him. I would probably just try to walk beside him." When asked if he would use agency approved physical management techniques to prevent client A from physically leaving the group home, DSP #1 stated, "No, I don't think so. I would just redirect, try to talk to him and then follow him."</p> <p>PD (Program Director) #1 was interviewed on 4/22/14 at 5:20 PM. PD #1 stated, "I think [DSP #1] was confused, if we ask him specifically about when to use the PIA (Physical Intervention Alternatives) he may know then." PD #1 then asked DSP #1 "When would you use the PIA if [client A] was eloping?" DSP #1 replied, "I think I would redirect him. I would try to talk to him. Then maybe go outside with him." DSP #1 indicated he would not utilize PIA techniques to prevent client A from eloping from the group home. DSP #1 was not able to describe client A's BSP protocol regarding the targeted behavior of elopement. PD #1 stated, "They were all just retrained on [client A's] BSP."</p>			

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W000159	<p>Some of them were saying that maybe we shouldn't use the PIA. I think I will need to clarify with the staff that they can use PIA to prevent him, [client A], from leaving."</p> <p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</p> <p>9-3-2(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 record review and interview for 1 of 4 sampled clients (A), the QIDP (Qualified Intellectual Disabilities Professional)/PD (Program Director) failed to monitor, coordinate and integrate each client's active treatment program by failing to ensure facility staff were trained to work with client A.</p> <p>Findings include: The QIDP/PD failed to monitor,</p>	W000159	<p>Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight</p>	05/23/2014			

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	<p>coordinate and integrate each client's active treatment program by failing to ensure facility staff were trained to work with client A. Please see W189.</p> <p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</p> <p>9-3-3(a)</p>		<p>supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home</p>		

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			<p>Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to ensure that Day Service Providers are implementing Behavior Support Plans as written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p><i>Addendum: All direct care staff received additional retraining on 5/12/14 to include reviewing Client A Behavior Support plan in detail</i></p>	

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			<p><i>including ensuring that the police are contacted within 10 minutes of noticing or observing Client A eloping from the group home; implementing Client A BSP as written including using agency approve PIA techniques as needed to attempt to prevent Client a from eloping; implementing line of sight supervision during waking hours and 15 minute checks at nighttime and immediately implementing 1:1 staffing after Client A elopes until an IDT can be held to discuss the situation and determine if additional protective measures need to be put into place.</i></p> <p><i>Client A is currently has increased supervision of 1:1 staffing during waking hours, including at day placement, and 15 minute checks at nighttime.</i></p> <p><i>IDTs are being held regularly to discuss Client A progress and whether or not increased staffing levels should continue to be implemented.</i></p> <p><i>The Behavior Specialist has been visiting Client A more frequently to attempt to get to know him better so the Behavior plan can be updated as needed to provide staff with additional tools to assist Client A in making progress toward his goals and objectives.</i></p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p>	

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W000189	<p>483.430(e)(1) STAFF TRAINING PROGRAM</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on record review and interview for 1 of 4 sampled clients (A), the facility failed to ensure staff were trained to work with client A.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 4/22/14 at 2:30 PM. The review indicated the following:</p> <p>-BDDS report dated 4/20/14 indicated, "[Client A] was getting ready to have a snack with the rest of his housemates at about 2:30 PM. All of the sudden the staff heard the door alarms going off and noticed [client A] was gone. Staff immediately went outside and attempted to follow him. [Client A] continued to run away and the staff lost sight of him. Staff and [HM #1 (Home Manager)] continued to attempt to look for him. When he could not be located the police were called. When the police could not locate him after the initial search, they felt it was necessary to issue an AMBER</p>	W000189	<p>Client A and Client B Behavior Support Plans have been updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>All Direct Care staff will receive retraining to include a review of Client A and B's ISP, RMAP and also updated Behavior Support Plans which include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if Client A or B elopes from the home.</p> <p>Program Director will receive retraining to include ensuring that all Direct Care staff are trained on all consumers initial and updated Behavior Support Plans once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on any initial and updated Behavior Support Plans once complete so they are aware of which steps to</p>	05/23/2014

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	<p>(America's Missing Broadcast Emergency Response) Alert. Staff cooperated with police assisting with the search. [Client A] was located approximately 7:30 PM. When EMTs (Emergency Medical Technicians) evaluated him, it was discovered that [client A] had large blisters on both of his feet due to him wearing slippers when he eloped. [Client A] was taken to the emergency room for evaluation. At the hospital his feet were looked at, his feet were cleaned and first aid and bandages applied. [Client A] was released back to the group home. Plan to Resolve: [Client A] will be assigned one to one staffing (specialized supervision) during waking hours until further notice and an IDT (Interdisciplinary Team) meeting can be held to evaluate his supervision levels. At night time, staff will complete 15 minute checks. Staff and program nurse will continue to monitor the blisters on [client A's] feet and continue to apply first aid as needed. Behavior consultant will be notified and an IDT will be held to determine if changes to his BSP (Behavior Support Plan) need to be made."</p> <p>Client A's record was reviewed on 4/22/14 at 5:20 PM. Client A's BSP dated 3/6/14 indicated the following:</p>		<p>use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. The Program Director will provide the Area Director will copies of the staff training once complete to ensure all staff are trained on BSP updates.</p> <p>Client A Day service provider has received a copy of Client A Behavior Support Plan. Client A Day Service Provider has received retraining on Client A Behavior Support Plan especially including the procedures for keeping Client A in line of sight supervision and ensuring that staff are monitoring Client A moods and behaviors to monitor for signs that he might elope. Program Director and Home Manager will receive retraining to include ensuring that all Day Service Providers receive retraining on any new or updated Behavior Support Plans for all clients.</p> <p>Ongoing, the Home Manager and/or Program Director will ensure that all Day Service Providers receive copies of all consumers Behavior Support Plans and receive retraining on any new plans or updates to current plans to ensure all recommendations are being implemented. Ongoing the Home Manager and/or Program Director will complete Day Service observations for each client a minimum of every 2 months to</p>		

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	<p>- "Staff should be aware of [client A's] whereabouts at all times. [Client A] does not currently have one to one staffing, however, in the event that he should elope and two or more staff are available, staff should then implement one to one supervision to ensure his safe return."</p> <p>- "This program permits the use of the minimum level of physical guidance necessary to stop or prevent vacating. Considering [client A's] history of self-endangering vacating, physical intervention may be used to prevent vacating."</p> <p>- "The physical intervention must start at a level of minimal restrictiveness but may increase if [client A] struggles to avoid it. Using agency approved techniques; staff would apply the minimum amount of physical guidance needed to control the attempt to vacate."</p> <p>- "Responding to Elopement: Staff should implement the following steps regarding vacating:</p> <p>1. If staff suspects [client A] is getting agitated and his behavior may escalate, attempt to redirect [client A] to an activity in another area of the house that does not have direct access to outside the home.</p>		<p>ensure that Day Service Providers are implementing Behavior Support Plans as written.</p> <p>The Program Director will receive retraining to include ensuring that when targeted behavior such as elopement occurs an investigation is completed to assess if staff followed consumers Behavior Support Plan interventions as directed. Based on the results of the investigation the Program Director will develop recommendation as needed regarding prevention of future targeted behaviors.</p> <p><i>Addendum: All direct care staff received additional retraining on 5/12/14 to include reviewing Client A Behavior Support plan in detail including ensuring that the police are contacted within 10 minutes of noticing or observing Client A eloping from the group home; implementing Client A BSP as written including using agency approve PIA techniques as needed to attempt to prevent Client a from eloping; implementing line of sight supervision during waking hours and 15 minute checks at nighttime and immediately implementing 1:1 staffing after Client A elopes until an IDT can be held to discuss the situation and determine if additional protective measures need to be put into place.</i></p> <p><i>Client A is currently has increased supervision of 1:1 staffing during</i></p>	

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	<p>2. If staff observes [client A] attempting to leave, prompt him to stop and remain within the program area. If [client A] does as requested, resume the ongoing activity with no further comment.</p> <p>3. If staff observes [client A] attempting to leave and he ignores the prompt to stop, the staff should use agency approved physical intervention techniques to prevent [client A] from leaving home.</p> <p>4. If staff is unable to stop [client A] and he leaves anyway, the one-on-one staff member responsible for his program must exit with him and stay with him to protect him from danger. Due to [client A's] fast nature, the location of his home, and his history of property damage when he vacates, the one-on-one staff member should use agency approved physical intervention techniques to stop [client A]. Staff should attempt to keep [client A] away from the road, other homes, property, and/or vehicles.</p> <p>5a. If necessary, and if additional staff are available, a second staff member should exit the home and assist the one-on-one staff.</p> <p>5b. If [client A] and the one-on-one staff</p>		<p>waking hours, including at day placement, and 15 minute checks at nighttime.</p> <p>IDTs are being held regularly to discuss Client A progress and whether or not increased staffing levels should continue to be implemented.</p> <p>The Behavior Specialist has been visiting Client A more frequently to attempt to get to know him better so the Behavior plan can be updated as needed to provide staff with additional tools to assist Client A in making progress toward his goals and objectives.</p> <p>Home Manager and/or Program Director will complete observations in the home a minimum of twice weekly for the first four weeks to ensure staff are implementing the 1:1 staffing protocol and Behavior Support Plan as written. Ongoing the Home Manager and/or Program Director will complete observations in the home a minimum of once weekly to ensure staff are implementing the 1:1 staffing protocol and the Behavior Support Plan as written.</p> <p>Responsible Party: Home Manager, Program Director, Behavior Specialist, Day Service staff, Area Director</p>	

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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC				STREET ADDRESS, CITY, STATE, ZIP CODE 5105 N GUION RD INDIANAPOLIS, IN 46254			
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	<p>are in eyesight, the additional staff member should assist on foot.</p> <p>5c. If [client A] and the one-on-one staff are out of eyesight, the additional staff should use the van to find [client A] and his one-on-one staff to assist.</p> <p>5d. If at any time [client A] has vacated and two or more staff are available and in [client A's] reach they should use agency approved physical intervention techniques to stop [client A].</p> <p>6. When [client A] is contained, escort him to a safe location and keep him under observation until you are sure he will not vacate again. Limit conversation with [client A] for ten minutes.</p> <p>7. If you are unable to catch up with [client A] after ten minutes, contact the on-call supervisor for further instructions.</p> <p>8. If you do not see [client A] leave the area, contact the on-call supervisor as soon as you notice he is gone and initiate search procedures; (If at any point [client A] is no longer in eyesight, immediately contact 911 and the on-call supervisor.)"</p> <p>The facility's Plan of Correction (POC) dated 4/10/14 was reviewed on 4/22/14 at 2:00 PM. The 4/10/14 POC indicated,</p>						

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	<p>"[Client A]... Behavior Support Plan... updated to include addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if [Client A]... elopes from the home. All direct care staff will receive retraining to include a review of [client A's]... ISP (Individual Support Plan), RMAP (Risk Management Assessment Plan) and also updated BSP which included addressing elopement behaviors, line of sight supervision, staff interventions for preventing elopement from the home and procedures for what to do if [client A]... elopes from the home. Program director will receive retraining to include ensuring that all Direct care staff are trained on all consumers initial and updated BSPs once complete so they are aware of which steps to use to monitor and prevent targeted consumer behaviors and which interventions to use if targeted behaviors occur. Ongoing the Program Director will ensure that all staff are trained on an initial and updated BSPs once complete so they are aware of which steps to use to monitor and prevent targeted consumers behaviors and which interventions to use if targeted behaviors occur."</p> <p>The facility conducted a phone conference call with BDDS on 4/22/14 at</p>			

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	<p>3:00 PM. AD #1, QAC (Quality Assurance Coordinator) #1 and RD (Regional Director) #1 were present at the time of the conference call with BDDS regarding client A's 4/19/14 elopement. When asked if facility staff had implemented client A's elopement protocol as written in his BSP, QAC #1 stated, "The only thing they didn't do was call the police. [HM #1] waited about an hour after she had searched and then notified the police." When asked if waiting an hour after client A had evaded supervision/staff's sight was protocol, AD #1 stated, "No, they should search for 10 minutes then call the police." AD #1 indicated client A had been out of staff's sight for one hour prior to HM #1 notifying law enforcement for assistance. AD #1 indicated client A's BSP dated 3/6/14 was not implemented regarding client A's 4/19/14 elopement.</p> <p>HM #1 was interviewed on 4/22/14 at 4:40 PM. HM #1 indicated she had been notified of client A's elopement on 4/19/14 and assisted facility staff in searching areas near the group home. When asked if police were notified of client A's elopement, HM #1 stated, "Yes, I called them about an hour after searching."</p> <p>DSP (Direct Support Professional) #1</p>			
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	<p>was interviewed on 4/22/14 at 5:15 PM. When asked if he had received training regarding client A's 3/6/14 BSP, DSP #1 stated, "Yes." When asked to describe how he would react/respond to client A in an attempt to elope from the group home front door, DSP #1 stated, "I would try to redirect him. I would probably just try to walk beside him." When asked if he would use agency approved physical management techniques to prevent client A from physically leaving the group home, DSP #1 stated, "No, I don't think so. I would just redirect, try to talk to him and then follow him."</p> <p>PD (Program Director) #1 was interviewed on 4/22/14 at 5:20 PM. PD #1 stated, "I think [DSP #1] was confused, if we ask him specifically about when to use the PIA (Physical Intervention Alternatives) he may know then." PD #1 then asked DSP #1 "When would you use the PIA if [client A] was eloping?" DSP #1 replied, "I think I would redirect him. I would try to talk to him. Then maybe go outside with him." DSP #1 indicated he would not utilize PIA techniques to prevent client A from eloping from the group home. DSP #1 was not able to describe client A's BSP protocol regarding the targeted behavior of elopement. PD #1 stated, "They were all just retrained on [client A's] BSP."</p>			

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	<p>Some of them were saying that maybe we shouldn't use the PIA. I think I will need to clarify with the staff that they can use PIA to prevent him, [client A], from leaving."</p> <p>This federal tag relates to complaint #IN00144956.</p> <p>This deficiency was cited on 3/11/14. The facility failed to implement a systemic plan of correction to prevent reoccurrence.</p> <p>9-3-3(a)</p>				