

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G438	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 07/09/2012
NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC			STREET ADDRESS, CITY, STATE, ZIP CODE 7555 GRANDVIEW DR INDIANAPOLIS, IN 46260		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PERCEDED 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	
W0000	<p>This visit was for the investigation of complaint #IN00109399.</p> <p>Complaint #IN00109399: Substantiated. Federal and state deficiencies related to the allegation(s) are cited at W149, W153, W157, W189, W210, W227, and W9999.</p> <p>Dates of Survey: July 5, 6, and 9, 2012</p> <p>Facility Number: 000952 AIMS Number: 100244640 Provider Number: 15G438</p> <p>Surveyor: Brenda Nunan RN, Public Health Nurse Surveyor III</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality Review was completed on 7/12/12 by Tim Shebel, Medical Surveyor III</p>	W0000			

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

TITLE

(X6) DATE

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

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W0149	<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.</p> <p>Based observation, interview and record review, the facility neglected to implement its policy and procedures to prevent abuse and failed to implement its policy and procedures to ensure all injuries of unknown origin were immediately reported to the administrator and/or other state officials for 1 of 3 sampled clients and 1 additional client (clients A and D).</p> <p>Findings include:</p> <p>Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident reports and investigations from 05/08/2012 through 07/01/2012 were reviewed on 07/05/2012 at 12:05 p.m.</p> <p>An Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident report, dated 05/31/2012 at 9:00 a.m. indicated, "...It was reported by a Home (sic) manager from a different group home that they witnessed staff pulling [client A] by the legs from his seat to the floor of the group home van causing him to drop to the floor of the van</p>	W0149	<p>Client A had his PT/OT evaluation completed on 7/16/12 Area Director will provide residence with a van that has wheelchair lift capabilities to ensure safe transferring for client A. Program Director will revise RMAP to include use of a wheelchair lift during transportation. Program Director will train staff on the use of the wheelchair lift in the van; including getting wheelchair in and out safely, as well as securing the van during travel. Home Manager will train staff on the revised RMAP. Home Manager will complete observation for each staff to ensure they can independently use the wheelchair lift and secure wheelchair in the van. Home Manager will retrain staff on reportable incidents; including bruises of unknown origin and immediately reporting to an administrator or designee. Responsible Party: Area Director, Program Director, Home Manager Completion Date: 8/8/12</p>	08/08/2012			

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	<p>and then continuing to pull him by his legs down the steps of the van to get into his wheelchair. Due to his disabilities, staff are supposed to assist [client A] down the steps with one staff holding his legs and the other staff holding under his arms. Two staff were present, but one was on her cell phone and not assisting the other staff in any way. Staff were not following the correcting (sic) lifting/assisting protocols put in place for [client A]...."</p> <p>A "Draft Summary of Internal Investigation," dated 06/06/2012, indicated, "...[House Manager] stated [client A] requires assistance with everything due to his spastic cerebral palsy...staff is trained to board [client A] in the van by either walking him out to the van or pushing out in his wheelchair. Place his hand on the posts on both sides of the steps into the van. He may need assistance getting his leg moving up the steps with a "tap to his foot" or by helping him lift his leg up to the next step. Staff is to remain behind him while he boards the van. Once on the van [client A] will use the backs of the van seats to assist pulling himself into the van. Staff is to assist [client A] to sit in the seat, turn his legs at the knees so he is facing the front of the van, and then secure his seatbelt. When exiting the van his legs are moved</p>						

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	<p>to a sideways position by placing your hands at his knees. His legs are then gently pulled until his bottom is close to the edge of the seat. [Client A] can assist himself by using the back of the van seats to help support himself to the floor. His legs are gently pulled until his feet are touching the ground. He is then pulled up with support from staff under his arm pits, pivoted and placed in his chair...."</p> <p>"Recommendations resulting from an Investigation, " not dated, indicated, "...Obtain a current OT/PT evaluation on [client A] to include The (sic) best way to place [client A] on the van...Develop a Transfer Protocol based on OT results to include Recommendation (sic), Vehicle (sic)transfers, Use (sic) of gait belt, Seated (sic)-standing-seated, When (sic) to use 2 person or one person transfer...Revise RMAP (Risk Management Assessment and Plan) to include Transfer (sic) protocol...." The record did not indicate an OT/PT evaluation had been completed or that a transfer protocol had been developed. The record did not indicate the RMAP had been revised to address safe transferring of client A.</p> <p>A "Communication Log Book" entry, dated 07/03/2012, was reviewed on 07/06/2012 at 12:55 p.m. The log book</p>			

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	<p>indicated, " I saw bruise on [Client D's] left arm this morning when assisting him with bed bath...."</p> <p>A "Quality and Risk Management " policy, dated 04/2011, was reviewed on 07/05/2012 at 12:01 p.m. The policy indicated, "...Indiana MENTOR promotes a high quality of services and seeks to protect individuals receiving Indiana MENTOR services through oversight of management procedures and company operations, close monitoring of service delivery and through a process of identifying, evaluating and reducing risk to which individuals are exposed...Alleged, suspected, or actual abuse, neglect, or exploitation of an individual...shall be reported to adult protective services...A service delivery site that compromises the health and safety of an individual while the individual is receiving serves from the following causes...Event with the potential for causing significant harm or injury...Injury to an individual when the origins is unknown and could be indicative of abuse, neglect or exploitation...An incident shall be reported by a provider or an employee or agent of a provider who: (a) Is providing services to the individual at the time of the incident; or (b) Becomes aware of or receives information about an alleged</p>						

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	<p>incident. An initial report regarding an incident shall be submitted within twenty-four (24) hours of: (a) the occurrence of the incident; or (b) the reporter becoming aware of or receiving information about an incident...Indiana MENTOR is committed to ensuring the individuals we serve are provided with a safe and quality living environment...Indiana MENTOR is committed to completed a thorough investigation for any event out of the ordinary which jeopardized the health and safety of any individual served or other employee...."</p> <p>1. The facility failed to take appropriate corrective action to address safe techniques for entering and exiting the van for 1 of 3 sampled clients (client A).</p> <p>During observations on 07/05/2012 at 3:10 p.m., client A was seated in the seat directly behind the driver's seat of the van. Direct Support Professional (DSP) #4 placed his arms under the bend of client A's knees and pulled client A forward until his buttocks reached the edge of the van seat. DSP #2 climbed behind client A in the van seat and supported him by placing her hands at client A's back. DSP #4 squatted in front of client A. Client A placed his arms around DSP #4's neck. DSP #4 placed his arms under client A's</p>			

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	<p>arm pits and grasped his hands behind client A's back. The DSP lifted client A to a standing position. Client A walked stiff legged down the van steps to the ground. DSP #4 pivoted client A on his right leg and assisted him to a seated position in the wheelchair.</p> <p>Client A's record was reviewed on 07/06/2012 at 9:50 a.m. An OT/PT(Occupational Therapy/Physical Therapy) evaluation, dated 10/01/2008, indicated, "...Recommend use of gait belt with transfers in home and wheelchair..required max (maximum) (A) (assist) of 2 to climb back into van...based on observation today-would not say stepping into van is safest option...." The record did not indicate a current OT/PT evaluation to assess safe transfer techniques.</p> <p>A Risk Management Assessment and Plan (RMAP), dated 04/26/2012, indicated, "...[Client A] is unable to stand alone unless he has something that he can use to hold...staff assists [client A] ambulating by standing in front of him while holding both of his hands to guide and steady him...." The RMAP did not address techniques for safe entrance/exit of van.</p> <p>Staff training records were reviewed on</p>				

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	<p>07/06/2012 at 1:00 p.m. An "INSERVICE TRAINING REPORT," dated 09/23/2011, indicated, "...[Client A] occasionally uses a gait belt...[Client A] is a 2 person assist when being lifted...." A gait belt was not worn/used for assisting client A from exiting the van.</p> <p>During an interview on 07/05/2012 at 3:10 p.m., DSP #11 indicated client A required 1-2 person to assist with entering/exiting van. She stated, "It depends on if you're big enough to do it alone. We kind of slide him down the steps like you teach your kids to slide down stairs when they are learning to walk."</p> <p>During an interview on 07/05/2012 at 3:20 p.m., DSP #2 indicated she doesn't assist client A with transfers. She stated, "I used to turn him sideways and slide him to the floor of the van by grabbing him in the crease of his knees." DSP #2 stated, "When he reaches the top step he will use the rails to maneuver himself down the steps because he doesn't like to be pulled."</p> <p>During an interview on 07/05/2012 at 3:30 p.m., DSP #7 indicated she turns client A sideways in his seat and pulls him by his legs to the floor of the van. She stated, "[Client A] scoots on the van</p>			

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	<p>floor until his feet are outside the van and he can reach the ground." DSP #7 indicated client A was assisted to a standing position by placing her arms under client A's arm pits. She indicated after client A stood, he was placed in a wheelchair.</p> <p>During an interview on 07/05/2012 at 3:40 p.m., DSP #12 indicated she doesn't transfer client A. She stated, "I was told to pull him to the floor like the other staff told you."</p> <p>During an interview on 07/06/2012 at 10:20 a.m., Administrative Staff (AS) #1 indicated she was not aware of training or revisions to methods for transferring client A into and out of the van. The AS indicated she was not aware if alternate transportation options had been considered, including obtaining/utilization of a van with a lift. AS #1 indicated she was not aware of an OT/PT evaluation to access client A's ability to enter/exit the van. The Group Home Manager and Program Director were not working and were available for interview.</p> <p>2. The facility failed to immediately report an injury of unknown origin to the administrator and/or the Indiana Division of Disability and Rehabilitative Services/</p>						

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	<p>Bureau of Developmental Disabilities Services (BDDS) as required by state law per 460 IAC 9-3-1(b)(5) and to Adult Protective Services (APS) per IC 12-10-3.</p> <p>During observations on 07/05/2012 at 4:30 p.m., a bruise measuring the size of a silver dollar was observed on the inner, upper portion of client D's left arm.</p> <p>During an interview on 07/05/2012 at 4:30 p.m., DSP #11 stated, "I don't know what happened. I saw something about it in the log book on Tuesday."</p> <p>During an interview on 07/05/2012 at 4:40 p.m., DSP #4 indicated he had not seen the bruise.</p> <p>During an interview on 07/05/2012 at 4:40 p.m., DSP # 12 stated, "It might have happened when he went home."</p> <p>During an interview on 07/06/2012 at 9:00 a.m., Area Director (AD) #1, indicated all incident reports for the past 3 months had been provided following the entrance conference for the survey.</p> <p>During an interview on 07/06/2012 at 12:20 p.m., Administrative Staff (AS) #1 indicated client D had been on a home visit from 06/29/2012-07/02-2012. She indicated there was not an incident</p>				

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	<p>report/investigation for the injury of unknown origin.</p> <p>During an interview on 07/06/2012 at 12:55 p.m., AD #2 indicated she was not aware of an incident report in regard to client D's bruise. She indicated a reports should have been filed for the injury of unknown origin and an investigation initiated.</p> <p>This federal tag relates to complaint #IN00109399.</p> <p>9-3-2(a)</p>				

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W0153	<p>483.420(d)(2) STAFF TREATMENT OF CLIENTS The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures.</p> <p>Based on record, review, observation, and interview for 2 of 4 allegations of abuse, neglect and/or injuries of unknown origin reviewed, the facility failed to immediately report an injury of unknown origin to the administrator (client D).</p> <p>Findings include:</p> <p>Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident reports and investigations from 05/08/2012 through 07/01/2012 were reviewed on 07/05/2012 at 12:05 p.m.</p> <p>A "Communication Log Book" entry, dated 07/03/2012, was reviewed on 07/06/2012 at 12:55 p.m. The log book indicated, " I saw bruise on [Client D's] left arm this morning when assisting him with bed bath...."</p> <p>During observations on 07/05/2012 at 4:30 p.m., a bruise measuring the size of a silver dollar was observed on the inner, upper portion of client D's left arm.</p>	W0153	<p>Home Manager will retrain staff on reportable incidents; including bruises of unknown origin and immediately reporting to an administrator or designee. Ongoing, Home Manager will complete record review 2 times weekly to include; daily support records, staff communication log and behavioral data to ensure all incidents have been reportable appropriately. Responsible Party: Home Manager Completion Date: 8/8/12</p>	08/08/2012			

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	<p>During an interview on 07/05/2012 at 4:30 p.m., DSP #11 stated, "I don't know what happened. I saw something about it in the log book on Tuesday."</p> <p>During an interview on 07/05/2012 at 4:40 p.m., DSP #4 indicated he had not seen the bruise.</p> <p>During an interview on 07/05/2012 at 4:40 p.m., DSP # 12 stated, "It might have happened when he went home."</p> <p>During an interview on 07/06/2012 at 9:00 a.m., Area Director (AD) #1, indicated all incident reports for the past 3 months had been provided following the entrance conference for the survey.</p> <p>During an interview on 07/06/2012 at 12:20 p.m., Administrative Staff (AS) #1 indicated client D had been on a home visit from 06/29/2012-07/02-2012. She indicated there was not an incident report/investigation for the injury of unknown origin.</p> <p>During an interview on 07/06/2012 at 12:55 p.m., AD #2 indicated she was not aware of an incident report in regard to client D's bruise. She indicated a reports should have been filed for the injury of unknown origin and an investigation</p>			

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	<p>initiated.</p> <p>This federal tag relates to complaint #IN00109399.</p> <p>9-3-2(a)</p>			

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W0157	<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, the facility failed to take appropriate corrective action to address safe techniques for entering and exiting the van for 1 of 3 sampled clients (client A),</p> <p>Findings include:</p> <p>Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident reports and investigations from 05/08/2012 through 07/01/2012 were reviewed on 07/05/2012 at 12:05 p.m.</p> <p>An Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident report, dated 05/31/2012 at 9:00 a.m. indicated, "...It was reported by a Home (sic) manager from a different group home that they witnessed staff pulling [client A] by the legs from his seat to the floor of the group home van causing him to drop to the floor of the van and then continuing to pull him by his legs down the steps of the van to get into his wheelchair. Due to his disabilities, staff are supposed to assist [client A]</p>	W0157	<p>Client A had his PT/OT evaluation completed on 7/16/12 Area Director will provide residence with a van that has wheelchair lift capabilities to ensure safe transferring for client A. Program Director will revise RMAP to include using of a wheelchair lift during transportation. Program Director will train staff on the use of the wheelchair lift in the van; including getting wheelchair in and out safely, as well as securing the van during travel. Home Manager will train staff on the revised RMAP. Home Manager will complete observation for each staff to ensure they can independently use the wheelchair lift and secure wheelchair in the van. Responsible Party: Area Director, Program Director, Home Manager Completion Date: 8/8/12</p>	08/08/2012	

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	<p>down the steps with one staff holding his legs and the other staff holding under his arms. Two staff were present, but one was on her cell phone and not assisting the other staff in any way. Staff were not following the correcting (sic) lifting/assisting protocols put in place for [client A]...."</p> <p>A "Draft Summary of Internal Investigation," dated 06/06/2012, indicated, "...[House Manager] stated [client A] requires assistance with everything due to his spastic cerebral palsy...staff is trained to board [client A] in the van by either walking him out to the van or pushing out in his wheelchair. Place his hand on the posts on both sides of the steps into the van. He may need assistance getting his leg moving up the steps with a "tap to his foot" or by helping him lift his leg up to the next step. Staff is to remain behind him while he boards the van. Once on the van [client A] will use the backs of the van seats to assist pulling himself into the van. Staff is to assist [client A] to sit in the seat, turn his legs at the knees so he is facing the front of the van, and then secure his seatbelt. When exiting the van his legs are moved to a sideways position by placing your hands at his knees. His legs are then gently pulled until his bottom is close to the edge of the seat. [Client A] can assist</p>			

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	<p>himself by using the back of the van seats to help support himself to the floor. His legs are gently pulled until his feet are touching the ground. He is then pulled up with support from staff under his arm pits, pivoted and placed in his chair...."</p> <p>"Recommendations resulting from an Investigation, " not dated, indicated, "...Obtain a current OT/PT evaluation on [client A] to include The (sic) best way to place [client A] on the van...Develop a Transfer Protocol based on OT results to include Recommendation (sic), Vehicle (sic)transfers, Use (sic) of gait belt, Seated (sic)-standing-seated, When (sic) to use 2 person or one person transfer...Revise RMAP (Risk Management Assessment and Plan) to include Transfer (sic) protocol..." The record did not indicate an OT/PT evaluation had been completed or that a transfer protocol had been developed. The record did not indicate the RMAP had been revised to address safe transferring of client A.</p> <p>During observations on 07/05/2012 at 3:10 p.m., client A was seated in the seat directly behind the driver's seat of the van. Direct Support Professional (DSP) #4 placed his arms under the bend of client A's knees and pulled client A forward until his buttocks reached the edge of the</p>						

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	<p>van seat. DSP #2 climbed behind client A in the van seat and supported him by placing her hands at client A's back. DSP #4 squatted in front of client A. Client A placed his arms around DSP #4's neck. DSP #4 placed his arms under client A's arm pits and grasped his hands behind client A's back. The DSP lifted client A to a standing position. Client A walked stiff legged down the van steps to the ground. DSP #4 pivoted client A on his right leg and assisted him to a seated position in the wheelchair.</p> <p>Client A's record was reviewed on 07/06/2012 at 9:50 a.m. An OT/PT(Occupational Therapy/Physical Therapy) evaluation, dated 10/01/2008, indicated, "...Recommend use of gait belt with transfers in home and wheelchair..required max (maximum) (A) (assist) of 2 to climb back into van...based on observation today-would not say stepping into van is safest option...." The record did not indicate a current OT/PT evaluation to assess safe transfer techniques.</p> <p>A Risk Management Assessment and Plan (RMAP), dated 04/26/2012, indicated, "...[Client A] is unable to stand alone unless he has something that he can use to hold...staff assists [client A] ambulating by standing in front of him</p>			

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	<p>while holding both of his hands to guide and steady him...." The RMAP did not address techniques for safe entrance/exit of van.</p> <p>Staff training records were reviewed on 07/06/2012 at 1:00 p.m. An "INSERVICE TRAINING REPORT," dated 09/23/2011, indicated, "...[Client A] occasionally uses a gait belt...[Client A] is a 2 person assist when being lifted...." A gait belt was not worn/used for assisting client A from exiting the van.</p> <p>During an interview on 07/05/2012 at 3:10 p.m., DSP #11 indicated client A required 1-2 person to assist with entering/exiting van. She stated, "It depends on if you're big enough to do it alone. We kind of slide him down the steps like you teach your kids to slide down stairs when they are learning to walk."</p> <p>During an interview on 07/05/2012 at 3:20 p.m., DSP #2 indicated she doesn't assist client A with transfers. She stated, "I used to turn him sideways and slide him to the floor of the van by grabbing him in the crease of his knees." DSP #2 stated, "When he reaches the top step he will use the rails to maneuver himself down the steps because he doesn't like to be pulled."</p>						

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	<p>During an interview on 07/05/2012 at 3:30 p.m., DSP #7 indicated she turns client A sideways in his seat and pulls him by his legs to the floor of the van. She stated, "[Client A] scoots on the van floor until his feet are outside the van and he can reach the ground." DSP #7 indicated client A was assisted to a standing position by placing her arms under client A's arm pits. She indicated after client A stood, he was placed in a wheelchair.</p> <p>During an interview on 07/05/2012 at 3:40 p.m., DSP #12 indicated she doesn't transfer client A. She stated, "I was told to pull him to the floor like the other staff told you."</p> <p>During an interview on 07/06/2012 at 10:20 a.m., Administrative Staff (AS) #1 indicated she was not aware of training or revisions to methods for transferring client A into and out of the van. The AS indicated she was not aware if alternate transportation options had been considered, including obtaining/utilization of a van with a lift. AS #1 indicated she was not aware of an OT/PT evaluation to access client A's ability to enter/exit the van. The Group Home Manager and Program Director were not working and were available for</p>						

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	<p>interview.</p> <p>This federal tag relates to complaint #IN00109399.</p> <p>9-3-2(a)</p>			

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W0189	<p>483.430(e)(1) STAFF TRAINING PROGRAM</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on observation, interview and record review, the facility failed to ensure all direct care staff were trained in regard to proper transfer techniques for 1 of 3 sampled clients (client A),</p> <p>Findings include:</p> <p>During observations on 07/05/2012 at 3:10 p.m., client A was seated in the seat directly behind the driver's seat of the van. Direct Support Professional (DSP) #4 placed his arms under the bend of client A's knees and pulled client A forward until his buttocks reached the edge of the van seat. DSP #2 climbed behind client A in the van seat and supported him by placing her hands at client A's back. DSP #4 squatted in front of client A. Client A placed his arms around DSP #4's neck. DSP #4 placed his arms under client A's arm pits and grasped his hands behind client A's back. The DSP lifted client A to a standing position. Client A walked stiff legged down the van steps to the ground. DSP #4 pivoted client A on his right leg and assisted him to a seated position in the wheelchair.</p>	W0189	<p>Program Director will revise RMAP to include using of a wheelchair lift during transportation. Program Director will train staff on the use of the wheelchair lift in the van; including getting wheelchair in and out safely, as well as securing the van during travel. Home Manager will train staff on the revised RMAP. Home Manager will complete observation for each staff to ensure they can independently use the wheelchair lift and secure wheelchair in the van.</p> <p>Responsible Party: Program Director, Home Manager Completion Date: 8/8/12</p>	08/08/2012			

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	<p>Client A's record was reviewed on 07/06/2012 at 9:50 a.m. An OT/PT(Occupational Therapy/Physical Therapy) evaluation, dated 10/01/2008, indicated, "...Recommend use of gait belt with transfers in home and wheelchair..required max (maximum) (A) (assist) of 2 to climb back into van...based on observation today-would not say stepping into van is safest option...." The record did not indicate a current OT/PT evaluation to assess safe transfer techniques.</p> <p>A Risk Management Assessment and Plan (RMAP), dated 04/26/2012, indicated, "...[Client A] is unable to stand alone unless he has something that he can use to hold...staff assists [client A] ambulating by standing in front of him while holding both of his hands to guide and steady him...." The RMAP did not address techniques for safe entrance/exit of van.</p> <p>"A Camelot Behavioral Checklist," dated 07/17/2011, indicated client A needed training for balance and walking. The record did not indicate training in regard to balance and walking had been addressed.</p> <p>Staff training records were reviewed on 07/06/2012 at 1:00 p.m. An</p>						

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	<p>"INSERVICE TRAINING REPORT," dated 09/23/2011, indicated, "...[Client A] occasionally uses a gait belt...[Client A] is a 2 person assist when being lifted...."</p> <p>The training record did not indicate staff were trained to safely transfer client A to and from the van.</p> <p>During an interview on 07/05/2012 at 3:10 p.m., DSP #11 indicated client A required 1-2 person to assist with entering/exiting van. She stated, "It depends on if you're big enough to do it alone. We kind of slide him down the steps like you teach your kids to slide down stairs when they are learning to walk."</p> <p>During an interview on 07/05/2012 at 3:20 p.m., DSP #2 indicated she doesn't assist client A with transfers. She stated, "I used to turn him sideways and slide him to the floor of the van by grabbing him in the crease of his knees." DSP #2 stated, "When he reaches the top step he will use the rails to maneuver himself down the steps because he doesn't like to be pulled."</p> <p>During an interview on 07/05/2012 at 3:30 p.m., DSP #7 indicated she turns client A sideways in his seat and pulls him by his legs to the floor of the van. She stated, "[Client A] scoots on the van</p>			

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	<p>floor until his feet are outside the van and he can reach the ground." DSP #7 indicated client A was assisted to a standing position by placing her arms under client A's arm pits. She indicated after client A stood, he was placed in a wheelchair.</p> <p>During an interview on 07/05/2012 at 3:40 p.m., DSP #12 indicated she doesn't transfer client A. She stated, "I was told to pull him to the floor like the other staff told you."</p> <p>During an interview on 07/06/2012 at 10:20 a.m., Administrative Staff (AS) #1 indicated she was not aware of training or revisions to methods for transferring client A into and out of the van. The AS indicated she was not aware if alternate transportation options had been considered, including obtaining/utilization of a van with a lift. AS #1 indicated she was not aware of an OT/PT evaluation to access client A's ability to enter/exit the van. The Group Home Manager and Program Director were not working and were available for interview.</p> <p>This federal tag relates to complaint #IN00109399.</p> <p>9-3-3(a)</p>						

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W0210	<p>483.440(c)(3) INDIVIDUAL PROGRAM PLAN Within 30 days after admission, the interdisciplinary team must perform accurate assessments or reassessments as needed to supplement the preliminary evaluation conducted prior to admission.</p> <p>Based on observation, record review and interview, the facility failed assess safe procedures for entering and exiting the van for 1 of 3 sampled clients (client A),</p> <p>Findings include:</p> <p>Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident reports and investigations from 05/08/2012 through 07/01/2012 were reviewed on 07/05/2012 at 12:05 p.m.</p> <p>An Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident report, dated 05/31/2012 at 9:00 a.m. indicated, "...It was reported by a Home (sic) manager from a different group home that they witnessed staff pulling [client A] by the legs from his seat to the floor of the group home van causing him to drop to the floor of the van and then continuing to pull him by his legs down the steps of the van to get into his wheelchair. Due to his disabilities, staff are supposed to assist [client A]</p>	W0210	<p>Interdisciplinary team to convene regarding assessment for safe transferring for client A Client A had his PT/OT evaluation completed on 7/16/12 Area Director will provide residence with a van that has wheelchair lift capabilities to ensure safe transferring for client A. Program Director will revise RMAP to include using of a wheelchair lift during transportation. Program Director will train staff on the use of the wheelchair lift in the van; including getting wheelchair in and out safely, as well as securing the van during travel. Home Manager will train staff on the revised RMAP. Home Manager will complete observation for each staff to ensure they can independently use the wheelchair lift and secure wheelchair in the van. Responsible Party: Area Director, Program Director, Home Manager Completion Date: 8/8/12</p>	08/08/2012			

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	<p>down the steps with one staff holding his legs and the other staff holding under his arms. Two staff were present, but one was on her cell phone and not assisting the other staff in any way. Staff were not following the correcting (sic) lifting/assisting protocols put in place for [client A]...."</p> <p>A "Draft Summary of Internal Investigation," dated 06/06/2012, indicated, "...[House Manager] stated [client A] requires assistance with everything due to his spastic cerebral palsy...staff is trained to board [client A] in the van by either walking him out to the van or pushing out in his wheelchair. Place his hand on the posts on both sides of the steps into the van. He may need assistance getting his leg moving up the steps with a "tap to his foot" or by helping him lift his leg up to the next step. Staff is to remain behind him while he boards the van. Once on the van [client A] will use the backs of the van seats to assist pulling himself into the van. Staff is to assist [client A] to sit in the seat, turn his legs at the knees so he is facing the front of the van, and then secure his seatbelt. When exiting the van his legs are moved to a sideways position by placing your hands at his knees. His legs are then gently pulled until his bottom is close to the edge of the seat. [Client A] can assist</p>			

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	<p>himself by using the back of the van seats to help support himself to the floor. His legs are gently pulled until his feet are touching the ground. He is then pulled up with support from staff under his arm pits, pivoted and placed in his chair...."</p> <p>"Recommendations resulting from an Investigation, " not dated, indicated, "...Obtain a current OT/PT evaluation on [client A] to include The (sic) best way to place [client A] on the van...Develop a Transfer Protocol based on OT results to include Recommendation (sic), Vehicle (sic)transfers, Use (sic) of gait belt, Seated (sic)-standing-seated, When (sic) to use 2 person or one person transfer...Revise RMAP (Risk Management Assessment and Plan) to include Transfer (sic) protocol..." The record did not indicate an OT/PT evaluation had been completed or that a transfer protocol had been developed. The record did not indicate the RMAP had been revised to address safe transferring of client A.</p> <p>During observations on 07/05/2012 at 3:10 p.m., client A was seated in the seat directly behind the driver's seat of the van. Direct Support Professional (DSP) #4 placed his arms under the bend of client A's knees and pulled client A forward until his buttocks reached the edge of the</p>				

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	<p>van seat. DSP #2 climbed behind client A in the van seat and supported him by placing her hands at client A's back. DSP #4 squatted in front of client A. Client A placed his arms around DSP #4's neck. DSP #4 placed his arms under client A's arm pits and grasped his hands behind client A's back. The DSP lifted client A to a standing position. Client A walked stiff legged down the van steps to the ground. DSP #4 pivoted client A on his right leg and assisted him to a seated position in the wheelchair.</p> <p>Client A's record was reviewed on 07/06/2012 at 9:50 a.m. An OT/PT(Occupational Therapy/Physical Therapy) evaluation, dated 10/01/2008, indicated, "...Recommend use of gait belt with transfers in home and wheelchair..required max (maximum) (A) (assist) of 2 to climb back into van...based on observation today-would not say stepping into van is safest option...." The record did not indicate a current OT/PT evaluation to assess safe transfer techniques.</p> <p>A Risk Management Assessment and Plan (RMAP), dated 04/26/2012, indicated, "...[Client A] is unable to stand alone unless he has something that he can use to hold...staff assists [client A] ambulating by standing in front of him</p>			

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	<p>while holding both of his hands to guide and steady him...." The RMAP did not address techniques for safe entrance/exit of van.</p> <p>Staff training records were reviewed on 07/06/2012 at 1:00 p.m. An "INSERVICE TRAINING REPORT," dated 09/23/2011, indicated, "...[Client A] occasionally uses a gait belt...[Client A] is a 2 person assist when being lifted...." A gait belt was not worn/used for assisting client A from exiting the van.</p> <p>During an interview on 07/05/2012 at 3:10 p.m., DSP #11 indicated client A required 1-2 person to assist with entering/exiting van. She stated, "It depends on if you're big enough to do it alone. We kind of slide him down the steps like you teach your kids to slide down stairs when they are learning to walk."</p> <p>During an interview on 07/05/2012 at 3:20 p.m., DSP #2 indicated she doesn't assist client A with transfers. She stated, "I used to turn him sideways and slide him to the floor of the van by grabbing him in the crease of his knees." DSP #2 stated, "When he reaches the top step he will use the rails to maneuver himself down the steps because he doesn't like to be pulled."</p>						

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	<p>During an interview on 07/05/2012 at 3:30 p.m., DSP #7 indicated she turns client A sideways in his seat and pulls him by his legs to the floor of the van. She stated, "[Client A] scoots on the van floor until his feet are outside the van and he can reach the ground." DSP #7 indicated client A was assisted to a standing position by placing her arms under client A's arm pits. She indicated after client A stood, he was placed in a wheelchair.</p> <p>During an interview on 07/05/2012 at 3:40 p.m., DSP #12 indicated she doesn't transfer client A. She stated, "I was told to pull him to the floor like the other staff told you."</p> <p>During an interview on 07/06/2012 at 10:20 a.m., Administrative Staff (AS) #1 indicated she was not aware of training or revisions to methods for transferring client A into and out of the van. The AS indicated she was not aware if alternate transportation options had been considered, including obtaining/utilization of a van with a lift. AS #1 indicated she was not aware of an OT/PT evaluation to access client A's ability to enter/exit the van. The Group Home Manager and Program Director were not working and were available for</p>						

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	<p>interview.</p> <p>This federal tag relates to complaint #IN00109399.</p> <p>9-3-4(a)</p>			

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W0227	<p>483.440(c)(4) INDIVIDUAL PROGRAM PLAN The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section.</p> <p>Based on observation, record review and interview, the client's interdisciplinary team failed to address safe techniques for entering and exiting the van for 1 of 3 sampled clients (client A),</p> <p>Findings include:</p> <p>Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident reports and investigations from 05/08/2012 through 07/01/2012 were reviewed on 07/05/2012 at 12:05 p.m.</p> <p>An Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services incident report, dated 05/31/2012 at 9:00 a.m. indicated, "...It was reported by a Home (sic) manager from a different group home that they witnessed staff pulling [client A] by the legs from his seat to the floor of the group home van causing him to drop to the floor of the van and then continuing to pull him by his legs down the steps of the van to get into his wheelchair. Due to his disabilities,</p>	W0227	<p>Interdisciplinary team to convene regarding assessment for safe transferring for client A Client A had his PT/OT evaluation completed on 7/16/12 Area Director will provide residence with a van that has wheelchair lift capabilities to ensure safe transferring for client A. Program Director will revise RMAP to include using of a wheelchair lift during transportation. Program Director will train staff on the use of the wheelchair lift in the van; including getting wheelchair in and out safely, as well as securing the van during travel. Home Manager will train staff on the revised RMAP. Home Manager will complete observation for each staff to ensure they can independently use the wheelchair lift and secure wheelchair in the van. Responsible Party: Area Director, Program Director, Home Manager Completion Date: 8/8/12</p>	08/08/2012

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	<p>staff are supposed to assist [client A] down the steps with one staff holding his legs and the other staff holding under his arms. Two staff were present, but one was on her cell phone and not assisting the other staff in any way. Staff were not following the correcting (sic) lifting/assisting protocols put in place for [client A]...."</p> <p>A "Draft Summary of Internal Investigation," dated 06/06/2012, indicated, "...[House Manager] stated [client A] requires assistance with everything due to his spastic cerebral palsy...staff is trained to board [client A] in the van by either walking him out to the van or pushing out in his wheelchair. Place his hand on the posts on both sides of the steps into the van. He may need assistance getting his leg moving up the steps with a "tap to his foot" or by helping him lift his leg up to the next step. Staff is to remain behind him while he boards the van. Once on the van [client A] will use the backs of the van seats to assist pulling himself into the van. Staff is to assist [client A] to sit in the seat, turn his legs at the knees so he is facing the front of the van, and then secure his seatbelt. When exiting the van his legs are moved to a sideways position by placing your hands at his knees. His legs are then gently pulled until his bottom is close to</p>			

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	<p>the edge of the seat. [Client A] can assist himself by using the back of the van seats to help support himself to the floor. His legs are gently pulled until his feet are touching the ground. He is then pulled up with support from staff under his arm pits, pivoted and placed in his chair...." The record did not indicated staff were trained to the specific aforementioned steps for transferring client A.</p> <p>"Recommendations resulting from an Investigation, " not dated, indicated, "...Obtain a current OT/PT evaluation on [client A] to include The (sic) best way to place [client A] on the van...Develop a Transfer Protocol based on OT results to include Recommendation (sic), Vehicle (sic)transfers, Use (sic) of gait belt, Seated (sic)-standing-seated, When (sic) to use 2 person or one person transfer...Revise RMAP (Risk Management Assessment and Plan) to include Transfer (sic) protocol...." The record did not indicate an OT/PT evaluation had been completed or that a transfer protocol had been developed. The record did not indicate the RMAP had been revised to address safe transferring of client A.</p> <p>An Indiana Division of Disability and Rehabilitative Services/Bureau of Developmental Disabilities Services</p>				

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	<p>incident report, dated 06/08/2012 at 12:00 p.m., indicated client A had a bruise "the size of a silver dollar" on his left hip. The incident report indicated the source of the injury was not known.</p> <p>An "Indiana Mentor Immediate Investigation of Injury," dated 06/09/2012, indicated, "...noticed marks on waist, back, neck and buttocks...."</p> <p>A "Summary of Internal Investigation Report," dated 06/13/2012, indicated, "... [Client A] depends on staff for guidance while walking and entering/exiting the van...[House Manager] stated that it might have occurred when [client A] is transported down the steps when he exits the van...."</p> <p>During observations on 07/05/2012 at 3:10 p.m., client A was seated in the seat directly behind the driver's seat of the van. Direct Support Professional (DSP) #4 placed his arms under the bend of client A's knees and pulled client A forward until his buttocks reached the edge of the van seat. DSP #2 climbed behind client A in the van seat and supported him by placing her hands at client A's back. DSP #4 squatted in front of client A. Client A placed his arms around DSP #4's neck. DSP #4 placed his arms under client A's arm pits and grasped his hands behind</p>						

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	<p>client A's back. The DSP lifted client A to a standing position. Client A walked stiff legged down the van steps to the ground. DSP #4 pivoted client A on his right leg and assisted him to a seated position in the wheelchair.</p> <p>Client A's record was reviewed on 07/06/2012 at 9:50 a.m. An OT/PT(Occupational Therapy/Physical Therapy) evaluation, dated 10/01/2008, indicated, "...Recommend use of gait belt with transfers in home and wheelchair..required max (maximum) (A) (assist) of 2 to climb back into van...based on observation today-would not say stepping into van is safest option...." The record did not indicate a current OT/PT evaluation to assess safe transfer techniques.</p> <p>A Risk Management Assessment and Plan (RMAP), dated 04/26/2012, indicated, "...[Client A] is unable to stand alone unless he has something that he can use to hold...staff assists [client A] ambulating by standing in front of him while holding both of his hands to guide and steady him...." The RMAP did not address techniques for safe entrance/exit of van.</p> <p>"A Camelot Behavioral Checklist," dated 07/17/2011, indicated client A needed</p>						

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	<p>training for balance and walking. The record did not indicate training in regard to balance and walking had been addressed.</p> <p>Staff training records were reviewed on 07/06/2012 at 1:00 p.m. An "INSERVICE TRAINING REPORT," dated 09/23/2011, indicated, "...[Client A] occasionally uses a gait belt...[Client A] is a 2 person assist when being lifted..." The training record did not indicate staff were trained to safely transfer client A to and from the van.</p> <p>During an interview on 07/05/2012 at 3:10 p.m., DSP #11 indicated client A required 1-2 person to assist with entering/exiting van. She stated, "It depends on if you're big enough to do it alone. We kind of slide him down the steps like you teach your kids to slide down stairs when they are learning to walk."</p> <p>During an interview on 07/05/2012 at 3:20 p.m., DSP #2 indicated she doesn't assist client A with transfers. She stated, "I used to turn him sideways and slide him to the floor of the van by grabbing him in the crease of his knees." DSP #2 stated, "When he reaches the top step he will use the rails to maneuver himself down the steps because he doesn't like to</p>						

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	<p>be pulled."</p> <p>During an interview on 07/05/2012 at 3:30 p.m., DSP #7 indicated she turns client A sideways in his seat and pulls him by his legs to the floor of the van. She stated, "[Client A] scoots on the van floor until his feet are outside the van and he can reach the ground." DSP #7 indicated client A was assisted to a standing position by placing her arms under client A's arm pits. She indicated after client A stood, he was placed in a wheelchair.</p> <p>During an interview on 07/05/2012 at 3:40 p.m., DSP #12 indicated she doesn't transfer client A. She stated, "I was told to pull him to the floor like the other staff told you."</p> <p>During an interview on 07/06/2012 at 10:20 a.m., Administrative Staff (AS) #1 indicated client A had not been evaluated by OT/PT to determine safe entrance/exit from the van. AS #1 indicated staff should have used the gait belt for assistance with transfers from the van. AS #1 RMAP should have indicated interventions for safe transfer techniques. AS #1 indicated she was not aware of IDT meetings addressing safe transfers. The Group Home Manager and Program Director were not available for interview.</p>				

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	<p>During an interview on 07/06/2012 at 10:20 a.m., Administrative Staff (AS) #1 indicated she was not aware of training or revisions to methods for transferring client A into and out of the van. The AS indicated she was not aware if alternate transportation options had been considered, including obtaining/utilization of a van with a lift. AS #1 indicated she was not aware of an OT/PT evaluation to access client A's ability to enter/exit the van. The Group Home Manager and Program Director were not working and were available for interview.</p> <p>This federal tag relates to complaint #IN00109399.</p> <p>9-3-4(a)</p>				

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W9999	<p>STATE FINDINGS:</p> <p>The following Community Residential Facilities for Persons with Developmental Disabilities Rule was not met:</p> <p>460 IAC 9-2-3 Resident Protections Sec. 2. (a) The provider shall meet all conditions specified in 42 CFR 483.420 (10-1-95).</p> <p>The provider shall obtain, as a minimum, a bureau of motor vehicle record, a criminal history check as authorized in IC 5-2-5-5 [IC 5-2-5 was repealed by P.I.2-2003, SECTION 102, effective July 1, 2003. See IC 10-13-3-27.], and three (3) references. Mere verification of employment dates by previous employers shall not constitute a reference in compliance with this section. (<i>Division of Disability and Rehabilitative Services; 460 IAC 9-3-2; filed Sep 30, 1991, 1:40 p.m.: 15 IR 100; filed Nov 2, 1992, 5:00 p.m.: 16 IR 854; filed Apr 30, 1997, 9:00 a.m.: 20 IR 2375; readopted filed Oct, 1, 2001, 3:40 p.m. :IR 528; readopted filed Aug 22, 2008, 11:20 a.m. : 20080903-IR-431080545RFA</i>) NOTE: Transferred from the Community Residential Facilities Council (431 IAC 1.1-3-2) to the Division of Disability and</p>	W9999	Ongoing, Human Resource Coordinator will ensure 3 references are obtained prior to employee hire. Area Director will review employee files for all employees in home to ensure 3 references were obtained Responsible Party: Area Director, Human Resource Coordinator Completion Date: 8/8/12	08/08/2012

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	<p><i>Rehabilitate Services (460 IAC 9-3-2) by P.I. 229-2011, section 154, effective July 1, 2011.</i></p> <p>THIS STATE RULE WAS NOT MET AS EVIDENCED BY:</p> <p>Based on record review and interview for 2 of 5 sampled staff personnel records reviewed, the facility failed to obtain three reference checks for employed staff.</p> <p>Findings include:</p> <p>Direct Support Professional (DSP) #7's personnel record was reviewed on 07/05/2012 at 1:30 p.m. The personnel record indicated DSP #7 was hired on 12/07/2009. The facility failed to obtain 3 employment references for DSP #7 prior to employment.</p> <p>DSP #1's personnel record was reviewed on 07/05/2012 at 1:30 p.m. The personnel record indicated DSP #1 was hired on 03/27/2005. The facility failed to obtain 3 employment references for DSP #7 prior to employment.</p> <p>During an interview on 07/05/2012 at 1:40 p.m., Administrative Staff (AS) #1 stated, "Indiana requires 3 references checks." She indicated the facility should have obtained 3 references prior to hiring</p>				

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	DSP #'s 7 and 10. This State finding relates to complaint #IN00109399. 9-2-3				