

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G157		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 09/27/2013	
NAME OF PROVIDER OR SUPPLIER RES CARE COMMUNITY ALTERNATIVES SE IN				STREET ADDRESS, CITY, STATE, ZIP CODE 3011 APACHE DR JEFFERSONVILLE, IN 47130			
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W000000	<p>This visit was for a full recertification and state licensure survey. This visit included the investigation of Complaint #IN00135035.</p> <p>Complaint #IN00135035: Substantiated. Federal/state deficiencies related to the allegations are cited at W122, W149 and W157.</p> <p>Dates of Survey: September 5, 6, 9, 10, 12, 13, 16 and 27, 2013.</p> <p>Surveyor: Dotty Walton, QIDP.</p> <p>Facility Number: 000693 AIM Number: 100234510 Provider Number: 15G157</p> <p>The following deficiencies reflect findings in accordance with 460 IAC 9. Quality Review completed 10/18/13 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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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on observation, record review and interview for 3 of 4 sampled clients (A, B, and C) and two additional clients (E and G), the facility failed to meet the Condition of Participation: Client Protections. The facility failed to implement policies and procedures which prohibited client abuse and neglect by neglecting to address a pattern of client to client physical aggression.</p> <p>Findings include:</p> <p>Please refer to W149 for the facility's failure to implement policies and procedure to prevent client to client physical aggression for 3 of 4 sampled clients (A, B and C) and two additional clients (E and G).</p> <p>This federal tag relates to complaint #IN00135035.</p> <p>9-3-2(a)</p>	W000122	<p>W122: The facility must ensure that specific client protections requirements are met. Corrective Action: (Specific) All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. All staff will be in-serviced on all clients' Behavioral Support Plans (BSP). The Residential Manager will ensure that all plans are being implemented as written. All staff will be in-serviced on the abuse neglect exploitation policy and procedures. How others will be identified: (Systemic) Program Manager will make random visits to the home at least weekly to ensure that client plans are being implemented as written. The Residential Manager will complete observations at the home at least three times weekly to ensure that client program plans are implemented as written. All plans will be reviewed as indicated based on client need to assess effectiveness of plan and changes will be made accordingly to reflect client needs. Measures to be put in place: All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. All staff will be in-serviced on all clients' Behavioral Support Plans (BSP). The Residential</p>	11/01/2013			

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			<p>Manager will ensure that all plans are being implemented as written. All staff will be in-serviced on the abuse neglect exploitation policy and procedures. Monitoring of Corrective Action: Program Manager will make random visits to the home at least weekly to ensure that client plans are being implemented as written. The Residential Manager will complete observations at the home at least three times weekly to ensure that client program plans are implemented as written. All plans will be reviewed as indicated based on client need to assess effectiveness of plan and changes will be made accordingly to reflect client needs. Completion date: 11/01/13</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, record review and interview for 3 of 4 sampled clients (A, B, and C) and two additional clients (E and G), the facility failed to implement policies and procedures which prohibited client abuse and neglect.</p> <p>Findings include:</p> <p>Facility Bureau of Developmental Disabilities Services/BDDS and internal incident reports were reviewed on 9/5/13 at 1:30 PM and on 9/12/13 at 2:00 PM and indicated the following:</p> <p>A BDDS report dated 9/12/13 indicated an incident on 9/11/13 at 7:00 PM; 2 staff present, client E came home from work and started to argue with client C. Client C started throwing client E's personal belongings around the living room and client E was throwing client C's items around her bedroom. Staff was attempting to intervene and keep client B out of the "altercation" since she was becoming agitated. Client E slapped client C while staff was trying to redirect client C. Staff again tried redirection and client B hit, bit and kicked client C. The BDDS report indicated staff was able to "block"</p>	W000149	<p>W149: The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Corrective Action: (Specific) All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. All staff will be in-serviced on all clients' Behavioral Support Plans (BSP). The Residential Manager will ensure that all plans are being implemented as written. All staff will be in-serviced on the abuse neglect exploitation policy and procedures. How others will be identified: (Systemic) Program Manager will make random visits to the home at least weekly to ensure that client plans are being implemented as written. The Residential Manager will complete observations at the home at least three times weekly to ensure that client program plans are implemented as written. All plans will be reviewed as indicated based on client need to assess effectiveness of plan and changes will be made accordingly to reflect client needs. Measures to be put in place: All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client</p>	11/01/2013			

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	<p>the physical aggressions and redirect consumers to safe locations. After she became calm, client C complained of chest pain. Client E complained she was punched in the face. EMS (emergency medical services) was called and client E and client C were transported to ER (local emergency room). Client E was diagnosed with chest wall pain and facial/scalp contusion and treated with pain medication. Client C was diagnosed with a human bite and chest wall pain and was treated with an antibiotic and pain medication. Client B refused treatment; she had two bruises on her left arm.</p> <p>Observations at the group home were conducted on 9/13/13 from 6:10 PM until 6:50 PM. Clients B, H and E left the facility at 6:30 PM to go shopping with staff #10. Client C was interviewed at 6:38 PM and stated "they bit the tar out of me the other day." Client C moved her belongings to the basement of the facility (former family type room used as a bedroom with full bath on first level of the dwelling). Client C pulled up her right pant leg and showed the surveyor and HM/house manager #1 (size of large orange) bluish area on the top of her right thigh and an area on her left forearm said to be bites from clients B and E. House manager #1 indicated the bluish areas were human bite marks. Interview</p>		<p>needs. All staff will be in-serviced on all clients' Behavioral Support Plans (BSP). The Residential Manager will ensure that all plans are being implemented as written. All staff will be in-serviced on the abuse neglect exploitation policy and procedures. Monitoring of Corrective Action: Program Manager will make random visits to the home at least weekly to ensure that client plans are being implemented as written. The Residential Manager will complete observations at the home at least three times weekly to ensure that client program plans are implemented as written. All plans will be reviewed as indicated based on client need to assess effectiveness of plan and changes will be made accordingly to reflect client needs. Completion date: 11/01/13</p>				

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	<p>(9/13/13 6:45 PM) with house manager #1 indicated on 9/11/13 at 7:00 PM clients C and E were arguing and the verbal incident escalated to client E attacking client C. Staff #6 was between the two ladies. Staff #10 was keeping client B in the kitchen with the door closed. Staff #6 required help with the two clients, and when staff #10 left to help separate client E from client C, client B was able to attack and bite client C. The HM #1 stated "two staff" were not sufficient to deal with the behaviors of the three clients. Staff called HM #1 and she arrived to offer assistance. EMS was called and clients C and E were treated at the ER.</p> <p>BDDS report of 8/25/13 indicated an incident on 8/24/13 at 5:00 PM. Clients G and B were having an argument and client B told client G she did not care about her parents. Client G spit at client B and threw a shirt at her. The clients were separated with no injuries.</p> <p>BDDS report of an incident on 8/3/13 at 1:55 PM, indicated client C hit client B and grabbed her shirt. Client B grabbed a bowl and threw it at client C. Client C had a "small" cut which would not stop bleeding so 911 was called. Client B called the police. It was written up as an assault and battery. Client C was given 3</p>						

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	<p>sutures for the wound on her head.</p> <p>BDDS report of an incident on 7/22/13 at 8:30 AM, indicated Client B was upset and threatened to hit a peer. She hit staff and "became very aggressive" toward staff and ran into the house locking the staff outside. Client B called police and when they arrived, client B calmed down. The report indicated no injuries and no charges filed.</p> <p>BDDS report of an incident on 7/12/13 at 7:15 AM, indicated clients C and B were arguing. Client B began to hit client C on the head. Client C sustained a "small knot on the forehead" and was taken to ER. The ER nurse called the police, but no charges were filed.</p> <p>BDDS report of an incident on 6/2/13 at 5:56 PM, indicated Client B bit client C on the arm, leaving a small red mark.</p> <p>5/13/13 BDDS report indicated an incident on 5/12/13 at 8:30 AM. After eating breakfast the ladies got into an argument. Client C kicked client B and grabbed her hair. Client B bit client C on the thigh and hit her in the face. Client C had teeth marks on her thigh. The BDDS report follow up dated 7/17/13 indicated as a precaution staff will remain with them "whenever possible" and their</p>						

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	<p>Behavior Support Plans/BSPs were to be reviewed.</p> <p>BDDS report of an incident on 4/29/13 at 4:50 PM, indicated Client C was arguing with a peer and tried to hit client B. While being redirected by staff, client C was hit by client B on her head with her phone. Client C had a reddened area on her head.</p> <p>BDDS report of an incident on 4/2/13 at 4:30 PM indicated Client E and client B were yelling at each other. They began to "smack, kick and bite" each other. The facility's nurse assessed both. Client E was sent to the ER for treatment of bites to her right leg and right arm.</p> <p>BDDS report of an incident on 3/28/13 at 6:25 PM, indicated "[Client E] 'swatted' [client C] on the bottom in a playful manner." This escalated from an argument to client E slapping client C. Next, client C slapped client E. Client B began yelling at client C and slapped her. Client E had "superficial scratches " to her face. Client B had a scratch above her left eye. Client E's face was "red but went away in a few minutes." Staff were trying to intervene during this incident. The report indicated staff separated the 3 women and redirected them to calm down.</p>						

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	<p>BDDS report of an incident on 3/27/13 at 11:00 AM, Client C had broken up with her boyfriend the previous night. Client B called the boyfriend. Client C was upset and confronted client B. There was a "verbal altercation which escalated into [client C] slapping [client B]." Client C was upset with herself, she called 911 and client C was taken to the ER for a mental health evaluation. The report indicated a psychiatrist determined she was not a risk to harm herself or others. She had no broken bones and no visible injuries, so client C was sent back to the group home.</p> <p>BDDS report of an incident on 3/22/13 at 8:00 AM, Client C was still upset about an incident that had happened the day before. (Please see next incident of 3/21/13 at 5:00 PM). Her roommate refused to accept her apology. Client C used her phone to call 911 because she wanted to 'turn herself in.'" The police came and spoke to her regarding when its "okay" to call 911. "[Client C] calmed down and went about her normal activities."</p> <p>BDDS report dated 3/22/13, incident occurred 3/21/13 5:00 PM. "[Client A] was in her room sitting on the floor and [client C] started hitting [client A] on the top of her head. Staff verbally redirected [client C] to her room to calm down.</p>						

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	<p>While [client C] was in her room, she began beating on her walls. [Client A] states her neck and back were sore, [client C] had a bruise on the side of her right hand."</p> <p>Confidential interview A stated client A sustained bruising to her body "all over both arms" as a result of an "unprovoked attack" by client C. Confidential interview A indicated the 3/22/13 BDDS report did not accurately reflect the severity of the attack perpetrated by client C toward client A.</p> <p>BDDS report of an incident on 3/21/13 at 5:15 PM indicated clients C and B were arguing. Client B pointed a finger in client C's face and client C hit client B's hand. No injury was reported.</p> <p>Interview with QIDP/Qualified Intellectual Disabilities Professional #1 on 9/10/13 at 2:30 PM indicated the facility prohibited client to client abuse and had made changes in personnel at the facility. The interview indicated the interdisciplinary team was working to address the problems with client to client aggression at the facility.</p> <p>The "Abuse/Neglect/Exploitation Policy and Procedure" component of the agency's 7/02/12 Operational Policy and</p>						

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	<p>Procedure Manual was reviewed on 9/6/13 at 3:55 PM. The review indicated the agency prohibited abuse and neglect of clients. The definitions of client abuse/neglect were as follows:</p> <p>"A. Abuse-Physical Definition: 1. The act or failure to act, that results or could result in physical injury to an individual. 2. Non-accidental injury injury inflicted by person or persons."</p> <p>"E. Neglect Emotional/Physical: Definition: 1. Failure to provide goods and/or services necessary to the individual to avoid physical harm. 2. Failure to provide the support necessary to an individual's psychological and social well being. 3. Failure to meet the basic needs such as food, shelter, clothing and to provide a safe environment."</p> <p>This federal tag relates to complaint #IN00135035.</p> <p>9-3-2(a)</p>				

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W000157	<p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken.</p> <p>Based on observation, record review and interview for 3 of 4 sampled clients (A, B, and C) and two additional clients (E and G), the facility failed to implement effective remedies to address ongoing client to client aggression (program revisions and staffing ratios).</p> <p>Findings include:</p> <p>Facility Bureau of Developmental Disabilities Services/BDDS and internal incident reports were reviewed on 9/5/13 at 1:30 PM and on 9/12/13 at 2:00 PM and indicated the following:</p> <p>1. 3/22/13 8:00 AM, Client C was still upset about an incident that had happened the day before. (Please see next incident of 3/21/13 at 5:00 PM). Her roommate refused to accept her apology. Client C used her phone to call 911 because she wanted to "urn herself in." The police came and spoke to her regarding when its "okay" to call 911. "[Client C] calmed down and went about her normal activities."</p> <p>BDDS report dated 3/22/13, incident occurred 3/21/13 5:00 PM, "[Client A] was in her room sitting on the floor and</p>	W000157	<p>W157: If the alleged violation is verified, appropriate corrective action must be taken.</p> <p>Corrective Action: (Specific) All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. All staff will be in-serviced on all clients' Behavioral Support Plans (BSP). The Residential Manager will ensure that all plans are being implemented as written.</p> <p>Additional staffing will be put in place to ensure that ratios are appropriate to reflect the needs of the clients and client safety in the home. How others will be identified: (Systemic) Program Manager will make random visits to the home at least weekly to ensure that client plans are being implemented as written. The Residential Manager will complete observations at the home at least three times weekly to ensure that client program plans are implemented as written. All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. Measures to be put in place: All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. All staff will be in-serviced</p>	11/01/2013			

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	<p>[client C] started hitting [client A] on the top of her head. Staff verbally redirected [client C] to her room to calm down. While [client C] was in her room, she began beating on her walls. [Client A] states her neck and back were sore, [client C] had a bruise on the side of her right hand."</p> <p>Confidential interview A stated client A sustained bruising to her body "all over both arms" as a result of an "unprovoked attack" by client C. Confidential interview A indicated the 3/22/13 BDDS report did not accurately reflect the severity of the attack perpetrated by client C toward client A.</p> <p>The BDDS report indicated the "Plan to Resolve (Immediate and Long Term): The program coordinator will review the incident and the [name of agency] team to determine if any BSP (Behavior Support Plan) or programming changes need to be made."</p> <p>2. 5/13/13 BDDS report indicated an incident on 5/12/13 at 8:30 AM. After eating breakfast the ladies got into an argument. Client C kicked client B and grabbed her hair. Client B bit client C on the thigh and hit her in the face. Client C had teeth marks on her thigh. The BDDS report follow up dated 7/17/13 indicated as a precaution staff will remain with</p>		<p>on all clients' Behavioral Support Plans (BSP). The Residential Manager will ensure that all plans are being implemented as written. Additional staffing will be put in place to ensure that ratios are appropriate to reflect the needs of the clients and client safety in the home. Monitoring of Corrective Action: Program Manager will make random visits to the home at least weekly to ensure that client plans are being implemented as written. The Residential Manager will complete observations at the home at least three times weekly to ensure that client program plans are implemented as written. All plans will be reviewed to assess effectiveness of plan and changes will be made accordingly to reflect client needs. Completion date: 11/01/13</p>				

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(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>them "whenever possible" and their Behavior Support Plans/BSPs were to be reviewed.</p> <p>BDDS report of an incident on 6/2/13 at 5:56 PM, Client B bit client C on the arm, leaving a small red mark.</p> <p>BDDS report of an incident on 7/12/13 at 7:15 AM, clients C and B were arguing. Client B began to hit client C on the head. Client C sustained a "small knot on the forehead" and was taken to ER. The ER nurse called the police, but no charges were filed.</p> <p>BDDS report of an incident on 7/22/13 at 8:30 AM, Client B was upset and threatened to hit a peer. She hit staff and "became very aggressive" toward staff and ran into the house locking the staff outside. Client B called police and when they arrived, client B calmed down. The report indicated no injuries and no charges filed.</p> <p>BDDS report of an incident on 8/3/13 at 1:55 PM, client C hit client B and grabbed her shirt. Client B grabbed a bowl and threw it at client C. Client C had a "small" cut which would not stop bleeding so 911 was called. Client B called the police. It was written up as an assault and battery. Client C was given 3</p>			

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	<p>sutures for the wound on her head.</p> <p>A BDDS report dated 9/12/13 indicated an incident on 9/11/13 at 7:00 PM; 2 staff present, client E came home from work and started to argue with client C. Client C started throwing client E's personal belongings around the living room and client E was throwing client C's items around her bedroom. Staff was attempting to intervene and keep client B out of the "altercation" since she was becoming agitated. Client E slapped client C while staff was trying to redirect client C. Staff again tried redirection and client B hit, bit and kicked client C. The BDDS report indicated staff was able to "block" the physical aggressions and redirect consumers to safe locations. After she became calm, client C complained of chest pain. Client E complained she was punched in the face. EMS (emergency medical services) was called and client E and client C were transported to ER (local emergency room). Client E was diagnosed with chest wall pain and facial/scalp contusion and treated with pain medication. Client C was diagnosed with a human bite and chest wall pain and was treated with an antibiotic and pain medication. Client B refused treatment; she had two bruises on her left arm.</p> <p>Observations at group home were</p>			

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	<p>conducted on 9/13/13 from 6:10 PM until 6:50 PM. Clients B, H and E left the facility at 6:30 PM to go shopping with staff #10. Client C was interviewed at 6:38 PM and stated "they bit the tar out of me the other day." Client C moved her belongings to the basement of the facility (former family type room used as a bedroom with full bath on first level of the dwelling). Client C pulled up her right pant leg and showed the surveyor and HM/house manager #1 (size of large orange) bluish area on the top of her right thigh and an area on her left forearm said to be bites from clients B and E. House manager #1 indicated the bluish areas were human bite marks. Interview (9/13/13 6:45 PM) with house manager #1 indicated on 9/11/13 at 7:00 PM clients C and E were arguing and the verbal incident escalated to client E attacking client C. Staff #6 was between the two ladies. Staff #10 was keeping client B in the kitchen with the door closed. Staff #6 required help with the two clients, and when staff #10 left to help separate client E from client C, client B was able to attack and bite client C. The HM #1 stated "two staff" were not sufficient to deal with the behaviors of the three clients. Staff called HM #1 and she arrived to offer assistance. EMS was called and clients C and E were treated at the ER.</p>			

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	<p>The review of the facility BDDS reports and investigations and interview with QIDP/Qualified Intellectual Disabilities Professional staff #1 on 9/10/13 at 3:00 PM indicated evidence of the former QIDP or the former House Manager addressing the aggression by client C toward client A could not be found.</p> <p>This federal tag relates to complaint #IN00135035.</p> <p>9-3-2(a)</p>			