

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G735	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 10/09/2013
NAME OF PROVIDER OR SUPPLIER OCCAIO INC			STREET ADDRESS, CITY, STATE, ZIP CODE 1206 S MAIN ST NEW CASTLE, IN 47362		
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W000000	<p>This visit was for the investigation of complaint #IN00135817.</p> <p>COMPLAINT #IN00135817- SUBSTANTIATED, Federal/State deficiencies related to the allegation(s) are cited at W154 and W240.</p> <p>Unrelated deficiencies cited.</p> <p>Dates of Survey: September 30, October 1, 2, 3, 4, 7, 8 and 9, 2013.</p> <p>Provider Number: 15G735 Facility Number: 005553 AIM Number: 20085440080</p> <p>Surveyor: Kathy Wanner, QIDP.</p> <p>These federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 10/17/13 by Ruth Shackelford, QIDP.</p>	W000000			

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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W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on observation, interview and record review, the Condition of Participation: Governing Body was not met due to the Governing Body failing to provide management and oversight to ensure the Condition of Participation of Client Protections, was met for 4 of 4 sampled clients (clients A, B, C and D) and for 4 of 4 additional clients (clients E, F, G and H). The governing body failed to exercise operating direction over the facility to assure sufficient staff were scheduled to work in the group home to meet the clients' behavior and programming needs.</p> <p>Findings include:</p> <p>Please see W104. The governing body failed to exercise operating direction over the group home to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Please refer to W122. The Condition of</p>	W000102	<p>W102 Governing Body The Governing body failed to provide management and oversight to ensure the Condition of Participation of Client Protections was met for Clients A, B, C, D, E, F, G and H. The governing body failed to exercise operating direction over the facility to assure sufficient staff were scheduled to work in the group home to meet the clients' behavior and programming needs. The governing body failed to exercise operation direction over the group home to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for A, C, D, E, F, G and H. The Condition of Participation of Client Protections was not met by the governing body failing to assuring there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for Clients A, C, D, E, F, G and H; and by failing to thoroughly investigate 1 of 1 allegation of staff abuse involving Client A by failing to interview the clients who lived in the home and were present at the time of the</p>	11/08/2013	

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	<p>Participation of Client Protections was not met by the governing body failing to assuring there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H); and by failing to thoroughly investigate 1 of 1 allegation of staff abuse involving 1 of 4 sampled clients (client A) by failing to interview the clients who lived in the home and were present at the time of the allegation.</p> <p>9-3-1(a)</p>		<p>allegation. What corrective action will be accomplished? Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, client programs and reporting abuse and neglect will be completed by 11-8-13. Prior to working with the clients in the home, staff will complete client specific training. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will</p>		

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			<p>monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be</p>		

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			<p>working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation</p>	

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			and their role as a committee member.A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles.The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out.The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice.Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs.Training with direct support staff in regard to clients' needs, behavior plans, risk plans, client programs, and reporting abuse and neglect. Review of		

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			<p>investigation of Client A and interview applicable clients who witnessed event will be completed. The Area Residential Coordinator, Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Investigation Committee</p>	

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			will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to		

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			work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all	

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			<p>investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager</p>	

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			regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, client programs and reporting abuse and neglect. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Area Residential Coordinator, Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or	

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			new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This		

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			documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the		

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			<p>Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the</p>	

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			<p>recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will the corrective action be monitored to ensure the deficient practice will not recur? Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. Abuse, neglect, mistreatment and exploitation investigations will be reviewed by the Program Specialist as they occur. Unknown injury investigations will be reviewed by the Area Residential Coordinator as they occur. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as</p>		

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			necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013		

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W000104	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, interview and record review, the governing body failed to exercise operating direction over the group home to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Findings include:</p> <p>Please refer to W149. The governing body failed to implement their Abuse and Neglect policy by failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Please refer to W159. The governing body failed to exercise operating direction over the facility to assure the Qualified Intellectual Disabilities Professional (QIDP) sufficiently staffed the group</p>	W000104	<p>W 104 Governing Body The governing body failed to exercise operating direction over the group home to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implements clients' programs for clients A, C, D, E, F, G and H. The governing body failed to implement their Abuse and Neglect policy by failing to assure there were sufficient staff schedule to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients programs for clients A, C, D, E, F, G and H. The governing body failed to exercise operating direction over the facility to assure the QIDP sufficiently staffed the group home to assure the basic care needs, behavior training/interventions and program implementation for clients A, C, D, E, F, G and H. The governing body failed to insure the staff working in the home were trained on client specific programming prior to working in the group home for clients A, B, C, D, E, F, G and H. What corrective action will be accomplished? Formal counseling with Site Manager</p>	11/08/2013	

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	<p>home to assure the basic care needs, behavior training/interventions and program implementation for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Please refer to W189. The governing body failed to insure the staff working in the home were trained on client specific programming prior to working in the group home for 4 of 4 sampled clients (clients A, B, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>9-3-1(a)</p>		<p>regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator</p>		

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			daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential		

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			Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential	

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			Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or	

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			<p>new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will</p>		

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			<p>help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor</p>	

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			these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the	

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			<p>investigation is thorough. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will</p>		

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			meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator	

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			and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential		

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			<p>Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home</p>		

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			<p>observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. Abuse, neglect, mistreatment and exploitation investigations will be reviewed by the Program Specialist as they occur. Unknown injury investigations will be reviewed by the Area Residential Coordinator as they occur. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and</p>		

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			Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013	

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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on observation, interview and record review, the Condition of Participation of Client Protections was not met by the facility failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H); and by failing to thoroughly investigate 1 of 1 allegation of staff abuse involving 1 of 4 sampled clients (client A) by failing to interview the clients who lived in the home and were present at the time of the allegation.</p> <p>Findings include:</p> <p>Please refer to W149. The facility failed to implement their Abuse and Neglect policy by failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p>	W000122	<p>W 122 Client Protections The Condition of Participation of Client Protections was not met by the facility failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for clients A, C, D, E, F, G and H; and by failing to thoroughly investigate 1 of 1 allegation of staff abuse involving client A by failing to interview the clients who lived in the home and were present at the time of the allegation. The facility failed to implement their Abuse and Neglect policy by failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for clients A, C, D, E, F, G and H. The facility failed to thoroughly investigate 1 of 1 allegations of staff abuse involving client A by failing to interview the clients who lived in the home and were present at the time of the investigation. What corrective action will be accomplished? Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with</p>	11/08/2013			

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	<p>Please refer to W154. The facility failed to thoroughly investigate 1 of 1 allegation of staff abuse involving 1 of 4 sampled clients (client A) by failing to interview the clients who lived in the home and were present at the time of the allegation.</p> <p>9-3-2(a)</p>		<p>Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, client programs and reporting abuse and neglect. Prior to working with the clients in the home, staff will complete client specific training. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site</p>		

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			<p>Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the</p>		

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			tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and		

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			<p>their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, client programs, and reporting abuse and neglect. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Area Residential Coordinator, Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer</p>		

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			incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two		

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			<p>week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential</p>		

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			Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed	

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			and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients'		

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			needs, behavior plans, risk plans, client programs, and reporting abuse and neglect. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Area Residential Coordinator, Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to		

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			develop a plan to meet the client's increased needs. Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area		

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			Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were	

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			provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will the corrective action be monitored to ensure the deficient	

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			practice will not recur? Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. Abuse, neglect, mistreatment and exploitation investigations will be reviewed by the Program Specialist as they occur. Unknown injury investigations will be reviewed by the Area Residential Coordinator as they occur. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site		

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			<p>Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013</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 observation, interview and record review, the facility failed to implement their Abuse and Neglect policy by failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H); and for 2 of 4 additional clients (clients H and F) to protect them from client D's physically aggressive behaviors.</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where clients A, B, C, D, E, F, G and H lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at home with clients A, C, D, E, F, G and H. Client B was with the Residential Manager (RM) at an appointment out of town. At 4:34 P.M. upon arrival at the GH, client E was sitting on the porch reading the newspaper. Client D came out of the door quickly and started asking "mom coming?" repeatedly. Staff later explained</p>	W000149	<p>W149 Staff Treatment of Clients The facility failed to implement their Abuse and Neglect policy by failing to assure there were sufficient staff scheduled to work in the home to meet the clients' needs, provide behavior training/interventions and implement clients' programs for clients A, C, D, E, F, G and H; and for 2 or 4 additional clients H and F to protect them from client D's physically aggressive behaviors. What corrective action will be accomplished? Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Prior to working with the clients in the home, staff will complete client specific training. Review behavior plans and programming for clients A, C, D, E, F, G and H and make</p>	11/08/2013			

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	<p>client D used the name "mom" for the RM. Inside the GH clients H and G were seated at the table completing their snack. Client A crawled out of the office. He stood up, walked to the living room and sat on an area rug on the carpeted floor. His jeans were down to his thighs and his entire incontinence brief was exposed. Client F came out of her room and rapidly walked out the front door. DCS #1 reported to DCS #2 "[Client F] is in the driveway." DCS #1 then went outside to assist client F. DCS #2 had been in the medication room passing medication. DCS #2 made a phone call to get more staff for assistance.</p> <p>DCS #3 was assisting client C with her shower. Client H had three Band-Aids on her forehead with visible dark lines beneath each of them. She had a red scratch along the side of her nose and a bandaged middle finger on her right hand. At 4:38 P.M. client H stated "Oh me and [client D] got into it. I was sitting in my chair with all of these straps around me and he and [client C] were getting into it. So, I said 'Well you could both understand better if you stopped yelling at each other.' He (client D) turned around real fast and started to hit me 3 or 4 times. I got hit by the side of my eye, the one that used to be blind and my forehead. Well, I naturally had to defend myself as</p>		<p>appropriate revisions to plans. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be</p>		

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	<p>best I could. I hit at him with my hand. He didn't even get hurt, and I got this (lifting up her right hand to show the bandage). They said I am not supposed to move my finger; I don't know if they said if it was broken." At 4:52 P.M. client D asked DCS #2 if they could go for a walk and complained of having a headache. DCS #2 indicated they needed to wait until DCS #1 and client F returned to the GH before they could go for a walk. Client D sat at the table and ate cookies and drank a beverage. Client H continued to sit in her wheelchair at the table while client D ate his snack. Client A continued to sit on the floor of the living room rocking and humming to him himself. His brief was exposed.</p> <p>At 4:54 P.M. DCS #2 prompted client A to pull up his pants which he attempted to do, but did not get them pulled up completely. DCS #2 continued to pass medications. At 4:56 P.M. client C came out of the bathroom with DCS #3. Client C introduced herself (formal goal). Client C had a small (1/2 inch) bright red cut to her lower lip with swelling. When asked about her lip, client C stated, "I was in the bathroom taking my shower when [client D] knocked on the door so hard it scared me and I slipped and fell." At 5:00 P.M. DCS #1 and client F returned to the group home. DCS #1 offered client F a choice</p>		<p>documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components</p>				

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	<p>"Office or back yard?" Client F stated, "Office," and client F entered the office with DCS #2. Client D then asked DCS #1 to "Help call Mommy." A phone call was made by client D. At 5:15 P.M. the odor of feces was present in the living room dining room areas of the home. Client A's incontinence brief was still visible. Client D attempted to call his grandmother, and carried the cell phone around the home.</p> <p>At 5:25 P.M. client A continued to sit on the floor, with his brief showing. He was rocking and humming. He was holding one of his shoes, putting it up to his mouth. Clients E and G sat on the front porch. Client G smoked several cigarettes. At 5:35 P.M. client D attempted to hit client F. DCS #1 blocked the attempted hits. Client D then hit DCS #1 two times. DCS #2 told DCS #1 "Take him for a walk please." DCS #1 and client D went for a walk outside. DCS #3 took over dinner preparation and client C offered to help set the table for dinner. At 5:50 P.M. client A stood up from the floor and walked to the office holding onto his jeans which were too large at the waist for him. Client A returned to the floor of the living room, once again putting one of his (client A's) shoes into his mouth while he rocked and hummed. At 5:52 P.M. client G was asked to make his shake for dinner,</p>		<p>of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with</p>				

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	<p>which he did. Client A continued to sit on the living room floor with his brief exposed. The back of his brief looked darker on the interior. Clients C, E, F, G and H were asked to wash their hands and come to the table for dinner. At 6:00 P.M. client D and DCS #1 returned to the GH. Client D apologized to client F. Client D sat at the table with his housemates. Client D began to cuss at DCS #2 "[DCS #2] you are trouble, I am going to kick your a**". Mom is going to kick your a**." At 6:05 P.M. client A got up from the table and returned to sit on the floor. He began to rock, hum and put his shoe into his mouth. The odor of feces in the home continued to get stronger. At 6:20 P.M. DCS #1 assisted client A to the bathroom and with getting into the shower. At 6:27 P.M. DCS #1 stated, "You probably noticed [client A] needed to be changed. I noticed it when I was prepping dinner, but with the behaviors tonight I just couldn't be everywhere. [DCS #3] is filling in for someone who called off, and [DCS #2] was passing medications. We did the best we could do."</p> <p>Facility records were reviewed on 10/2/13 at 4:10 P.M. including Bureau of Developmental Disabilities Services (BDDS) reports for 10/1/13. The BDDS reports indicated the following:</p>		Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the				

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	A BDDS report dated 10/2/13 for an incident on 10/1/13 at 10:00 A.M. indicated "Two of [client H's] peers (client D and client C) were arguing with each other, [client H] tried to talk to the two peers and told them if they would listen to one another while the other one was talking they wouldn't need to argue. One of the peers (client D) then got upset with [client H] and slapped her on her forehead leaving a couple of scratches on her forehead. [Client H] then tried to slap the peer (client D) when she did the peer was attempting to slap her again and [client H] hit her right middle finger on his hand. The finger at the time only appeared to be ok and [client H] did not complain of any pain. The next morning her finger was swollen and was bruised. [Client H] was taken to Urgent Care, they sent her for x-rays at the hospital. [Client H's] finger is broke (sic). She was taken back to Urgent Care for care and wrapping of the finger. An appointment has been made with Orthopedic surgeon for follow-up after x-rays. An ISP (Individual Support Plan) program will be put in place for [client H] to stay safe (keep herself safe) during altercations, and to seek staff assistance when there is an issue in the home instead of trying to handle it herself."		start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and				

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	<p>A BDDS report dated 10/2/13 for an incident on 10/1/13 at 5:37 P.M. indicated "When [client D] arrived home from workshop he appeared to be a little agitated, when staff asked [client D] to go to another area he walked into the kitchen and hit peer [client F] in her right arm, Staff redirected [client D] he then hit staff [DCS #2]. Staff asked [client D] if he would like to go for a walk (following BSP) he walked toward the door while doing so he hit staff [DCS #1]. [Client D] did go for a walk...."</p> <p>Client A's record was reviewed on 10/2/13 at 4:20 P.M. Client A's record included an Individual Support Plan (ISP) dated 5/9/13. Client A's ISP indicated the client's diagnosis included Autism and client A functioned in the profound level. Client A's goals included: participating in an activity, toilet usage, hand washing, identifying coins, identifying medications and evacuating during drills. Client A's Behavior Plan (BP) dated 5/9/13 indicated he had the targeted behaviors of self-stimulation (rocking on the floor), self-injurious behaviors (SIB) (head hitting, biting arm) and severe SIB (hitting self or biting self hard enough to break skin and cause bleeding or to leave bruises). For self stimulatory behavior staff were to prompt to "stop." Staff were to redirect to a preferred hard chair to sit.</p>		<p>Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be</p>				

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	<p>Provide verbal praise for appropriate behaviors. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client A to work on his ISP goals, his self-stimulation behaviors or to change his brief when soiled from 5:15 P.M. until 6:20 P.M.</p> <p>Client C's record was reviewed on 10/2/13 at 5:02 P.M. Client C's record included an ISP dated 9/4/13. Client C's ISP indicated she functioned in the mild range. She had diagnoses of acute respiratory failure, sickle cell crisis, bi-polar and depression. Client C's goals included: identifying ways to calm self, identifying street signs, consequences of actions, introducing herself, value of coins, tooth brushing and gathering items for medication pass. Client C's BP dated 9/4/13 indicated she had targeted behaviors of inappropriate boundaries, depression, verbal aggression, physical aggression, suicidal ideation, SIB, and AWOL. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client C to work on her ISP goals.</p> <p>Client D's record was reviewed on 10/2/13 at 5:30 P.M. Client D's record included an ISP dated 8/22/13. Client D's</p>		<p>completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be</p>		

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	<p>ISP indicated he functioned in the profound range. Client D had diagnoses of cerebral palsy, ADHD, bi-polar, and Intermittent Explosive Disorder (IED). Client D's goals included: social behavior, personal space, choosing a penny and identify one of his medications. Client D's BP dated 6/27/13 indicated he had targeted behaviors of agitation, SIB, verbal aggression, physical aggression and leaving his work area. For agitation staff were to offer relaxation techniques such as deep breathing, going for walks in the backyard or look at car magazines. For verbal aggression staff were to redirect to a quiet area. For physical aggression staff were to remove self and others, redirect to a separate area "[Client D] would you like to go to _____?" As a last resort staff could do a primary restraint (PRT). Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client D to work on his ISP goals or go through the level of interventions in his BP before he escalated.</p> <p>Client E's record was reviewed on 10/2/13 at 5:58 P.M. Client E's record included an ISP dated 3/28/13. Client E's ISP goals included: housekeeping, dressing, self medicating and pay for purchase. Client E's BP dated 4/23/13 indicated he had</p>		<p>completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The</p>				

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	<p>targeted behaviors of agitation, physical aggression and SIB. If behaviors occurred staff were to offer alternatives such as taking a walk, checking the mail, taking the trash out. At least on an hourly basis staff were to praise client E for engaging in appropriate activities. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client E to work on his ISP goals or to praise his appropriate engagement in activities at least hourly as indicated in his BP.</p> <p>Client F's record was reviewed on 10/2/13 at 6:12 P.M. Client F's record included an ISP dated 3/12/13. Client F's ISP indicated she needed to "remain in line of sight at all times for safety reasons." She has a history of going AWOL and has no pedestrian safety skills. She has expressed suicidal ideation. Her ISP goals included: housekeeping, self-medicating, consequences of actions, recognizing staff names and making change. Client F's BP dated 3/12/13 indicated she had targeted behaviors of tantrums, physical aggression, property destruction, non-compliance, elopement and disruptive behavior. Staff were to first offer care in case she is not feeling well. Staff then were to redirect to quiet area. If she refused staff were to remove all others</p>		<p>Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of</p>				

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	<p>from area. Staff were to offer two choices. If physical aggression continued staff could use a PRT. If client F threatened to leave the GH staff were to block the exit and remind her they have to keep her safe. If client F did leave the GH staff were to follow her, quickly look for her and notify the RC. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client F to work on her ISP goals.</p> <p>Client G's record was reviewed on 10/2/13 at 6:20 P.M. Client G's record included an ISP dated 7/11/13. Client G's ISP indicated he had a "history of walking off and leaving the premises without telling staff where he is going. He does not understand street signs." His ISP goals included housekeeping, money usage, self-medicating and dementia tracking. Client G's BP dated 7/11/13 indicated he had targeted behaviors of agitation, inappropriate social skills, physical aggression. Staff were to encourage relaxation techniques, appropriate behaviors and leisure activities/hobbies. "He does not make healthy choices unless prompted by staff and would drink pop and smoke all day if not prompted by staff." Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were</p>		<p>the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site</p>		

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	<p>not able to assist client G to work on his ISP goals or leisure activities/hobbies as indicated in his BP. Client G sat on the porch and smoked.</p> <p>Client H's record was reviewed on 10/2/13 at 6:38 P.M. Client H's record included an ISP dated 4/16/13 with goals for social skills, money usage, self-medicating and drinking fluids. Client H's BP dated 4/25/13 indicated she had targeted behaviors of verbal aggression, agitation, non-compliance and physical aggression. Staff were to request her to go to a private area, offer a calm activity, discuss pros/cons and natural consequences. Due to behaviors in the home and the level of client supports needed in the home DCS # #1, DCS #2 and DCS #3 were not able to assist client H to work on her ISP goals. Client H sat at the dining room table for most of the observation period.</p> <p>The facility policy for Suspected Abuse, Neglect and Exploitation Reporting dated 1/1/11 was reviewed on 9/30/13 at 5:17 P.M. and indicated the following: "Occazio, Inc. will not tolerate mistreatment, abuse, neglect or exploitation of any Occazio resident/consumer...Neglect-failure to provide the proper care for a resident/consumer in a timely manner,</p>		<p>Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. Abuse, neglect, mistreatment and exploitation investigations will be reviewed by the Program Specialist as they</p>				

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	<p>causing the resident/consumer undue physical or emotional stress or injury; unreasonable delays in providing appropriate services, including medication errors, are considered neglect when they cause the resident/consumer undue physical or emotional stress or injury."</p> <p>A review of the schedule as worked was completed on 10/8/13 at 5:30 P.M. The schedule indicated since 9/15/13 through 9/30/13 there were at least 5 days when at times during the day only two staff were scheduled to work (9/15, 9/21, 9/27, 9/28 and 9/29). The remaining days in September 2013 indicated three to four staff worked.</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about the staffing level at the group home (GH), the ARC indicated there were at least two staff, sometimes three. The ARC stated, "There are usually three staff working during awake hours. We have two other group homes in the area and the Residential Coordinator (RC) and myself both live only 5 to 10 minutes from the home. We call staff from the other homes to go over if we need more help. Or we go over. I stop by the homes all of the time, I was at one this morning." When asked</p>		<p>occur.Unknown injury investigations will be reviewed by the Area Residential Coordinator as they occur.The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur.The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager.The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily.The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis.Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013</p>		

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	<p>how three direct care staff are able to maintain "line of sight supervision" as indicated in client F's BP, meet client needs, and implement clients' programs while providing interventions for behaviors, the ARC stated, "We would have staff who are working at one of the other group homes go over to [name of GH] to assist."</p> <p>An interview was conducted with the RC on 10/2/13 at 2:50 P.M. The RC indicated they had staff to cover client needs at the home. The RC stated, "There are always three staff on during day hours and two staff on at night."</p> <p>9-3-2(a)</p>			

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W000154	<p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on record review and interview, the facility failed to thoroughly investigate 1 of 1 allegation of staff abuse involving 1 of 4 sampled clients (client A).</p> <p>Findings include:</p> <p>Facility records were reviewed on 10/1/13 at 4:03 P.M. including the Bureau of Developmental Disabilities Services (BDDS) reports for the time period between 2/1/13 and 10/1/13. The reports indicated the following:</p> <p>A BDDS report dated 8/29/13 at 8:05 A.M. indicated "Staff [direct care staff (DCS) #8] reported that they witnessed another staff person [DCS #1] pulling on the pant legs of [client A] while he was sitting on the pavement to get him to get up and get on the van. While pulling on [client A's] pant legs [DCS #1] had pulled [client A's] pants down his legs and had made a red area on the back of his left leg. [DCS #1] was then assisted by [DCS #8] to help [client A] stand then [client A] walked to the van when he wouldn't walk up the steps [DCS #8] witnessed [DCS #1] putting his arm in the (sic) [client A's] back and pinching the back of his legs to</p>	W000154	W 154 Staff Treatment of Clients The facility failed to thoroughly investigate 1 of 1 allegation of staff abuse involving client A. What corrective action will be accomplished? Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. Note: Addendum request wanted to know where our system broke down in failing to ensure that allegations of abuse, neglect, mistreatment and exploitations and unknown injuries were investigated thoroughly. The surveyor identified during their review that there were gaps in the investigation. At the time the investigation was completed, the committee that reviewed the investigation did not identify these same gaps which lead to the break down. In efforts to correct the citation, the investigation is being reviewed to close the identified gaps. Residential Coordinators were provided	11/08/2013			

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	<p>get him to walk up the steps of the van." The report indicated an investigation was started and staff was suspended pending the outcome of the investigation. The report indicated when client A was assessed for injuries and he did not have any.</p> <p>Facility internal investigation documentation dated 9/4/13 was reviewed on 10/2/13 at 2:20 P.M. The allegation of staff abuse by DCS #1 was determined to be unsubstantiated. The investigation included witness statements from all staff who work at the group home at the time of the allegation including a staff located on the van (DCS #6) and witness statements from staff who worked during other shifts with DCS #1. The investigation did not include any client interviews, since clients B, C, D, E, F, G and H were on the van when the alleged incident of staff abuse by DCS #1 towards client A occurred.</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked if any of the clients had been interviewed, the ARC stated, "I don't think they were because they were all on the van and didn't see. [Client A] was the last one." The ARC indicated client F had pushed the button to close the van door once</p>		<p>training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will we identify other residents having the potential to be affected by the</p>	

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	<p>client A was on the van. The ARC stated, "Staff sometimes need to tug gently on [client A's] pant leg to motivate him to stand up, and to tickle behind [client A's] knees to motivate him to go up the van steps."</p> <p>This federal tag relates to complaint #IN00135817.</p> <p>9-3-2(a)</p>		<p>same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Training with direct support staff in regard to client's behavior plans and reporting abuse and neglect. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Area Residential Coordinator, Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown origin; along with the reporting and investigation process into these allegations. Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential</p>		

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			investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Training with direct support staff in regard to client's behavior plans and reporting abuse and neglect. Review of investigation of Client A and interview applicable clients who witnessed event will be completed. The Area Residential Coordinator, Residential Coordinator and Site Manager will receive additional training regarding abuse, neglect and exploitation; peer to peer incidents; and injuries of unknown	

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			origin; along with the reporting and investigation process into these allegations. Investigation Committee will review all suspected abuse investigations to ensure thoroughness. HR will be involved in suspected abuse investigations involving staff. Residential Coordinators were provided training regarding specific questions that need to be addressed in all investigations. Residential Coordinators have been provided with checklist regarding investigations to ensure that all issues are addressed. Area Residential Coordinators will be trained regarding the components of an investigation to ensure that all components are completed and processes are followed. Training will be completed with potential investigation committee members to ensure that they understand all components of an investigation and their role as a committee member. A competency test will be developed for the Site Manager, Residential Coordinator and Area Residential Coordinators to complete regarding abuse, neglect and exploitation investigations and their roles. The Program Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough prior to the	

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			<p>recommendations being carried out. The Area Residential Coordinator or their designee will review and sign off on all unknown injury investigations that are completed to ensure that the investigation is thorough. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Abuse, neglect, mistreatment and exploitation investigations will be reviewed by the Program Specialist as they occur. Unknown injury investigations will be reviewed by the Area Residential Coordinator as they occur. What is the date by which the systemic changes will be completed? November 8, 2013</p>		

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W000159	<p>483.430(a) QUALIFIED MENTAL RETARDATION PROFESSIONAL Each client's active treatment program must be integrated, coordinated and monitored by a qualified mental retardation professional. Based on observation, interview and record review, the Qualified Intellectual Disabilities Professional (QIDP) failed to assure the group home was sufficiently staffed to provide for the basic care needs, behavior training/interventions and program implementation for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where clients A, B, C, D, E, F, G and H lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at home with clients A, C, D, E, F, G and H. Client B was with the Residential Manager (RM) at an appointment out of town. At 4:34 P.M. upon arrival at the GH, client E was sitting on the porch reading the newspaper. Client D came out of the door quickly and started asking "mom coming?" repeatedly. Staff later explained client D used the name "mom" for the RM. Inside the GH clients H and G were</p>	W000159	W 159 Qualified Mental Retardation Professional The QIDP failed to assure the group home was sufficiently staffed to provide for the basic care needs, behavior training/interventions and program implementation for clients A, C, D, E, F, G and H. What corrective action will be accomplished? Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Prior to working with the clients in the home, staff will complete client specific training. Review behavior plans and programming for clients A, C, D, E, F, G and H and make appropriate revisions to plans. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the	11/08/2013			

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	<p>seated at the table completing their snack. Client A crawled out of the office. He stood up, walked to the living room and sat on an area rug on the carpeted floor. His jeans were down to his thighs and his entire incontinence brief was exposed. Client F came out of her room and rapidly walked out the front door. DCS #1 reported to DCS #2 "[Client F] is in the driveway." DCS #1 then went outside to assist client F. DCS #2 had been in the medication room passing medication. DCS #2 made a phone call to get more staff for assistance.</p> <p>DCS #3 was assisting client C with her shower. Client H had three Band-Aids on her forehead with visible dark lines beneath each of them. She had a red scratch along the side of her nose and a bandaged middle finger on her right hand. At 4:38 P.M. client H stated "Oh me and [client D] got into it. I was sitting in my chair with all of these straps around me and he and [client C] were getting into it. So, I said 'well you could both understand better if you stopped yelling at each other.' He (client D) turned around real fast and started to hit me 3 or 4 times. I got hit by the side of my eye, the one that used to be blind and my forehead. Well, I naturally had to defend myself as best I could. I hit at him with my hand. He didn't even get hurt, and I got this (lifting</p>		<p>start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and</p>		

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	<p>up her right hand to show the bandage). They said I am not supposed to move my finger, I don't know if they said if it was broken." At 4:52 P.M. client D asked DCS #2 if they could go for a walk and complained of having a headache. DCS #2 indicated they needed to wait until DCS #1 and client F returned to the GH before they could go for a walk. Client D sat at the table and ate cookies and drank a beverage. Client H continued to sit in her wheelchair at the table while client D ate his snack. Client A continued to sit on the floor of the living room rocking and humming to him himself. His brief was exposed.</p> <p>At 4:54 P.M. DCS #2 prompted client A to pull up his pants which he attempted to do, but did not get them pulled up completely. DCS #2 continued to pass medications. At 4:56 P.M. client C came out of the bathroom with DCS #3. Client C introduced herself (formal goal). Client C had a small (1/2 inch) bright red cut to her lower lip with swelling. When asked about her lip, client C stated, "I was in the bathroom taking my shower when [client D] knocked on the door so hard it scared me and I slipped and fell." At 5:00 P.M. DCS #1 and client F returned to the group home. DCS #1 offered client F a choice "Office or back yard?" Client F stated, "Office," and client F entered the office</p>		<p>Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with</p>	

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	<p>with DCS #2. Client D then asked DCS #1 to "Help call Mommy." A phone call was made by client D. At 5:15 P.M. the odor of feces was present in the living room dining room areas of the home. Client A's incontinence brief was still visible. Client D attempted to call his grandmother, and carried the cell phone around the home.</p> <p>At 5:25 P.M. client A continued to sit on the floor, with his brief showing. He was rocking and humming. He was holding one of his shoes, putting it up to his mouth. Clients E and G sat on the front porch. Client G smoked several cigarettes. At 5:35 P.M. client D attempted to hit client F. DCS #1 blocked the attempted hits. Client D then hit DCS #1 two times. DCS #2 told DCS #1 "Take him for a walk please." DCS #1 and client D went for a walk outside. DCS #3 took over dinner preparation and client C offered to help set the table for dinner. At 5:50 P.M. client A stood up from the floor and walked to the office, holding on to his jeans which were too large at the waist for him. Client A returned to the floor of the living room once again putting one of his (client A's) shoes into his mouth while he rocked and hummed. At 5:52 P.M. client G was asked to make his shake for dinner, which he did. Client A continued to sit on the living room floor with his brief</p>		<p>clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The</p>				

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	<p>exposed. The back of his brief looked darker on the interior. Clients C, E, F, G and H were asked to wash their hands and come to the table for dinner. At 6:00 P.M. client D and DCS #1 returned to the GH. Client D apologized to client F. Client D sat at the table with his housemates. Client D began to cuss at DCS #2 "[DCS #2] you are trouble, I am going to kick your a**". Mom is going to kick your a**." At 6:05 P.M. client A got up from the table and returned to sit on the floor. He began to rock, hum and put his shoe into his mouth. The odor of feces in the home continued to get stronger. At 6:20 P.M. DCS #1 assisted client A to the bathroom and with getting into the shower. At 6:27 P.M. DCS #1 stated, "You probably noticed [client A] needed to be changed. I noticed it when I was prepping dinner, but with the behaviors tonight I just couldn't be everywhere. [DCS #3] is filling in for someone who called off, and [DCS #2] was passing medications. We did the best we could do."</p> <p>Client A's record was reviewed on 10/2/13 at 4:20 P.M. Client A's record included an Individual Support Plan (ISP) dated 5/9/13. Client A's ISP indicated he had Autism and functioned in the profound level. Client A's goals included: participating in an activity, toilet usage,</p>		<p>Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator</p>		

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	<p>hand washing, identifying coins, identifying medications and evacuating during drills. Client A's Behavior Plan (BP) dated 5/9/13 indicated he had the targeted behaviors of self-stimulation (rocking on the floor), self-injurious behaviors (SIB) (head hitting, biting arm) and severe SIB (hitting self or biting self hard enough to break skin and cause bleeding or to leave bruises). For self stimulatory behavior staff were to prompt to "stop." Staff were to redirect to a preferred hard chair to sit and to provide verbal praise for appropriate behaviors. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client A to work on his ISP goals, his self-stimulation behaviors or to change his brief when soiled from 5:15 P.M. until 6:20 P.M.</p> <p>Client C's record was reviewed on 10/2/13 at 5:02 P.M. Client C's record included an ISP dated 9/4/13. Client C's ISP indicated she functioned in the mild range. She had diagnoses of acute respiratory failure, sickle cell crisis, bi-polar and depression. Client C's goals included: identifying ways to calm self, identifying street signs, consequences of actions, introducing herself, value of coins, tooth brushing and gathering items for medication pass. Client C's BP dated</p>		<p>of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers</p>				

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	<p>9/4/13 indicated she had targeted behaviors of inappropriate boundaries, depression, verbal aggression, physical aggression, suicidal ideation, SIB, and AWOL. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client C to work on her ISP goals.</p> <p>Client D's record was reviewed on 10/2/13 at 5:30 P.M. Client D's record included an ISP dated 8/22/13. Client D's ISP indicated he functioned in the profound range. Client D had diagnoses of cerebral palsy, ADHD, bi-polar, and Intermittent Explosive Disorder (IED). Client D's goals included: social behavior, personal space, choosing a penny and identify one of his medications. Client D's BP dated 6/27/13 indicated he had targeted behaviors of agitation, SIB, verbal aggression, physical aggression and leaving his work area. For agitation staff were to offer relaxation techniques such as deep breathing, going for walks in the backyard or look at car magazines. For verbal aggression staff were to redirect to a quiet area. For physical aggression staff were to remove self and others, redirect to a separate area "[Client D] would you like to go to _____?" As a last resort staff could do a primary restraint (PRT). Due</p>		<p>and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to</p>		

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	<p>to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client D to work on his ISP goals or go through the level of interventions in his BP before he escalated.</p> <p>Client E's record was reviewed on 10/2/13 at 5:58 P.M. Client E's record included an ISP dated 3/28/13. Client E's ISP goals included: housekeeping, dressing, self medicating and pay for purchase. Client E's BP dated 4/23/13 indicated he had targeted behaviors of agitation, physical aggression and SIB. If behaviors occurred staff were to offer alternatives such as taking a walk, checking the mail, taking the trash out. At least on an hourly basis staff were to praise client E for engaging in appropriate activities. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client E to work on his ISP goals or to praise his appropriate engagement in activities at least hourly as indicated in his BP.</p> <p>Client F's record was reviewed on 10/2/13 at 6:12 P.M. Client F's record included an ISP dated 3/12/13. Client F's ISP indicated she needed to "remain in line of sight at all times for safety reasons." She has a history of going AWOL and has no</p>		<p>ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager</p>		

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	<p>pedestrian safety skills. She has expressed suicidal ideation. Her ISP goals included: housekeeping, self-medicating, consequences of actions, recognizing staff names and making change. Client F's BP dated 3/12/13 indicated she had targeted behaviors of tantrums, physical aggression, property destruction, non-compliance, elopement and disruptive behavior. Staff were to first offer care in case she is not feeling well. Staff then were to redirect to quiet area. If she refused staff were to remove all others from area. Staff were to offer two choices. If physical aggression continued staff could use a PRT. If client F threatened to leave the GH staff were to block the exit and remind her they have to keep her safe. If client F did leave the GH staff were to follow her, quickly look for her and notify the RC. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client F to work on her ISP goals.</p> <p>Client G's record was reviewed on 10/2/13 at 6:20 P.M. Client G's record included an ISP dated 7/11/13. Client G's ISP indicated he had a "history of walking off and leaving the premises without telling staff where he is going. He does not understand street signs." His ISP goals included housekeeping, money usage,</p>		<p>and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll</p>		

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	<p>self-medicating and dementia tracking. Client G's BP dated 7/11/13 indicated he had targeted behaviors of agitation, inappropriate social skills, physical aggression. Staff were to encourage relaxation techniques, appropriate behaviors and leisure activities/hobbies. "He does not make healthy choices unless prompted by staff and would drink pop and smoke all day if not prompted by staff." Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client G to work on his ISP goals or leisure activities/hobbies as indicated in his BP. Client G sat on the porch and smoked.</p> <p>Client H's record was reviewed on 10/2/13 at 6:38 P.M. Client H's record included an ISP dated 4/16/13 with goals for social skills, money usage, self-medicating and drinking fluids. Client H's BP dated 4/25/13 indicated she had targeted behaviors of verbal aggression, agitation, non-compliance and physical aggression. Staff were to request her to go to a private area, offer a calm activity, discuss pros/cons and natural consequences. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client H to work on her ISP goals. Client H sat at the</p>		<p>daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013</p>		

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	<p>dining room table for most of the observation period.</p> <p>A series of Confidential Interviews (CI) were conducted between 9/30/13 and 10/9/13.</p> <p>CI #1- When asked if she knew who [Residential Coordinator] or [Area Residential Coordinator] were and if they visited the home, CI #1 stated, "I think I know who they are. I haven't seen them in awhile."</p> <p>CI #2- "It is always like this here."</p> <p>CI #3- "Every night it is the same thing."</p> <p>CI #4- "We do the best we can, but we need more staff. You can only do so much."</p> <p>CI #5- "They don't seem to know or care what goes on. Management rarely comes to the home."</p> <p>CI #6- "[Client D] has been acting out for the past couple of weeks, it really disrupts programming."</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about the staffing level at the group home (GH),</p>			

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	<p>the ARC indicated there were at least two staff, sometimes three. The ARC stated, "There are usually three staff working during awake hours. We have two other group homes in the area and the Residential Coordinator (RC) and myself both live only 5 to 10 minutes from the home. We call staff from the other homes to go over if we need more help. Or we go over. I stop by the homes all of the time, I was at one this morning." When asked how three direct care staff are able to maintain "line of sight supervision" as indicated in client F's BP, meet client needs, and implement programs while providing interventions for behaviors, the ARC stated, "We would have staff who are working at one of the other group homes go over to [name of GH] to assist."</p> <p>An interview was conducted with the RC on 10/2/13 at 2:50 P.M. The RC indicated they had staff to cover client needs at the home. The RC stated, "There are always three staff on during day hours and two staff on at night."</p> <p>9-3-3(a)</p>			

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W000186	<p>483.430(d)(1-2) DIRECT CARE STAFF The facility must provide sufficient direct care staff to manage and supervise clients in accordance with their individual program plans.</p> <p>Direct care staff are defined as the present on-duty staff calculated over all shifts in a 24-hour period for each defined residential living unit.</p> <p>Based on observation, interview and record review, the facility failed to assure there were sufficient direct care staff working in the home to meet the direct care needs, provide behavior training/interventions and implement clients' programs for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H), according to their Individual Support Plans.</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where clients A, B, C, D, E, F, G and H lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at home with clients A, C, D, E, F, G and H. Client B was with the Residential Manager (RM) at an appointment out of town. At 4:34 P.M. upon arrival at the GH client E was sitting on the porch reading the newspaper.</p>	W000186	W186 Direct Care Staff The facility failed to assure there were sufficient direct care staff working in the home to meet the direct care needs, provide behavior training/interventions and implement clients' programs for clients A, C, D, E, F, G and H according to their Individual Support Plans. What corrective action will be accomplished? Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Prior to working with the clients in the home, staff will complete client specific training. Review behavior plans	11/08/2013			

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	Client D came out of the door quickly and started asking "mom coming?" repeatedly. Staff later explained client D used the name "mom" for the RM. Inside the GH clients H and G were seated at the table completing their snack. Client A crawled out of the office. He stood up, walked to the living room and sat on an area rug on the carpeted floor. His jeans were down to his thighs and his entire incontinence brief was exposed. Client F came out of her room and rapidly walked out the front door. DCS #1 reported to DCS #2 "[Client F] is in the driveway." DCS #1 then went outside to assist client F. DCS #2 had been in the medication room passing medication. DCS #2 made a phone call to get more staff for assistance. DCS #3 was assisting client C with her shower. Client H had three Band-Aids on her forehead with visible dark lines beneath each of them. She had a red scratch along the side of her nose and a bandaged middle finger on her right hand. At 4:38 P.M. client H stated "Oh me and [client D] got into it. I was sitting in my chair with all of these straps around me and he and [client C] were getting into it. So, I said 'well you could both understand better if you stopped yelling at each other.' He (client D) turned around real fast and started to hit me 3 or 4 times. I got hit by the side of my eye, the one that used to be blind and my forehead. Well, I		and programming for clients A, C, D, E, F, G and H and make appropriate revisions to plans. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the		

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	<p>naturally had to defend myself as best I could. I hit at him with my hand. He didn't even get hurt, and I got this (lifting up her right hand to show the bandage). They said I am not supposed to move my finger, I don't know if they said if it was broken." At 4:52 P.M. client D asked DCS #2 if they could go for a walk and complained of having a headache. DCS #2 indicated they needed to wait until DCS #1 and client F returned to the GH before they could go for a walk. Client D sat at the table and ate cookies and drank a beverage. Client H continued to sit in her wheelchair at the table while client D ate his snack. Client A continued to sit on the floor of the living room rocking and humming to him himself. His brief was exposed.</p> <p>At 4:54 P.M. DCS #2 prompted client A to pull up his pants which he attempted to do, but did not get them pulled up completely. DCS #2 continued to pass medications. At 4:56 P.M. client C came out of the bathroom with DCS #3. Client C introduced herself (formal goal). Client C had a small (1/2 inch) bright red cut to her lower lip with swelling. When asked about her lip, client C stated, "I was in the bathroom taking my shower when [client D] knocked on the door so hard it scared me and I slipped and fell." At 5:00 P.M. DCS #1 and client F returned to the group</p>		<p>client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding staffing the home and ensuring that staff</p>				

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	<p>home. DCS #1 offered client F a choice "Office or back yard?" Client F stated, "Office," and client F entered the office with DCS #2. Client D then asked DCS #1 to "Help call Mommy." A phone call was made by client D. At 5:15 P.M. the odor of feces was present in the living room dining room areas of the home. Client A's incontinence brief was still visible. Client D attempted to call his grandmother, and carried the cell phone around the home.</p> <p>At 5:25 P.M. client A continued to sit on the floor, with his brief showing. He was rocking and humming. He was holding one of his shoes, putting it up to his mouth. Clients E and G sat on the front porch. Client G smoked several cigarettes. At 5:35 P.M. client D attempted to hit client F. DCS #1 blocked the attempted hits. Client D then hit DCS #1 two times. DCS #2 told DCS #1 "Take him for a walk please." DCS #1 and client D went for a walk outside. DCS #3 took over dinner preparation and client C offered to help set the table for dinner. At 5:50 P.M. client A stood up from the floor and walked to the office, holding on to his jeans which were too large at the waist for him. Client A returned to the floor of the living room once again putting one of his (client A's) shoes into his mouth while he rocked and hummed. At 5:52 P.M. client</p>		<p>is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two</p>	

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	<p>G was asked to make his shake for dinner, which he did. Client A continued to sit on the living room floor with his brief exposed. The back of his brief looked darker on the interior. Clients C, E, F, G and H were asked to wash their hands and come to the table for dinner. At 6:00 P.M. client D and DCS #1 returned to the GH. Client D apologized to client F. Client D sat at the table with his housemates. Client D began to cuss at DCS #2 "[DCS #2] you are trouble, I am going to kick your a**". Mom is going to kick your a**." At 6:05 P.M. client A got up from the table and returned to sit on the floor. He began to rock, hum and put his shoe into his mouth. The odor of feces in the home continued to get stronger. At 6:20 P.M. DCS #1 assisted client A to the bathroom and with getting into the shower. At 6:27 P.M. DCS #1 stated, "You probably noticed [client A] needed to be changed. I noticed it when I was prepping dinner, but with the behaviors tonight I just couldn't be everywhere. [DCS #3] is filling in for someone who called off, and [DCS #2] was passing medications. We did the best we could do."</p> <p>Client A's record was reviewed on 10/2/13 at 4:20 P.M. Client A's record included an Individual Support Plan (ISP) dated 5/9/13. Client A's ISP indicated he</p>		<p>week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential</p>		

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	<p>had Autism and functioned in the profound level. Client A's goals included: participating in an activity, toilet usage, hand washing, identifying coins, identifying medications and evacuating during drills. Client A's Behavior Plan (BP) dated 5/9/13 indicated he had the targeted behaviors of self-stimulation (rocking on the floor), self-injurious behaviors (SIB) (head hitting, biting arm) and severe SIB (hitting self or biting self hard enough to break skin and cause bleeding or to leave bruises). For self stimulatory behavior staff were to prompt to "stop." Staff were to redirect to a preferred hard chair to sit. Provide verbal praise for appropriate behaviors. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client A to work on his ISP goals, his self-stimulation behaviors or to change his brief when soiled from 5:15 P.M. until 6:20 P.M.</p> <p>Client C's record was reviewed on 10/2/13 at 5:02 P.M. Client C's record included an ISP dated 9/4/13. Client C's ISP indicated she functioned in the mild range. She had diagnoses of acute respiratory failure, sickle cell crisis, bi-polar and depression. Client C's goals included: identifying ways to calm self, identifying street signs, consequences of</p>		<p>Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager regarding staffing the home and ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding the levels of staffing and ensuring staff is trained in accordance with clients' needs. Training with direct</p>				

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	<p>actions, introducing herself, value of coins, tooth brushing and gathering items for medication pass. Client C's BP dated 9/4/13 indicated she had targeted behaviors of inappropriate boundaries, depression, verbal aggression, physical aggression, suicidal ideation, SIB, and AWOL. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client C to work on her ISP goals.</p> <p>Client D's record was reviewed on 10/2/13 at 5:30 P.M. Client D's record included an ISP dated 8/22/13. Client D's ISP indicated he functioned in the profound range. Client D had diagnoses of cerebral palsy, ADHD, bi-polar, and Intermittent Explosive Disorder (IED). Client D's goals included: social behavior, personal space, choosing a penny and identify one of his medications. Client D's BP dated 6/27/13 indicated he had targeted behaviors of agitation, SIB, verbal aggression, physical aggression and leaving his work area. For agitation staff were to offer relaxation techniques such as deep breathing, going for walks in the backyard or look at car magazines. For verbal aggression staff were to redirect to a quiet area. For physical aggression staff were to remove self and others, redirect to a separate area "[Client</p>		<p>support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate staffing and training of staff. Prior to working with the clients in the home, staff will complete client specific training. Residential Coordinator and Site Manager will ensure there are adequate staffing numbers in the home at all times to ensure the resident's needs are being addressed appropriately. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. In the event that an individual's needs become greater than the current staffing supports in the home, the IDT will meet to reevaluate the staffing pattern in the home and to develop a plan to meet the client's increased needs. Random monthly home observation by Residential Coordinator to ensure appropriate staffing for home. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will</p>				

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	<p>D] would you like to go to _____?" As a last resort staff could do a primary restraint (PRT). Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client D to work on his ISP goals or go through the level of interventions in his BP before he escalated.</p> <p>Client E's record was reviewed on 10/2/13 at 5:58 P.M. Client E's record included an ISP dated 3/28/13. Client E's ISP goals included: housekeeping, dressing, self medicating and pay for purchase. Client E's BP dated 4/23/13 indicated he had targeted behaviors of agitation, physical aggression and SIB. If behaviors occurred staff were to offer alternatives such as taking a walk, checking the mail, taking the trash out. At least on an hourly basis staff were to praise client E for engaging in appropriate activities. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client E to work on his ISP goals or to praise his appropriate engagement in activities at least hourly as indicated in his BP.</p> <p>Client F's record was reviewed on 10/2/13 at 6:12 P.M. Client F's record included an ISP dated 3/12/13. Client F's ISP</p>		<p>monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be</p>		

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	<p>indicated she needed to "remain in line of sight at all times for safety reasons." She has a history of going AWOL and has no pedestrian safety skills. She has expressed suicidal ideation. Her ISP goals included: housekeeping, self-medicating, consequences of actions, recognizing staff names and making change. Client F's BP dated 3/12/13 indicated she had targeted behaviors of tantrums, physical aggression, property destruction, non-compliance, elopement and disruptive behavior. Staff were to first offer care in case she is not feeling well. Staff then were to redirect to quiet area. If she refused staff were to remove all others from area. Staff were to offer two choices. If physical aggression continued staff could use a PRT. If client F threatened to leave the GH staff were to block the exit and remind her they have to keep her safe. If client F did leave the GH staff were to follow her, quickly look for her and notify the RC. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client F to work on her ISP goals.</p> <p>Client G's record was reviewed on 10/2/13 at 6:20 P.M. Client G's record included an ISP dated 7/11/13. Client G's ISP indicated he had a "history of walking off and leaving the premises without</p>		<p>working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. The staffing schedule will</p>		

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	<p>telling staff where he is going. He does not understand street signs." His ISP goals included housekeeping, money usage, self-medicating and dementia tracking. Client G's BP dated 7/11/13 indicated he had targeted behaviors of agitation, inappropriate social skills, physical aggression. Staff were to encourage relaxation techniques, appropriate behaviors and leisure activities/hobbies. "He does not make healthy choices unless prompted by staff and would drink pop and smoke all day if not prompted by staff." Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client G to work on his ISP goals or leisure activities/hobbies as indicated in his BP. Client G sat on the porch and smoked.</p> <p>Client H's record was reviewed on 10/2/13 at 6:38 P.M. Client H's record included an ISP dated 4/16/13 with goals for social skills, money usage, self-medicating and drinking fluids. Client H's BP dated 4/25/13 indicated she had targeted behaviors of verbal aggression, agitation, non-compliance and physical aggression. Staff were to request her to go to a private area, offer a calm activity, discuss pros/cons and natural consequences. Due to behaviors in the home and the level of client supports</p>		<p>be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013</p>		

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	<p>needed in the home DCS # 1, DCS #2 and DCS #3 were not able to assist client H to work on her ISP goals. Client H sat at the dining room table for most of the observation period.</p> <p>A series of Confidential Interviews (CI) were conducted between 9/30/13 and 10/9/13.</p> <p>CI #1- When asked if she knew who [Residential Coordinator] or [Area Residential Coordinator] were and if they visited the home, CI #1 stated, "I think I know who they are. I haven't seen them in awhile."</p> <p>CI #2- "It is always like this here."</p> <p>CI #3- "Every night it is the same thing."</p> <p>CI #4- "We do the best we can, but we need more staff. You can only do so much."</p> <p>CI #5- "They don't seem to know or care what goes on. Management rarely comes to the home."</p> <p>CI #6- "[Client D] has been acting out for the past couple of weeks, it really disrupts programming."</p> <p>A review of the schedule as worked was</p>						

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	<p>completed on 10/8/13 at 5:30 P.M. The schedule indicated since 9/15/13 through 9/30/13 there were at least 5 days when at times during the day only two staff were scheduled to work (9/15, 9/21, 9/27, 9/28 and 9/29). The remaining days indicated three to four staff had worked.</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about the staffing level at the group home (GH), the ARC indicated there were at least two staff, sometimes three. The ARC stated, "There are usually three staff working during awake hours. We have two other group homes in the area and the Residential Coordinator (RC) and myself both live only 5 to 10 minutes from the home. We call staff from the other homes to go over if we need more help. Or we go over. I stop by the homes all of the time, I was at one this morning." When asked how three direct care staff are able to maintain "line of sight supervision" as indicated in client F's BP, meet client needs, implement clients' programs while providing interventions for behaviors, the ARC stated, "We would have staff who are working at one of the other group homes go over to [name of GH] to assist."</p> <p>An interview was conducted with the RC on 10/2/13 at 2:50 P.M. The RC indicated</p>				

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	<p>they had staff to cover client needs at the home. The RC stated, "There are always three staff on during day hours and two staff on at night."</p> <p>9-3-3(a)</p>			

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W000189	<p>483.430(e)(1) STAFF TRAINING PROGRAM 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 observation, interview and record review, the facility failed to insure the staff working in the home were trained on client specific programming prior to working in the group home for 4 of 4 sampled clients (clients A, B, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where clients A, B, C, D, E, F, G and H lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at home with clients A, C, D, E, F, G and H. Client B was with the Residential Manager (RM) at an appointment out of town.</p> <p>At 5:50 P.M. DCS #3 indicated she was working at the home for a staff who had called off. DCS #3 indicated she had worked a few times at the home prior to this day, but usually worked at another location. DCS #3 indicated she knew the clients.</p>	W000189	<p>W189 Staff Training Program The facility failed to insure the staff working in the home were trained on client specific programming prior to working in the group home for Clients A, B, C, D, E, F, G and H. What corrective action will be accomplished? Training on Therap with the direct care staff on how to access client information and documentation needs (BSP, ISP, risk plans, programs, etc.). Formal counseling with Site Manager regarding ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs. Training will be completed with the Site Managers and Residential Coordinators regarding training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to</p>	11/08/2013
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	<p>On 10/2/13 at 2:19 P.M. the ARC (area residential coordinator) indicated DCS #3's client specific training for clients A, B, C, D, E, F, G and H was not available.</p> <p>A review of the schedule as worked was completed on 10/8/13 at 5:30 P.M. The schedule indicated since 9/15/13 through 9/30/13 there were at least 5 days when at times during the day only two staff were scheduled to work (9/15, 9/21, 9/27, 9/28 and 9/29). The remaining days indicated three to four staff had worked. The schedule indicated DCS #3 had worked at the home on 6 other occasions in the past two weeks.</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about the staff training and access to client programming, the ARC stated, "All staff are trained upon hire, and then annually. They read the information on Therap (electronic client records) prior to working in the home, and it then shows they have read it (electronic signature). Each staff can then read the pertinent client programming information prior to working at any of the program locations. We did away with paper plans for privacy for the clients, so other clients could not gain access to a peer's BP." The ARC</p>		<p>ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be</p>		

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	<p>indicated he was not sure why DCS #3's training did not show up, unless she had not reviewed the clients' most recent program updates, as most of the clients in the home had revised Individual Support Plans (ISP) in the past couple of months.</p> <p>An interview was conducted with the Residential Coordinator (RC) on 10/2/13 at 2:50 P.M. The RC stated, "The client program information was available to all staff on the computer on the Therap system."</p> <p>9-3-3(a)</p>		<p>expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs,</p>	

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			behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure		

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			<p>staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. What measures will be put into place or what systemic changes will be made to ensure that the deficient</p>		

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			practice does not recur: Formal counseling with Site Manager regarding ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded		

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			to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential		

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			Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly	

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			basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013	

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W000240	<p>483.440(c)(6)(i) INDIVIDUAL PROGRAM PLAN The individual program plan must describe relevant interventions to support the individual toward independence.</p> <p>Based on record review and interview, the facility failed to include interventions in the Individual Support Plan (ISP) to assist 1 of 4 sampled clients (client A) with getting on the van.</p> <p>Findings include:</p> <p>Facility records were reviewed on 10/1/13 at 4:03 P.M. including the Bureau of Developmental Disabilities Services (BDDS) reports for the time period between 2/1/13 and 10/1/13. The reports indicated the following:</p> <p>A BDDS report dated 8/29/13 at 8:05 A.M. indicated "Staff [direct care staff (DCS) #8] reported that they witnessed another staff person [DCS #1] pulling on the pant legs of [client A] while he was sitting on the pavement to get him to get up and get on the van. While pulling on [client A's] pant legs [DCS #1] had pulled [client A's] pants down his legs and had made a red area on the back of his left leg. [DCS #1] was then assisted by [DCS #8] to help [client A] stand then [client A] walked to the van when he wouldn't walk up the steps [DCS #8] witnessed [DCS #1] putting his arm in the (sic) [client A's]</p>	W000240	<p>W 240 Individual Program Plan The facility failed to include interventions in the Individual Support Plan to assist Client A with getting on the van. What corrective action will be accomplished? Review ISP, behavior plan and programming for client A and make appropriate revisions to his plans. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All individuals have the potential to be affected by the same deficient practice. Review ISP's, behavior plans and programming for all clients and make appropriate revisions to plans. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. Training will be completed with the Residential Coordinator regarding appropriate programming and behavior interventions for clients. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Review ISP's, behavior plans</p>	11/08/2013	

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	<p>back and pinching the back of his legs to get him to walk up the steps of the van." The report indicated an investigation was started and staff was suspended pending the outcome of the investigation. The report indicated when client A was assessed for injuries and he did not have any.</p> <p>Client A's record was reviewed on 10/2/13 at 4:20 P.M. Client A's record indicated he had an Individual Support Plan (ISP) dated 5/9/13 which did not include strategies to assist client A with standing or going up steps. Client A's Behavior Plan (BP) dated 5/9/13 indicated Staff should "provide physical assistance when [client A] is having difficulty getting up from the ground/floor. Offer your two straight arms, palms open, thumbs up under [client A's] arms. Pair this assistance with a verbal prompt to get up." Client A's BSP did not include the use of tugging on his pant leg or tickling behind his knees.</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. The ARC stated, "Staff sometimes need to tug gently on [client A's] pant leg to motivate him to stand up, and to tickle behind [client A's] knees to motivate him to go up the van steps."</p>		<p>and programming for all clients and make appropriate revisions to plans. The Residential Coordinator will monitor the residents programming and behavior needs on a regular basis. As their needs change or new concerns are identified, changes will be reflected in their programming, ISP and behavior plan. Training will be completed with the Residential Coordinator regarding appropriate programming and behavior interventions for clients. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. What is the date by which the systemic changes will be completed? November 8, 2013</p>				

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	<p>This federal tag relates to complaint #IN00135817.</p> <p>9-3-4(a)</p>			

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W000248	<p>483.440(c)(7) INDIVIDUAL PROGRAM PLAN A copy of each client's individual plan must be made available to all relevant staff, including staff of other agencies who work with the client, and to the client, parents (if the client is a minor) or legal guardian. Based on observation and interview, the facility failed to insure the staff working in the home could locate current client programming information for 4 of 4 sampled clients (clients A, B, C and D) and 4 of 4 additional clients (clients E, F, G and H).</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where clients A, B, C, D, E, F, G and H lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at home with clients A, C, D, E, F, G and H. Client B was with the Residential Manager (RM) at an appointment out of town.</p> <p>At 6:15 P.M. on 10/1/13 the DCS were unable to locate the Behavior Plans for clients A, B, C, D, E, F, G and H. in the group home. DCS indicated they knew the BPs were somewhere, but could not find them. DCS indicated the BPs may be locked up.</p>	W000248	<p>W248 Individual Program Plan The facility failed to ensure the staff working in the home could locate current client programming information for client A, B, C, D, E, F, G and H. What corrective action will be accomplished? Training on Therap with the direct care staff on how to access client information and documentation needs (BSP, ISP, risk plans, programs, etc.). Formal counseling with Site Manager regarding ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing</p>	11/08/2013			

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	<p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about access to client programming, the ARC stated, "All staff are trained upon hire, and then annually. They read the information on Therap (electronic client records) prior to working in the home, and it then shows they have read it (electronic signature). Each staff can then read the pertinent client programming information prior to working at any of the program locations. We did away with paper plans for privacy for the clients, so other clients could not gain access to a peer's BP."</p> <p>An interview was conducted with the RC on 10/2/13 at 2:50 P.M. The RC stated, "The client program information was available to all staff on the computer on the Therap system."</p> <p>9-3-4(a)</p>		<p>coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to</p>		

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			<p>the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal counseling with Site Manager regarding ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be</p>	

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			completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator		

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			and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with Site Manager		

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			<p>regarding ensuring that staff is trained in accordance to needs of clients. Formal counseling with Residential Coordinator regarding ensuring staff is trained in accordance with clients' needs. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding appropriate training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager,</p>	

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			Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the		

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			needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly	

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			and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013		

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W000249	<p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>Based on observation, interview and record review, the facility failed to assure staff implemented clients' Individual Support Plan (ISP) goals for 3 of 4 sampled clients (clients A, C and D) and 4 of 4 additional clients (clients E, F, G and H) during training opportunities.</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where clients A, B, C, D, E, F, G and H lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at home with clients A, C, D, E, F, G and H. Client B was with the Residential Manager (RM) at an appointment out of town. At 4:34 P.M. upon arrival at the GH client E was sitting on the porch reading the newspaper. Client D came out of the door quickly and started asking "mom coming?" repeatedly. Staff later explained client D used the name "mom" for the RM. Inside the GH clients H and G were seated at the table</p>	W000249	<p>W249 Program Implementation</p> <p>The facility failed to assure staff implemented clients' Individual Support Plan goals for Clients A, C, D, E, F, G and H during training opportunities. What corrective action will be accomplished? Training on Therap with the direct care staff on how to access client information and documentation needs (BSP, ISP, risk plans, programs, etc.). Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that</p>	11/08/2013

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	<p>completing their snack. Client A crawled out of the office. He stood up, walked to the living room and sat on an area rug on the carpeted floor. His jeans were down to his thighs and his entire incontinence brief was exposed. Client F came out of her room and rapidly walked out the front door. DCS #1 reported to DCS #2 "[Client F] is in the driveway." DCS #1 then went outside to assist client F. DCS #2 had been in the medication room passing medication. DCS #2 made a phone call to get more staff for assistance. DCS #3 was assisting client C with her shower. Client H had three Band-Aids on her forehead with visible dark lines beneath each of them. She had a red scratch along the side of her nose and a bandaged middle finger on her right hand. At 4:38 P.M. client H stated "Oh me and [client D] got into it. I was sitting in my chair with all of these straps around me and he and [client C] were getting into it. So, I said 'well you could both understand better if you stopped yelling at each other.' He (client D) turned around real fast and started to hit me 3 or 4 times. I got hit by the side of my eye, the one that used to be blind and my forehead. Well, I naturally had to defend myself as best I could. I hit at him with my hand. He didn't even get hurt, and I got this (lifting up her right hand to show the bandage). They said I am not supposed to move my</p>		<p>staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to</p>				

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	<p>finger, I don't know if they said if it was broken." At 4:52 P.M. client D asked DCS #2 if they could go for a walk and complained of having a headache. DCS #2 had to explain they needed to wait until DCS #1 and client F returned to the GH before they could go for a walk. Client D sat at the table and ate cookies and drank a beverage. Client H continued to sit in her wheelchair at the table while client D ate his snack. Client A continued to sit on the floor of the living room rocking and humming to him himself. His brief was exposed.</p> <p>At 4:54 P.M. DCS #2 prompted client A to pull up his pants which he attempted to do, but did not get them pulled up completely. DCS #2 continued to pass medications. At 4:56 P.M. client C came out of the bathroom with DCS #3. Client C introduced herself (formal goal). Client C had a small (1/2 inch) bright red cut to her lower lip with swelling. When asked about her lip, client C stated, "I was in the bathroom taking my shower when [client D] knocked on the door so hard it scared me and I slipped and fell." At 5:00 P.M. DCS #1 and client F returned to the group home. DCS #1 offered client F a choice "Office or back yard?" Client F stated, "Office," and client F entered the office with DCS #2. Client D then asked DCS #1 to "Help call Mommy." A phone call</p>		<p>assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential Coordinator one week prior to the start of the new pay period to</p>				

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	<p>was made by client D. At 5:15 P.M. the odor of feces was present in the living room dining room areas of the home. Client A's incontinence brief was still visible. Client D attempted to call his grandmother, and carried the cell phone around the home.</p> <p>At 5:25 P.M. client A continued to sit on the floor, with his brief showing. He was rocking and humming. He was holding one of his shoes, putting it up to his mouth. Clients E and G sat on the front porch. Client G smoked several cigarettes. At 5:35 P.M. client D attempted to hit client F. DCS #1 blocked the attempted hits. Client D then hit DCS #1 two times. DCS #2 told DCS #1 "Take him for a walk please." DCS #1 and client D went for a walk outside. DCS #3 took over dinner preparation and client C offered to help set the table for dinner. At 5:50 P.M. client A stood up from the floor and walked to the office, holding on to his jeans which were too large at the waist for him. Client A returned to the floor of the living room once again putting one of his (client A's) shoes into his mouth while he rocked and hummed. At 5:52 P.M. client G was asked to make his shake for dinner, which he did. Client A continued to sit on the living room floor with his brief exposed. The back of his brief looked darker on the interior. Clients C, E, F, G</p>		<p>ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be</p>				

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	<p>and H were asked to wash their hands and come to the table for dinner. At 6:00 P.M. client D and DCS #1 returned to the GH. Client D apologized to client F. Client D sat at the table with his housemates. Client D began to cuss at DCS #2 "[DCS #2] you are trouble, I am going to kick your a**". Mom is going to kick your a**." At 6:05 P.M. client A got up from the table and returned to sit on the floor. He began to rock, hum and put his shoe into his mouth. The odor of feces in the home continued to get stronger. At 6:20 P.M. DCS #1 assisted client A to the bathroom and with getting into the shower. At 6:27 P.M. DCS #1 stated, "You probably noticed [client A] needed to be changed. I noticed it when I was prepping dinner, but with the behaviors tonight I just couldn't be everywhere. [DCS #3] is filling in for someone who called off, and [DCS #2] was passing medications. We did the best we could do."</p> <p>Client A's record was reviewed on 10/2/13 at 4:20 P.M. Client A's record included an Individual Support Plan (ISP) dated 5/9/13. Client A's ISP indicated he had Autism and functioned in the profound level. Client A's goals included: participating in an activity, toilet usage, hand washing, identifying coins, identifying medications and evacuating</p>		<p>expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Training with direct support staff in regard to clients' needs, behavior plans, risk plans, and client programs will be completed. Training will be completed with the Site Managers and Residential Coordinators regarding training of staff. Prior to working with the clients in the home, staff will complete client specific training. The Site Manager will forward the two week schedule to the Residential</p>				

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	<p>during drills. Client A's Behavior Plan (BP) dated 5/9/13 indicated he had the targeted behaviors of self-stimulation (rocking on the floor), self-injurious behaviors (SIB) (head hitting, biting arm) and severe SIB (hitting self or biting self hard enough to break skin and cause bleeding or to leave bruises). For self stimulatory behavior staff were to prompt to "stop." Staff were to redirect to a preferred hard chair to sit. Provide verbal praise for appropriate behaviors. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client A to work on his ISP goals, his self-stimulation behaviors or to change his brief when soiled from 5:15 P.M. until 6:20 P.M.</p> <p>Client C's record was reviewed on 10/2/13 at 5:02 P.M. Client C's record included an ISP dated 9/4/13. Client C's ISP indicated she functioned in the mild range. She had diagnoses of acute respiratory failure, sickle cell crisis, bi-polar and depression. Client C's goals included: identifying ways to calm self, identifying street signs, consequences of actions, introducing herself, value of coins, tooth brushing and gathering items for medication pass. Client C's BP dated 9/4/13 indicated she had targeted behaviors of inappropriate boundaries,</p>		<p>Coordinator one week prior to the start of the new pay period to ensure that proper staffing coverage is in place. The Residential Coordinator will monitor time cards electronically on a daily basis to ensure that staff scheduled were on shift. The Site Manager will contact the site at the beginning of each shift to ensure that all scheduled staff arrived to work. In the event that a staff has not arrived, the Site Manager will report to the site until alternative coverage can be found. After ensuring the scheduled staff have arrived for their scheduled shift, the Site Manager will document the outcome of their contact. This documentation will be forwarded to the Residential Coordinator daily. The Site Manager, Residential Coordinator, and Area Residential Coordinator with the help of Human Resources will help coordinate the staffing needs of the home. Additional staffing needs will be reported to the Area Residential Coordinator so that they can work with HR to ensure staff are available and trained to work. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program</p>				

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	<p>depression, verbal aggression, physical aggression, suicidal ideation, SIB, and AWOL. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client C to work on her ISP goals.</p> <p>Client D's record was reviewed on 10/2/13 at 5:30 P.M. Client D's record included an ISP dated 8/22/13. Client D's ISP indicated he functioned in the profound range. Client D had diagnoses of cerebral palsy, ADHD, bi-polar, and Intermittent Explosive Disorder (IED). Client D's goals included: social behavior, personal space, choosing a penny and identify one of his medications. Client D's BP dated 6/27/13 indicated he had targeted behaviors of agitation, SIB, verbal aggression, physical aggression and leaving his work area. For agitation staff were to offer relaxation techniques such as deep breathing, going for walks in the backyard or look at car magazines. For verbal aggression staff were to redirect to a quiet area. For physical aggression staff were to remove self and others, redirect to a separate area "[Client D] would you like to go to _____?" As a last resort staff could do a primary restraint (PRT). Due to behaviors in the home and the level of client supports needed in the home DCS</p>		<p>Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. How will the corrective action be monitored to ensure the deficient practice will not recur? Residential Coordinator will monitor as they complete the audits and random home observations. The Area Residential Coordinator will monitor as they complete their audits. Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the</p>				

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	<p>#1, DCS #2 and DCS #3 were not able to assist client D to work on his ISP goals or go through the level of interventions in his BP before he escalated.</p> <p>Client E's record was reviewed on 10/2/13 at 5:58 P.M. Client E's record included an ISP dated 3/28/13. Client E's ISP goals included: housekeeping, dressing, self medicating and pay for purchase. Client E's BP dated 4/23/13 indicated he had targeted behaviors of agitation, physical aggression and SIB. If behaviors occurred staff were to offer alternatives such as taking a walk, checking the mail, taking the trash out. At least on an hourly basis staff were to praise client E for engaging in appropriate activities. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client E to work on his ISP goals or to praise his appropriate engagement in activities at least hourly as indicated in his BP.</p> <p>Client F's record was reviewed on 10/2/13 at 6:12 P.M. Client F's record included an ISP dated 3/12/13. Client F's ISP indicated she needed to "remain in line of sight at all times for safety reasons." She has a history of going AWOL and has no pedestrian safety skills. She has expressed suicidal ideation. Her ISP goals included:</p>		<p>home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team. The staffing schedule will be reviewed by the Residential Coordinator as the schedule is made and as necessary as revisions occur. The Residential Coordinator will review the payroll daily and compare it to the schedule provided by the Site Manager. The Residential Coordinator will review the site staff contact documentation provided by the Site Manager daily. The Site Manager and Residential Coordinator's personal shift schedules will be reviewed by the Area Residential Coordinator on a weekly basis. Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist. What is the date by which the systemic changes will be completed? November 8, 2013</p>		

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	<p>housekeeping, self-medicating, consequences of actions, recognizing staff names and making change. Client F's BP dated 3/12/13 indicated she had targeted behaviors of tantrums, physical aggression, property destruction, non-compliance, elopement and disruptive behavior. Staff were to first offer care in case she is not feeling well. Staff then were to redirect to quiet area. If she refused staff were to remove all others from area. Staff were to offer two choices. If physical aggression continued staff could use a PRT. If client F threatened to leave the GH staff were to block the exit and remind her they have to keep her safe. If client F did leave the GH staff were to follow her, quickly look for her and notify the RC. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client F to work on her ISP goals.</p> <p>Client G's record was reviewed on 10/2/13 at 6:20 P.M. Client G's record included an ISP dated 7/11/13. Client G's ISP indicated he had a "history of walking off and leaving the premises without telling staff where he is going. He does not understand street signs." His ISP goals included housekeeping, money usage, self-medicating and dementia tracking. Client G's BP dated 7/11/13 indicated he</p>				

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	<p>had targeted behaviors of agitation, inappropriate social skills, physical aggression. Staff were to encourage relaxation techniques, appropriate behaviors and leisure activities/hobbies. "He does not make healthy choices unless prompted by staff and would drink pop and smoke all day if not prompted by staff." Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client G to work on his ISP goals or leisure activities/hobbies as indicated in his BP. Client G sat on the porch and smoked.</p> <p>Client H's record was reviewed on 10/2/13 at 6:38 P.M. Client H's record included an ISP dated 4/16/13 with goals for social skills, money usage, self-medicating and drinking fluids. Client H's BP dated 4/25/13 indicated she had targeted behaviors of verbal aggression, agitation, non-compliance and physical aggression. Staff were to request her to go to a private area, offer a calm activity, discuss pros/cons and natural consequences. Due to behaviors in the home and the level of client supports needed in the home DCS # 1, DCS #2 and DCS #3 were not able to assist client H to work on her ISP goals. Client H sat at the dining room table for most of the observation period.</p>						

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	<p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about staff implementing clients' goals and meeting clients' needs, the ARC stated, "There is no excuse for [client A] not having his brief changed in that length of time."</p> <p>9-3-4(a)</p>			
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W000268	<p>483.450(a)(1)(i) CONDUCT TOWARD CLIENT These policies and procedures must promote the growth, development and independence of the client.</p> <p>Based on observation, record review and interview, the facility failed promote dignity for 1 of 4 sampled clients (client A) by failing to assure client A's clothing fit appropriately, his hygiene needs were met, and he remained clothed when in public areas of his home.</p> <p>Findings include:</p> <p>Observations were conducted at the group home (GH) where client A lived, on 10/1/13 from 4:34 P.M. through 6:30 P.M. There were three direct care staff (DCS) DCS #1, DCS #2 and DCS #3, at the home. Client A crawled out of the office. He stood up, walked to the living room and sat on an area rug on the carpeted floor. His jeans were down to his thighs and his entire incontinence brief was exposed. Client A continued to sit on the floor of the living room rocking and humming to him himself. His brief was exposed.</p> <p>At 4:54 P.M. DCS #2 prompted client A to pull up his pants which he attempted to do, but did not get them pulled up completely. At 5:15 P.M. the odor of feces was present in the living room</p>	W000268	<p>W268 Conduct Toward Client The facility failed to promote dignity for Client A by failing to assure Client A's clothing fit appropriately, his hygiene needs were met, and he remained clothed when in public areas of his home. What corrective action will be accomplished? Formal counseling with staff on shift in regard to clients' rights, job performance and duties. Training with all support staff in regard to clients' rights, job performance and duties. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation</p>	11/08/2013	

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	<p>dining room areas of the home. Client A's incontinence brief was still visible.</p> <p>At 5:25 P.M. client A continued to sit on the floor, with his brief showing. He was rocking and humming. He was holding one of his shoes, putting it up to his mouth. At 5:50 P.M. client A stood up from the floor and walked to the office, holding on to his jeans which were too large at the waist for him. Client A returned to the floor of the living room once again putting one of his (client A's) shoes into his mouth while he rocked and hummed. Client A continued to sit on the living room floor with his brief exposed. The back of his brief looked darker on the interior. At 6:05 P.M. client A got up from the table and returned to sit on the floor. He began to rock, hum and put his shoe into his mouth. The odor of feces in the home continued to get stronger. At 6:20 P.M. DCS #1 assisted client A to the bathroom and with getting into the shower. At 6:27 P.M. DCS #1 stated, "You probably noticed [client A] needed to be changed. I noticed it when I was prepping dinner, but with the behaviors tonight I just couldn't be everywhere. [DCS #3] is filling in for someone who called off, and [DCS #2] was passing medications. We did the best we could do."</p>		<p>reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. Client A's clothing will be inventoried to ensure that his clothing is the appropriate size. The IDT will meet to discuss Client A's clothing and dignity concerns. Recommendations will be made to address the clothing and toileting concerns. Client A's BSP will be revised to include steps for staff to take when Client A refuses to pull up his pants. Programming will be implemented for Client A to assist him in learning signs to indicate when he has to use the restroom and to pull up his pants. Client A will participate in a toileting schedule to assist with his toileting and hygiene needs. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? All clients have the potential to be affected by this deficient practice. Formal</p>		

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NAME OF PROVIDER OR SUPPLIER OCCAZIO INC			STREET ADDRESS, CITY, STATE, ZIP CODE 1206 S MAIN ST NEW CASTLE, IN 47362		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	<p>Client A's record was reviewed on 10/2/13 at 4:20 P.M. Client A's record included an Individual Support Plan (ISP) dated 5/9/13. Client A's ISP indicated he had Autism and functioned in the profound level. Client A's goals included: participating in an activity, toilet usage, hand washing, identifying coins, identifying medications and evacuating during drills. Client A's Behavior Plan (BP) dated 5/9/13 indicated he had the targeted behaviors of self-stimulation (rocking on the floor), self-injurious behaviors (SIB) (head hitting, biting arm) and severe SIB (hitting self or biting self hard enough to break skin and cause bleeding or to leave bruises). For self stimulatory behavior staff were to prompt to "stop." Staff were to redirect to a preferred hard chair to sit. Provide verbal praise for appropriate behaviors. Due to behaviors in the home and the level of client supports needed in the home DCS #1, DCS #2 and DCS #3 were not able to assist client A to work on his ISP goals, his self-stimulation behaviors or to change his brief when soiled from 5:15 P.M. until 6:20 P.M.</p> <p>An interview was conducted with the Area Residential Coordinator (ARC) on 10/2/13 at 2:40 P.M. When asked about client A's needs, the ARC stated, "There is no excuse for [client A] not having his</p>		<p>counseling with staff on shift in regard to clients' rights, job performance and duties. Training with all support staff in regard to clients' rights, job performance and duties. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these</p>		

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	brief changed in that length of time." 9-3-5(a)		checklists and oversee the operations of the team. The resident's clothing will be inventoried to ensure that the proper sizes are available. The RC/QIDP will monitor the residents programming and behavior needs on a regular basis. As the resident's needs change or new concerns are identified, changes will be reflected in their programming, assessments, ISP and behavior plan. Individuals who are incontinent or need staff assistance in utilizing the restroom will participate in a toileting schedule. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: Formal counseling with staff on shift in regard to clients' rights, job performance and duties. Training with all support staff in regard to clients' rights, job performance and duties. The Residential Coordinator and Area Residential Coordinator will do home observations weekly to ensure staff are implementing the plans of clients and the client's needs are being met. These observations will be documented and will be reviewed by the Area Residential Coordinator and Program Specialist. The Site Manager and Residential Coordinator will be expected to provide a schedule to the Area Residential Coordinator of the		

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			shifts that they will be working to ensure that they are available to train staff and to assist with meeting the needs of the clients. While they are working a shift the Site Manager and the Residential Coordinator will be expected to complete documentation reflecting the tasks that they completed while on shift. The Residential Coordinator will be based out of the site to ensure their availability to both the residents and the staff. Daily, weekly and monthly checklists will be created for the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists and oversee the operations of the team. The resident's clothing will be inventoried to ensure that the proper sizes are available. The RC/QIDP will monitor the residents programming and behavior needs on a regular basis. As the resident's needs change or new concerns are identified, changes will be reflected in their programming, assessments, ISP and behavior plan. Individuals who are incontinent or need staff assistance in utilizing the restroom will participate in a toileting schedule. How will the corrective action be monitored to ensure the deficient practice will		

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			not recur? Residential Coordinator will monitor as they complete the audits and random home observations.Site Manager will monitor as they complete their audits and random home observations.The Area Residential Coordinator will monitor as they complete their audits.Daily, weekly and monthly checklists will be completed by the Site Manager, Residential Coordinator, and Area Residential Coordinator to ensure that the needs of the residents and the home are being monitored. The Program Specialist will monitor these checklists daily and oversee the operations of the team.Reports will be run on the identified checklists daily, weekly and monthly by the Residential Coordinator, Area Residential Coordinator and Program Specialist.Resident's clothing will be inventoried on a quarterly basis or sooner if there is dramatic weight changes to ensure that they are the proper size. What is the date by which the systemic changes will be completed? November 8, 2013		