

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G544	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/05/2012
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NAME OF PROVIDER OR SUPPLIER NORMAL LIFE OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 887 BUNKERHILL DR TERRE HAUTE, IN 47802
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W0000	<p>This visit was for a fundamental recertification and state licensure survey.</p> <p>Dates of Survey: November 28, 29, 30 and December 4, 5, 2012</p> <p>Provider Number: 15G544 Aims Number: 100245350 Facility Number: 001058</p> <p>Surveyor: Mark Ficklin, Medical Surveyor III</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 12/12/12 by Ruth Shackelford, 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. Based on interview and record review, the facility failed for 1 of 1 allegation of client abuse reviewed (client #3), to implement policy and procedures to ensure allegations of abuse were immediately reported to the administrator and to ensure any employee alleged to have abused a client will be immediately suspended from duty pending the results of the investigation.</p> <p>Findings include:</p> <p>Review of the facility's incidents/investigations was done on 11/28/12 at 9:38a.m. The following investigation indicated: On 10/12/12, direct support staff (DSP) #4 reported to the facility an allegation of abuse (grabbed client #3 by the coat and pulled her backwards, to redirect her in a disrespectful manner) by DSP staff #5 to client #3 while on a community outing. The incident report indicated on 10/12/12 facility's home manager was notified of the allegation. The investigation/incident report indicated the facility administrator and/or her designee was not made aware of the 10/12/12 allegation of abuse until 10/15/12. The investigation indicated the</p>	W0149	<p>The facility has developed and will consistently implement written policies that prohibit mistreatment, neglect or abuse of the client.</p> <p>The facility has policies and procedures that outline the definition of abuse, neglect, and mistreatment; reporting requirements for allegations of such incidents; the obligation and responsibility of reporting abuse; and the process for reporting and appropriate follow-up to any such allegations reported.</p> <p>The agency is very adamant that no person served by the facility is subject to abuse and neglect at any time. All staff are trained and show competency in the Abuse, Neglect and Mistreatment Policies and Procedures upon hire and at least annually thereafter. All allegations of abuse are to be reported and investigated according to the written policies of the facility. Normal Life of Indiana has a "zero-tolerance" policy for abuse, neglect or mistreatment of individuals served. Normal Life of Indiana will actively and aggressively investigate all allegations of abuse, neglect, and/ or mistreatment. All</p>	01/04/2013			

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	<p>alleged abusive staff (#5) was suspended from work duties on 10/15/12, when the administrator was made aware of the allegation. Record review of the facility's DSP time cards was done on 11/28/12 at 10:02a.m. The facility DSP time cards indicated staff #5 had worked shifts at the group home on 10/13/12 and on 10/14/12.</p> <p>The facility's policy and procedures were reviewed on 12/4/12 at 1:02p.m. The policy dated 7/1/11 "Individual Abuse, Neglect, Exploitation or Mistreatment" indicated "any form of abuse, including but not limited to humiliation, harassment and threats of punishment or deprivation as defined within this policy will not be tolerated by any employee." The policy indicated "when individual abuse/neglect is observed or suspected, the employee must immediately report this to his/her supervisor." The policy indicated "any employee alleged to have mistreated, abused, neglected or exploited an individual served will immediately be suspended from duty pending the results of an investigation into the allegation."</p> <p>Professional staff #1 was interviewed on 12/4/12 at 1:18p.m. Professional staff #1 indicated a facility staff (home manager) had not followed facility policy and procedures by failing to immediately report an allegation of staff to client</p>		<p>incidents are to be reported immediately according to the facility procedures. The policy states that failure to report can be cause for corrective action, up to and including termination.</p> <p>All staff will receive retraining on the agency policies and procedures that outline their responsibilities in the immediate reporting of suspected abuse or neglect. The Home Manager is responsible to insure that staff receives training on the agency policy and procedure concerning the prohibition of abuse, neglect, and mistreatment; reporting requirements for allegations of such incidents; the obligation and responsibility of reporting abuse; and the process for reporting and appropriate follow-up to any such allegations reported. Training will be documented in each staff person's training file.</p>				

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	abuse. Professional staff #1 indicated the alleged abuse which occurred on 10/12/12 should have been immediately reported to the facility's Executive Director and/or his/her designee. The alleged abusive staff should have been immediately suspended on 10/12/12. 9-3-2(a)				

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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. Based on record review and interview, the facility failed for 1 of 1 alleged abuse incident (client #3) reviewed, to immediately report allegations to the administrator in accordance with state law.</p> <p>Findings include:</p> <p>Review of the facility's incident/investigations was done on 11/28/12 at 9:38a.m. The following investigation indicated: On 10/12/12, direct support staff (DSP) #4 reported to the facility an allegation of abuse by DSP staff #5 to client #3 (disrespectful tone of voice and grabbed client #3 by the coat and pulled her backward) while on a community outing on 10/12/12. The incident report indicated on 10/12/12 the facility home manager was notified of the allegation. The investigation/incident report indicated the facility administrator was not made aware of the 10/12/12 allegation of abuse until 10/15/12.</p> <p>Professional staff #2 was interviewed on</p>	W0153	<p>The facility has developed and will consistently implement written policies that prohibit mistreatment, neglect or abuse of the client and that outline the procedures for reporting suspected abuse immediately to the administrator or other officials in accordance with State law through established procedures.</p> <p>The facility has policies and procedures that outline the definition of abuse, neglect, and mistreatment; reporting requirements for allegations of such incidents; the obligation and responsibility of reporting abuse; and the process for reporting and appropriate follow-up to any such allegations reported.</p> <p>The agency is very adamant that no person served by the facility is subject to abuse and neglect at any time. All staff are trained and show competency in the Abuse, Neglect and Mistreatment Policies and Procedures upon hire and at least annually thereafter. All allegations of abuse are to be reported and investigated according to the written policies of the facility.</p>	01/04/2013
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	11/28/12 at 10:18a.m. Professional staff #2 indicated facility staff had not followed facility policy and procedures by failing to immediately report an allegation of staff to client abuse on 10/12/12. Professional staff #2 indicated the DSP staff were aware of the allegation on 10/12/12 and reported it to the facility administrator on 10/15/12. 9-3-2(a)		Normal Life of Indiana has a "zero-tolerance" policy for abuse, neglect or mistreatment of individuals served. Normal Life of Indiana will actively and aggressively investigate all allegations of abuse, neglect, and/ or mistreatment. All incidents are to be reported immediately according to the facility procedures. The policy states that failure to report can be cause for corrective action, up to and including termination. All staff will receive retraining on the agency policies and procedures that outline their responsibilities in the immediate reporting of suspected abuse or neglect. The Home Manager is responsible to insure that staff receives training on the agency policy and procedure concerning the prohibition of abuse, neglect, and mistreatment; reporting requirements for allegations of such incidents; the obligation and responsibility of reporting abuse; and the process for reporting and appropriate follow-up to any such allegations reported. Training will be documented in each staff person's training file.		