

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G182	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 11/14/2013
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NAME OF PROVIDER OR SUPPLIER DEVELOPMENTAL SERVICE ALTERNATIVES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 2326 BERWICK DR SHELBYVILLE, IN 46176
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W000000	<p>This visit was for investigation of complaint #IN00137594.</p> <p>Complaint #IN00137594: Substantiated. Federal and state deficiency related to the allegation is cited at W149.</p> <p>Dates of survey: November 13 and 14, 2013.</p> <p>Facility Number: 000715 Provider Number: 15G182 AIMS Number: 100234640</p> <p>Surveyor: Claudia Ramirez, RN</p> <p>The following federal deficiency also reflects state findings in accordance with 460 IAC 9. Quality Review completed 11/19/13 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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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.</p> <p>Based on record review and interview for 1 of 6 BDDS (Bureau of Developmental Disabilities Services) reports, the facility neglected to implement the facility's policy and procedure by neglecting to provide adequate supervision to prevent injury to client A by client B.</p> <p>Findings include:</p> <p>On 11/13/13 at 11:15 AM the facility's BDDS Reports, investigations and internal incident/accident reports were reviewed from 08/15/13 through 11/12/13 and indicated the following:</p> <p>10/02/13: A BDDS report of 10/03/13 for an incident on 10/02/13 at 6:30 PM indicated, "When leaving the bowling alley following the Special Olympics bowling last night, [client A] and [client B] got into a verbal altercation. [Client A] was sitting on the second bench seat in the van and [client B] began telling him to move over. Staff quickly intervened and suggested that [client B] sit in the front seat. They returned to the group home at which point [client B] stated that he wasn't going to church if [client A] was</p>	W000149	The facility responded to this incident by immediately completing an investigation. Several program and environmental changes were recommended and made as a result of the investigation. The trigger was determined to be Client A talking about his bowling score in front of Client B, this upset Client B who was then argumentative. Staff are now approaching client A after he finishes bowling to learn his score and offer kudos then in order to deter conversation about it in front of Client B. Additionally a seating chart has been implemented in the facility van after bowling in which Client A and B do not sit near each other to help alleviate arguments between the two. Upon arrival home all clients in the home are offered time to relax including having a snack before they start evening tasks. This helps consumers to relax and reduce any stress they may have. It also gives staff an opportunity to observe and address any agitation. Professional staff has observed these changes to be implemented routinely and to be effective. This after-work relaxation break has been implemented in all agency	12/14/2013			

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	going. Staff prompted both individuals to engage in a calming activity, but both refused. [Client B] continued to say that he was not going to church because [client A] was going. Staff attempted several times to redirect [client B], but was unsuccessful. Due to [client B's] persistent statements about not going to church, [client A] became agitated and displayed a temper outburst. This behavior prompted [client B] to chase [client A] into the kitchen, at which point he slammed [client A] against the wall. Staff intervened and stepped between the two individuals. At this point [client A] attempted to exit the kitchen, but [client B] got around the staff member and grabbed [client A] on his shoulder and slammed him into a door frame. [Client A] immediately started bleeding from his nose. The nurse was contacted and pictures of [client A's] nose were sent for review. The nurse instructed the staff to take [client A] to the emergency room for evaluation. X-rays were performed and revealed that [client A] had a nasal bone fracture. He was discharged with instructions to ice the area and take Tylenol as needed for pain. He was also prescribed Keflex 500 mg (milligram) to ensure that it does not become infected. He was also instructed to follow-up with an ENT (Ears, Nose and Throat) within seven days. Both individuals have HRC		homes. The IST for both clients reviewed the incident and investigation results. It was noted that Client B has not demonstrated physical aggression in over 18 months and that this incident was isolated. The two do argue occasionally but arguments had not led to incidents of this nature prior to this incident. There are no prior incidents in which Client B has injured another client. The IST is also working with client B's physicians to rule out any medical issues that could contribute to an outburst that is out of character for him. The IST for Client A also recommended that he consider moving to another home that is nearby where there is a vacancy. Client A has stated that he would like to move to the other home. Administrators are working with BDDS to facilitate this move. Per agency policy the IST reviews all filed incident reports and associated investigations for each client in the agency to ensure agency policies were followed and to make recommendations to prevent recurrence. A management review meeting occurred on 11/20/13 during which it was decided to routinely review client behavior development programs and agency approved behavior management techniques at monthly staff meetings. The agency has a Professional Presence policy which requires		

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	<p>(Human Rights Committee) approved behavior programs. [Client B's] last incident of aggression was in September 2012. This is the first incident during which his aggression has caused significant injury. [Agency] will continue to monitor the health and safety of both individuals. Following the incident, [client B] apologized for his actions to [client A]. [Client A] also apologized to [client B] for yelling. [Client A] was asked if he felt safe in his home and he stated that he did. Staff intervened appropriately and followed both individuals behavior development plans. [Client A] will follow-up with an ENT. Staff continue to implement the behavior programs and professional staff routinely observe in the home to ensure programs are followed properly."</p> <p>A Follow-up BDDS report dated 10/10/13 indicated, "[Client A] was seen by an ENT on 10/10. The doctor evaluated his nose and stated that he would not need surgery. The ENT was pleased with the way his nose was healing."</p> <p>The Investigation Summary Form dated 10/02/13 indicated, "Investigation Summary RE: On 10/02/13, there was a physical altercation between [client B] and [client A] at the [group home]. During the incident, [client A] sustained a</p>		<p>routine presence in all group homes by different levels of management staff, nursing staff and behavior consultants. When an observation is complete the professional staff person submits a summary of their visit for review of the IST and executive council. This practice also helps in prevention of abuse and neglect across the agency as different disciplines identify and share potential concerns and problem solve to improve service delivery. Within the facility the IST for each client for which physical aggression has been identified as a targeted problem behavior will review their behavior development program plan and the routine of the home to ensure adequate steps are in place to protect all clients. Responsible Party: Residential Director Completion date: On or before 12/14/13</p>				

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	<p>broken nose...</p> <p>Findings:</p> <ul style="list-style-type: none"> - When loading the van at the bowling alley, [client A] was sitting on the second bench seat. [Client B] told [client A] to move over so that he could sit on the seat as well. This upset [client A] and caused him to have a temper outburst. - Staff intervened and suggested that [client B] sit in the front seat of the van since it was empty. - When arriving back to the group home, [client B] began cleaning out his lunchbox while [client A] hung up his coat. - [Client B] stated that he would not be going to church if [client A] was going. [Client A] overheard the comment and yelled 'NO'. - [Client A's] temper outburst agitated [client B] and he continued to say that he wasn't going to church if [client A] was. [Client B's] statements continued to upset [client A], causing him to have continued temper outburst. - [Client B] exited the kitchen and went into the living room to watch television. - [Client A] followed behind shortly after into the living room. - [Client B] continued to state that he wasn't going to church because [client A] was going. This continued to upset [client A] causing him to have temper outburst. 			
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	<p>- [Staff #1] attempted to get [client A] engaged in an (sic) MST (Mood Stability Training) activity to help him calm down. [Client A] exited the living room and went to clean out his lunch box rather than engage in a calming activity.</p> <p>- [Staff #1] also attempted to get [client B] involved in an (sic) MST activity, but he refused.</p> <p>- While in the kitchen cleaning his lunchbox, [client B] said loud enough for [client A] to hear that he wasn't going to church again. [Client A] had another temper outburst.</p> <p>- [Client B] entered the kitchen and pushed [client A] against the wall located near the [computer program name] kiosk. [Staff #1] attempted to intervene before [client B] could push him, but was unsuccessful.</p> <p>- [Staff #1] was then able to get between [client A] and [client B], but [client B] pushed [staff #1] to the side.</p> <p>- [Client A] attempted to leave the kitchen, but [client B] then pushed him into the door frame on the pantry door.</p> <p>- [Staff #1] was able to separate the two men again. He was able to redirect [client B] out of the kitchen while he applied first aid to [client A's] bleeding nose...."</p> <p>Client A's record was reviewed on 11/14/13 at 9:38 AM. Client A's ISP (Individual Support Plan) was dated</p>			

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	<p>09/19/13 and his BSP (Behavior Support Plan) was dated 11/09/12. The BSP indicated he was on medication for his behaviors and his behaviors included, "...resistance, nonsevere anger-control...upsets others; yells loudly, curses... physical assault, property misuse and skin-picking...Components 1. Mood Stability Training...1. When [client A] begins to show signs of anger, refer to the list, approach [client A], name the activities on the list, and ask him if he would like to participate in one of them. 2a. Encourage him to make a choice and to engage in the activity. You may need to assist him to start the activity...4. If [client A] does not immediately begin to use this procedure, break contact with him and encourage [client A's] peers to leave him alone to work out his problem...Nonsevere Anger-Control Problems. 1. Cue [client A] by placing two fingers on your left shoulder. If [client A] fails to see the cue, clear your throat and call him by name. Glance toward your shoulder. 2. If [client A] sees your cue and discontinues the behavior, approach him and ask if you can help with a problem. Suggest that he engage in MST. 3. Ignore [client A] until he is calm for five consecutive minutes. During this time, using a hand signal, cue other staff to ignore [client A]. If [client A's] peers approach him or if he tries to</p>			

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	<p>interact with them, encourage the peers to leave his vicinity...."</p> <p>IDT (Inter-disciplinary Team) Meeting minutes dated 10/24/13 for client A indicated this was an isolated incident of physical aggression by client B. The minutes indicated van seating had been changed and, "...The staff are implementing an after work/bowling snack in which the guys can sit around the dinner table and relax before beginning household responsibilities...Talk with [client A] moving to [group home]...."</p> <p>Client B's record was reviewed on 11/14/13 at 9:54 AM. Client B's ISP (Individual Support Plan) was dated 12/04/12 and his BSP (Behavior Support Plan) as dated 04/04/13. The BSP indicated he was on medication for his behaviors and his behaviors included, "...resistance, nonsevere anger-control and physical assault...Component 1. Mood Stability Training. Some of [client B's] behavior problems may be related to his prevailing mood. MST involves [client B's] participating in an activity he enjoys to help him feel better when he becomes irritable, distressed, and angry or frustrated. It is a form of redirection. 1. To begin the procedure identify three or four solitary activities [client B] enjoys that are calming and that he can perform</p>						

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	<p>with minimal staff assistance....3a. If [client B] displays nonsevere anger-control problems, redirect him to one of the activities on the 'How to Relax' list....3b. Following violent TPBs (Targeted Problem Behaviors) such as physical assault, when the behavior ceases and [client B] starts to calm down, keep him separated from others and prompt him to use MST...Component 2. Responding to TPBs...Physical Assault.</p> <ol style="list-style-type: none"> 1. Immediately approach [client B] and direct him to stop the behavior; use a flat unemotional tone. 2. Remove all consumers and staff (yourself included) from his immediate vicinity to eliminate targets. 3. If [client B] pursues and/or reinitiates the behavior, use the least restrictive...intervention necessary to stop the behavior. 4. If physical containment is necessary to stop the behavior, contain [client B] until he has been completely calm for 2 minutes. If [client B] is released and he immediately restarts the behavior or displays anger-control problems, reinitiate physical containment. 5. When [client B] remains calm after the containment is released, implement MST. 6. Stay between [client B] and others and observe him. If he attempts to interact with you, ignore him. 7. When he has been calm for 5 minutes after MST is completed, gradually allow others into [client B's] vicinity. Staff and others may 			

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	<p>now interact with [client B] if he remains calm...Nonsevere Anger-Control Problems. 1. If [client B's] behavior problems are being instigated by someone else, try to separate him from that individual. 2. Prompt [client B] to use MST procedures. 3. If the behavior continues, separate [client B] from others, stay between him and others and observe. Watch [client B] closely, but do not stare at him, or speak to him. If he attempts to interact with you, ignore him until the behavior has ceased. 4. When [client B] has been calm for 5 minutes, others may interact with him...."</p> <p>IDT (Inter-disciplinary Team) Meeting minutes dated 10/24/13 for client B indicated this was an isolated incident of physical aggression by client B. The minutes indicated van seating had been changed and, "...The staff are implementing an after work/bowling snack in which the guys can sit around the dinner table and relax before beginning household responsibilities...."</p> <p>Client B's Behavior logs indicated he had not had any physical aggression reported for no less than the previous eighteen months.</p> <p>On 11/13/13 at 11:05 AM, a review of the facility's 10/2013 Policy on Preventing</p>			

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	<p>Abuse and Neglect indicated, "DSA, Inc. prohibits abuse, neglect, exploitation, mistreatment or violation of the rights of the consumers it serves...B. 'Neglect' means failure to provide supervision, training, appropriate care, food, medical care, or medical supervision to an individual...."</p> <p>On 11/14/13 at 10:45 AM an interview was conducted with the Area Director (AD). The AD indicated this was an isolated incident between clients A and B. The AD indicated the agency failed to follow the policy/procedure on abuse/neglect as client B's physical aggression resulted in a fracture of client A's nose. She indicated it was the agency's responsibility to protect and keep the clients safe.</p> <p>This federal tag relates to complaint #IN00137594.</p> <p>9-3-2(a)</p>			