

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G397	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED  10/05/2012
NAME OF PROVIDER OR SUPPLIER  VOCA CORPORATION OF INDIANA			STREET ADDRESS, CITY, STATE, ZIP CODE 6613 AVALON FOREST DR INDIANAPOLIS, IN 46250		
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W0000	<p>This visit was for investigation of complaint #IN00116124.</p> <p>Complaint #IN00116124: Substantiated. Federal and state deficiencies related to the allegation are cited at W104 and W149.</p> <p>Dates of Survey: October 2, 3, 4 and 5, 2012.</p> <p>Facility Number: 000911 Provider Number: 15G397 AIMS Number: 100244420</p> <p>Surveyor: Claudia Ramirez, RN, Public Nurse Surveyor III/QMRP</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</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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W0104	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation and interview, the governing body failed to exercise general direction in a manner that resulted in the facility being well maintained for 7 of 7 clients (clients A, B, C, D, E, F and G) who lived in the group home.</p> <p>Findings include:</p> <p>On 10/02/12 from 4:00 PM until 6:15 PM observation at the group home of clients A, B, C, D, E, F, and G was conducted. At 4:00 PM upon entry to the home, the HM wore white disposable shoe covers and stated he was wearing them because the house had been recently treated for "bed bugs." He stated the initial "find" had been approximately 1 month ago and the first treatment had been completed approximately 2 weeks ago. He further indicated the home has been treated for the same problem "before." He indicated he had contacted the pest control company the same day maintenance found them and they recommended a "heat treatment" however the home did not receive the heat treatment but on 09/15/12 the pest control company came to do a "spray treatment." He indicated the bed bugs were located in the shared bedroom</p>	W0104	<p><b>CORRECTION:</b></p> <p><i>The governing body must exercise general policy, budget, and operating direction over the facility. Specifically, the following home maintenance projects will be completed:</i></p> <ol style="list-style-type: none"> <li>1. The agency's contracted pest control specialists will continue treating the facility for bedbugs until the infestation has been eliminated. The most recent treatment occurred on 10/13/12.</li> <li>2. The stained carpet will be replaced.</li> <li>3. The dining room table has been refinished.</li> </ol> <p><b>PREVENTION:</b></p> <p>The Operations Team will review Physical Environment Safety Audits and Preventative Maintenance checklists on a monthly basis and coordinate with the Maintenance Team, the Business Manager and the Executive Director as needed to expedite needed repairs and improvements. In addition Members of the Quality Assurance and Operations Teams will complete visual observations of the facility as needed but no less than monthly to assure home environment needs are addressed.</p>	11/04/2012			

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	<p>of client A and client B. He further indicated he thought the pest control company had been back for a second treatment around 09/29/12 or 09/30/12. The HM indicated client A had been itching and had a rash on his legs prior to the treatment for the bed bugs.</p> <p>At 4:15 PM the carpet was noted to be stained and dirty. The tan carpet was located in the large open area of the living room, dining room and into the kitchen area. The same colored carpet was located down 2 hallways and the entryway from the back door area.</p> <p>The carpet in the dining room area had 7 large areas that were black and ranged from 8" in diameter to the largest which was 36" by 10". There were greater than 100 black areas a quarter size in various places on the carpet. The carpet in the kitchen area was black in an area of 24" by 6" and greater than 100 black areas a quarter size in various places. The carpet in the entrance from the back door in the laundry area was black 18" by 7' in the walking path. Client E's bedroom carpet had a rust colored stain of 18" by 10" and client E stated it was a stain from where client A "vomited." There were 12 or more 25 cent size black marks in various places in the room. The carpet in the entry way of client A and B's room was stained in an area 6" by 3". The hall way</p>		<p><b>Responsible Parties:</b> QDDPD, Support Associates, Operations Team, Quality Assurance Team, Business Manager, Executive Director</p>		

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	<p>outside of client A and B's room had a blackened path down the fall of 36".</p> <p>Outside of client A and F's room there was a basketball size stain. An interview with the HM on 10/02/12 at 4:45 PM indicated he initially reported the condition of the carpet in April 2012 and in May 2012 he indicated he reported it again and someone came to clean the carpets and they could not be cleaned adequately and the carpet cleaners indicated the home should just get new carpet because they would not come clean.</p> <p>Clients A, C, D, E, and G were interview on 10/02/12 at 4:46 PM and stated the following regarding the carpet: Client A stated the carpet was, "Dirty and had been that way a long time." Client C stated, "I don't like it" "needs to be cleaned." Client D shook his head no when asked if he liked the carpet and stated "cleaned." He shook his head yes when asked if it needed to be cleaned. Client D stated the carpet was "dingy and dirty." Client E stated, "I don't like the stain in my room." Client G stated the carpet was "sticky" and "dingy" and "dirty." He stated the carpet "needed to be cleaned."</p> <p>The dining room table was wood and the varnish was missing exposing the bare</p>						

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	<p>wood in greater than ten areas on the top ranging in dime size areas to quarter size areas. The wood was chipped, small pieces missing making it rough in an area 36" long. A second area of the edge of the table was rough in an area 48" long. An interview with the HM was conducted on 10/02/12 at 4:22 PM and the HM indicated the wood was rough and it could cause clothes to be caught on it and snagged.</p> <p>The wall paper by the hall bathroom across from client A and B's bedroom was coming off the wall in an area of 5" long and the wood trim was missing on the entire wall of 48".</p> <p>An interview with the HM was conducted on 10/02/12 at 6:15 PM and the HM indicated the home needed several "things" done it it.</p> <p>On 10/03/12 at 2:30 PM a review of the bill from the pest control company was reviewed. The bill indicated the initial treatment for the bed bugs was completed on 09/15/12. On 10/03/12 at 3:00 PM a review of a fax from the pest control company dated 10/03/12 indicated the last treatment was due on 10/13/12. The fax indicated previous service to the home for bed bug treatment was on 09/17/11, 10/08/11 and 10/22/11. A bill for the second treatment for the bed bugs was not</p>						

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	<p>available.</p> <p>The Operations Manager (OM) was interviewed on 10/03/12 at 11:30 AM. The OM indicated bids had been submitted for the flooring and a vendor chosen, but the work had not been scheduled, as they were waiting on the check from corporate. He indicated a first treatment for the beg bugs had been completed and also a second treatment.</p> <p>An interview with the OM was conducted on 10/03/12 at 3:34 PM. The OM indicated he had been trying to locate the bill for the second application for the bed bug treatment and in his quest he had been advised that the treatment had "not actually" taken place. He indicated it had been scheduled on 09/29/12 and that was why everyone thought it had taken place, however upon investigation what "actually" happened was the following: staff were getting the clients ready to leave the house for 4 hours so the treatment could be completed. The pest control person came and client G answered the door when the pest control person arrived. Client G told the pest control person he did not want him to spray and the pest control person left the home without applying the second treatment. The OM indicated staff on duty failed to advise the HM or any other</p>				

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	<p>supervisory personnel and the second treatment did not get applied. He indicated it was not discovered until "just now."</p> <p>The OM indicated the house needed additional work and those matters, "like the table" would be addressed.</p> <p>This federal tag relates to complaint # IN00116124 9-3-1(a)</p>			

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W0149	<p><b>483.420(d)(1)</b> <b>STAFF TREATMENT OF CLIENTS</b> The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 1 of 5 BDDS (Bureau of Developmental Disabilities Services) reports regarding client protection, the facility neglected to implement the facility's policy and procedure and neglected to report an environmental problem for 7 of 7 clients living in the group home (clients A, B, C, D, E, F, and G). Findings include:</p> <p>On 10/02/12 at 1:26 PM the facility's BDDS Reports were reviewed from 07/01/12 through 10/01/12. There was not a BDDS Report for the bed bugs which were found in the home where clients A, B, C, D, E, F, and G lived on 09/06/12.</p> <p>On 10/03/12 at 11:15 AM, a review of the Maintenance Word orders was reviewed. An entry dated 09/06/12 indicated, "removed wall paper in bedroom" and "dealing with bed bugs."</p> <p>On 10/02/12 at 2:50 PM, a review of the facility's 09/14/07 Policy on "Abuse, Neglect, Exploitation" indicated, "Adept employees actively advocate for the rights and safety of all individuals. All</p>			W0149	<p><b>CORRECTION:</b> <i>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Specifically, has completed and submitted to the Bureau of quality Improvement Services incident reports for Clients #1 – #7 regarding an infestation of bed bugs.</i></p> <p><b>PREVENTION:</b> The agency will report any future confirmed bed bug infestations. Once the agency's contracted pest control specialists have confirmed the presence of bed bugs at the facility, the Quality Assurance Manager will follow up with Supervised Group Living Operations Team to assure compliance with agency reporting procedures.</p> <p><b>Responsible Parties:</b> QDDPD, Operations Team, Quality Assurance Team</p>		11/04/2012

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	<p>allegations or occurrences of abuse, neglect and exploitation shall be reported the the appropriate authorities...All employees will be trained on the types of incidents that are reportable to BDDS...The incident types are: Suspected abuse, neglect or exploitation...Residential problems, Environmental/structural problems...".</p> <p>On 10/03/12 at 11:30 AM an interview with the Operations Manager (OM) was conducted. The OM indicated a BDDS report should have been submitted for the bed bugs and it was not. The OM further indicated staff neglected to follow the abuse/neglect policy and procedure.</p> <p>This federal tag relates to complaint # IN00116124. 9-3-2(a)</p>			