

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G251	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  03/08/2013
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NAME OF PROVIDER OR SUPPLIER  OCCAZIO INC	STREET ADDRESS, CITY, STATE, ZIP CODE 511 COUNTRY CLUB LN ANDERSON, IN 46015
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W000000	<p>This visit was for a pre-determined full annual recertification and state licensure survey.</p> <p>Dates of Survey: February 27, 28, March 1, 4, 5, 6, 7, and 8, 2013.</p> <p>Facility number: 000771 Provider number: 15G251 AIM number: 100243430</p> <p>Surveyor: Kathy Wanner, Medical Surveyor III.</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed March 15, 2013 by Dotty Walton, Medical Surveyor III.</p>	W000000	<p><b>W 102 Governing Body and Management</b> The facility must ensure that specific governing body and management requirements are met. 1. <b>What corrective action will be accomplished?</b> · Client #5 did have his surgery completed on 1-17-13. · Client #5 is now seeing a new PCP. · A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs. · The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents. · The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted. · The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary. · The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC. · The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident. · The Residential Coordinator and RN will review the health care documentation on</p>	
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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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			<p>a monthly basis.                      Recommendations will be made by both parties as warranted for the Site Manager to carry out. · Client #5 will be placed on programming for reporting pain and/or medical concerns. · Client #5 will be placed on programming for understanding the consequences for refusing meds and/or medical treatment. · As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports. · Consent for Client #5's surgery was received by APS on 1-**-13 as his surgeon would not complete the surgery without it. · In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS. · In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer. 2. <b>How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b> · All residents have the potential to be affected by the same</p>		

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			<p>deficient practice. · All of the residents in the home see a new PCP. · A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs. · The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents. · The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted. · The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary. · The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC. · The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident. · The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out. · The Residential Coordinator will monitor the programmatic needs for each individual. As concerns arise, the RC will implement and/or change the programs for the individual. ·</p>		

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			<p>As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports. · In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS. · In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer. <b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b> · A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs. · All of the residents in the home see a new PCP. · The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents. · The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted. · The IDT will monitor medical concerns for</p>		

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			<p>each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary. · The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC. · The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident. · The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out. · As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports. · The Residential Coordinator will monitor the programmatic needs for each individual. As concerns arise, the RC will implement and/or change the programs for the individual. · In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS. · In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure</p>		

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			<p>based on the HCR's consent, not just the consent of the consumer.</p> <p><b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b> · The Site Manager will monitor on a daily basis when they are in the home. · The RC will monitor on a regular basis when they are in the home. · The ARC will monitor as they complete their audits. · The RN will monitor as they are in the home and complete their audits. · The Risk Committee will monitor as they meet to review submitted documentation. <b>5. What is the date by which the systemic changes will be completed?</b> April 7th, 2013</p>		

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W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met. Based on record review and interview, the Condition of Participation: Governing Body and Management was not met for 1 of 4 additional clients (client #5). The Governing Body failed to ensure the facility's neglect policy/procedure was implemented in a manner to ensure client #5 received timely medical care (assessments and surgery). The Governing Body failed to ensure its nursing services addressed his ongoing (since 2/2012) health issues resulting in client #5 experiencing abdominal pain for months, a recurrent external abscess (a manifestation of an internal infection); and by failing to aggressively pursue obtainment of consent for client #5's surgery (diagnosed as needed by surgeon on 7/17/12).</p> <p>Findings include:</p> <p>Please refer to W104: For the Governing Body's failure to exercise general policy and operating direction over the facility in a manner to ensure 1 of 4 additional clients (client #5) received timely medical care (surgery). The Governing Body failed to ensure client #5's his ongoing health issues (since 2/2012) were</p>	W000102	<p><b>W 102 Governing Body and Management</b></p> <p>The facility must ensure that specific governing body and management requirements are met.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· Client #5 did have his surgery completed on 1-17-13.</li> <li>· Client #5 is now seeing a new PCP.</li> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as</li> </ul>	04/07/2013			

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	<p>addressed resulting in client #5 experiencing abdominal pain for months, a recurring external abscess (a manifestation of the internal infection); and by failing to get timely consent for client #5's surgery (diagnosed as needed by surgeon on 7/17/12).</p> <p>Please refer to W122: The Governing Body failed to ensure the Condition of Participation: Client Protections was met for 1 of 4 additional clients (client #5). The Governing Body failed to provide necessary oversight to ensure the facility implemented their neglect policy to ensure client #5 was monitored according to his ongoing health needs, and received timely medical treatment (surgery) thereby ensuring his rights to medical treatment. The facility neglected to obtain necessary consent to perform surgery for the internal infection recommended by the surgeon on 7/17/12 but not completed until 1/17/13.</p> <p>Please refer to W318: The Governing Body failed to ensure the Condition of Participation: Health Care Services was met for 1 of 4 additional clients (client #5). The Governing Body failed to ensure the client received timely medical care (assessments and surgery), by not addressing his ongoing health issues since 2/2012 resulting in client #5 experiencing</p>		<p>warranted.</p> <ul style="list-style-type: none"> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· Client #5 will be placed on programming for reporting pain and/or medical concerns.</li> <li>· Client #5 will be placed on programming for understanding the consequences for refusing meds and/or medical treatment.</li> <li>· As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> </ul>				

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	<p>abdominal pain for months, a recurrent external abscess (a manifestation of an internal infection); and by failing to get timely consent for client #5's surgery (diagnosed as needed by surgeon on 7/17/12, not completed until 1/17/13).</p> <p>9-3-1(a)</p>		<ul style="list-style-type: none"> <li>· Consent for Client #5's surgery was received by APS on 1-**-13 as his surgeon would not complete the surgery without it.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> </ul> <p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· All of the residents in the home see a new PCP.</li> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> </ul>		

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			<ul style="list-style-type: none"> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· The Residential Coordinator will monitor the programmatic needs for each</li> </ul>	

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			<p>individual. As concerns arise, the RC will implement and/or change the programs for the individual.</p> <ul style="list-style-type: none"> <li>As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> <li>In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> </ul> <p><b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b></p> <ul style="list-style-type: none"> <li>A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>All of the residents in the</li> </ul>		

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			<p>home see a new PCP.</p> <ul style="list-style-type: none"> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· As the situation is warranted the Occazio RN or</li> </ul>		

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			<p>Occazio Home Health will be consulted for additional medical/nursing supports.</p> <ul style="list-style-type: none"> <li>· The Residential Coordinator will monitor the programmatic needs for each individual. As concerns arise, the RC will implement and/or change the programs for the individual.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> </ul> <p><b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b></p> <ul style="list-style-type: none"> <li>· The Site Manager will monitor on a daily basis when they are in the home.</li> <li>· The RC will monitor on a regular basis when they are in the home.</li> </ul>		

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			<ul style="list-style-type: none"> <li>· The ARC will monitor as they complete their audits.</li> <li>· The RN will monitor as they are in the home and complete their audits.</li> <li>· The Risk Committee will monitor as they meet to review submitted documentation.</li> </ul> <p><b>5. What is the date by which the systemic changes will be completed?</b></p> <p>April 7th, 2013</p>		

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W000104	<p><b>483.410(a)(1) GOVERNING BODY</b> The governing body must exercise general policy, budget, and operating direction over the facility. Based on record review and interview, the governing body failed to exercise general policy and operating direction over the facility in a manner to ensure 1 of 4 additional clients (client #5) received timely medical care (surgery). The Governing body failed to ensure client #5's his ongoing health issues (since 2/2012) were addressed resulting in client #5 experiencing abdominal pain for months, a recurring external abscess (a manifestation of the internal infection); and by failing to get timely consent for client #5's surgery (diagnosed as needed by a surgeon on 7/17/12 but not completed until 1/17/13).</p> <p>Findings include:</p> <p>Facility records were reviewed on 2/27/13 at 7:40 P.M. including the Bureau of Developmental Disabilities Services (BDDS) reports from 2/27/12 through 2/27/13. Facility BDDS reports indicated ongoing health issues regarding client #5 after a hernia repair surgery on 3/31/10.</p> <p>A BDDS report dated 8/24/12 for 8/23/12 at 5:30 P.M. indicated "On 8-19-12, [client #5] was taken to the (after hours</p>	W000104	<p><b>W 104 Governing Body</b></p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident.</li> </ul>	04/07/2013			

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	<p>clinic) to have a sore on his stomach examined. He was complaining to staff that it hurt. His PCP (primary care physician) has been treating this sore for several months. He was given Keflex (antibiotic). On the night of 8-22-12, [clinic] called the RC (Residential Coordinator) to report that [client #5] had tested positive for MRSA (Methicillin-resistant Staphylococcus Aureus infection). A second order for Bactrim (antibiotic) was faxed to the group home. The next morning the RC called [clinic] to see if the doctor wanted [client #5] to continue to take the Keflex. At that time, she was informed that in looking over the tests results, the doctor had decided that oral antibiotics would not work, and that [client #5] needed IV (intravenous)antibiotics. The doctor instructed that if the PCP was unable to see [client #5] on 8-23-12, he needed to be seen at the ER (emergency room). The Occazio RN placed a call to the PCP. That call was not returned so [client #5] was taken by ambulance to the ER (See extensive note below to understand why we used an ambulance). The ER doctor did not call the [clinic] to obtain the record of his visit and the test result. Instead he disregarded the information the staff provided, and diagnosed cellulitis (inflammation of the skin). Keflex and Bactrim were ordered. This MRSA</p>		<ul style="list-style-type: none"> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· Client #5 will be placed on programming for reporting pain and/or medical concerns.</li> <li>· Client #5 will be placed on programming for understanding the consequences for refusing meds and/or medical treatment.</li> <li>· As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> <li>·</li> </ul> <p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as</li> </ul>				

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	<p>infection is related to the issues talked about below. IDT (Interdisciplinary team) meet (sic) to discuss issues with infection in stomach and needed surgery (see IDT note below)."</p> <p>Subsequent BDDS reports dated 8/29/12 indicated the following ongoing issues with client #5's stomach/abdomen in 2012.</p> <p>1. "In March at his quarterly physical, [client #5's] stomach was red. PCP wasn't sure if it was an infection or allergic reaction. PCP ordered steroid, antibiotic, and cream for itching. The redness cleared up."</p> <p>2. "On June 5, [client #5's] PCP ordered an X-ray to rule out constipation as a cause for [client #5's] stomach pain. The X-ray did not reveal any issues with constipation or anything else."</p> <p>3. "On June 14, [client #5] was treated by the PCP for persistent abcess (sic). A referral was made to a surgeon."</p> <p>4. "On July 17, [client #5] saw a Surgeon. The surgeon determined that the sore in the navel area and the source of the stomach pain was due to mesh that was used in hernia surgery which had become infected. Surgery was scheduled. On the</p>		<p>warranted.</p> <ul style="list-style-type: none"> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· The Residential Coordinator will monitor the programmatic needs for each individual. As concerns arise, the RC will implement and/or change the programs for the individual.</li> <li>· As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> </ul>		

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	<p>day of surgery [client #5] refused to have it done." (Client #5 had hernia surgery on 3/31/10).</p> <p>5. "On August 19, [client #5] was taken to [clinic] because he complained that the sore near his navel hurt. He bumped it on a chair two days prior. [Clinic] ordered Keflex (antibiotic). On the 22nd (August) the RC (Residential Coordinator) was notified that [client #5] tested positive for MRSA. They ordered Bactrim (antibiotic). On the 23rd (August) the RC called the [clinic] to ask if he was to continue to take the Keflex. She (RC) was informed that oral antibiotics would not be effective and that [client #5] needed IV antibiotics. They instructed that if the PC couldn't see him that day, that [client #5] should be taken to the ER."</p> <p>Nursing notes for client #5 were reviewed on 3/4/13 at 9:00 P.M. and indicated the following:</p> <p>-A health note by (RN #1) dated 3/2/12 indicated "[Client #5] had a small area removed from just above his umbilical area a few weeks ago and was Dx (diagnosed) a little over a week ago with what [PCP] believed to be MRSA. [Client #5] was prescribed ATBs (antibiotics) to be taken x 14 (fourteen) days, but has been refusing to take these and other</p>		<p><b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b></p> <ul style="list-style-type: none"> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· The Site Manager will ensure that the necessary health care documentation is completed by the staff for each resident.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> </ul>				

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	<p>med's (sic) on occasion. I was at [name] group home this AM and assessed this area on his abdomen. Area just above his umbilicus (sic) (navel) is edematous and reddened around the perimeter, approx. 2-3 cm (two to three centimeters) all around, and the center is raised, but beginning to dry/scab. No drainage noted at this time. Encouragement was given to [client #5] to take his ATBs so area will heal and he verbalized understanding. Informed [client #5] to not touch this area and to wash his hands if area was touched. He again verbalized understanding. Upon [client #5] being Dx with MRSA, staff was instructed to wear gloves, do frequent handwashing (sic), clean items around the house (door handles, faucet/tub/shower handles, toilets or any items that could be touched by [client #5] with disinfectant, bleach wipes. Also informed to wash [client #5's] clothing separately from the other residents' clothing. Staff verbalized understanding. Staff will continue to monitor and encourage [client #5] to take prescribed meds (medications)."</p> <p>- a health note by (RN #1) dated 8/6/12 indicated "[Client #5] was scheduled for surgery to remove mesh used in a previous hernia surgery that has become infected and when he arrived at the hospital he refused to have the surgery</p>		<ul style="list-style-type: none"> <li>· The Residential Coordinator will monitor the programmatic needs for each individual. As concerns arise, the RC will implement and/or change the programs for the individual.</li> <li>· As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> <li>·</li> <li><b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b></li> <li>· The Site Manager will monitor on a daily basis when they are in the home.</li> <li>· The RC will monitor on a regular basis when they are in the home.</li> <li>· The ARC will monitor as they complete their audits.</li> <li>· The RN will monitor as they are in the home and complete their audits.</li> <li>· The Risk Committee will monitor as they meet to review submitted documentation.</li> </ul>		

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	completed. [Name] RC called [surgeon] and explained the need for a presedate (sic) and an order was obtained and directions were given to administer prior to next scheduled surgery date (August 9th). I went to the group home on Friday August 3rd to talk to [client #5]. I talked to him about the mesh that was used during the hernia surgery and how that mesh had become infected. [Client #5] has been c/o (complaining of) right-sided abd (abdominal) pain on a daily basis for months. Numerous tests and scans have been performed with negative results prior to the surgical consult with [surgeon] I spoke with [client #5] about his abdominal pain and how the doc (doctor) had stated that it was the infected area around the mesh that was causing this pain and that the pain would be better if he would allow [surgeon] to go in and remove the mesh. [Client #5] has also had an area above his umbilicus that was outwardly showing signs of the internal infection, per [surgeon]. An area approx 3-4 cm (three to four centimeters) in diameter, that has been raised and reddened, has been treated for many months by [PCP] with very little healing noted. I explained to [client #5] that by letting [surgeon] remove that mesh, this area would heal and the pain in that area would also subside. I informed [client #5] of how dangerous it is to leave the mesh		<b>5. What is the date by which the systemic changes will be completed?</b>  April 7 th , 2013				

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	<p>in place, how ill it could make him and how important the surgery is to keep him healthy. When I asked if he understood what I had told him, he shook his head yes, patted me on the shoulder and said "ok nurse"! (sic) RC and Program Specialist (PS)] in the home during this discussion and made aware of what was talked about and [client #5's] response to the conversation. Staff doing desensitization prior to next scheduled surgery date in an attempt to get [client #5] to comply."</p> <p>-A health note by (RN #1) dated 8/20/12 indicated "[Client #5] has refused surgery x 2 (twice) in the past few weeks to remove infected mesh inserted years ago during umbilical hernia repair surgery. He complains almost daily of abdominal pain and has a "blistered" area above his umbilicus, that [surgeon] states is an external sign of his internal infection, that flares pretty regularly even through courses of ATBs. I and other staff have spoken to [client #5] in regards to the importance of this surgery and the possibility of future serious infections and increased pain if he does not have the mesh surgically removed. [Client #5] will shake his head yes and state he understands, but when taken for surgery, he continues to refuse. [Surgeon] states that he will not/can't do this surgery</p>						

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	<p>against [client #5's] will unless he has a guardian that signs for it to be done or we have a court order stating that we can and need to have this surgical procedure done, against his will, for his health and well-being. I phoned [surgeon's] office at 10:35 this am to ask if they had any suggestions or recommendations on the best way to go about getting this court order so [client #5] can have this surgery. [name], office staff, stated that they had not had to deal with this in the past and really had no idea what the best/quickest course of action would be to get this accomplished. She again stated that the surgery could not be done without [client #5's] consent or a court order. APS (Adult Protective Services) has been notified by [PS] requesting info (information) pertaining to this situation and we are awaiting a reply from them."</p> <p>-A health note by (RN #1) dated 8/27/12 indicated "[Client #5] had cultures of an area above his umbilicus done on 8-19-12 at (clinic) and on 8-23 RC was notified that this culture was positive for MRSA. Scripts for Keflex (antibiotic) and Septra (antibiotic) were written and faxed to [name] pharmacy. [RC] was also notified by [Name of Nurse Practitioner at PCP's office] that [client #5's] MRSA needed to be treated with IV ATBs. These results were faxed to PCP, for review. I called</p>						

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	<p>[PCP] office on 8/23/12 at 11:49 am and left a message with [name] about these test results and the direction [PCP] would like for us to proceed in. She stated that [PCP] had received these results from [clinic]. PCP's office closed at noon on that day and I did not receive a call back from him with any directives. [Client #5] was taken to the ER that same evening via ambulance, but upon his arrival, the ER staff stated that after reviewing his lab results, he did not have MRSA and would not be treated with IV ATBs and was told that they don't do that sort of treatment there. [Client #5] returned to the group home. I phoned [PCP's] office at 2:40 pm on Friday 8/24/12, as I had not received a call from them yet and they close at 4:30 pm, and I spoke directly to [PCP]. He stated that [Client #5's] culture was positive for staph (Staphylococcus) Aureus, but was not MRSA+ (positive). I informed him of the ATBs that [client #5] had been prescribed by [clinic] and he agreed that those would be appropriate in treating this staph infection. RC phoned and made aware of conversation with PCP and to proceed with previously ordered ATB therapy. Understanding verbalized."</p> <p>- A health note by (RN #2) dated 10/25/12 indicated "RC advised [client #5] will have surgical repair of hip today</p>						

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	<p>@ 1 PM (around 1:00 PM). Requested RC contact the HCR (Health Care Representative) to encourage the hospital to address the infection with his hernia repair mesh if at all possible to prevent any complications. RC will update with any changes."</p> <p>IDT (interdisciplinary team meeting) notes were reviewed on 3/5/13 at 8:55 A.M. The IDT notes indicated the following ongoing medical issues for client #5:</p> <p>-An IDT note dated 6/7/12 indicated "[client #5] has a sore near his navel that he has picked. It is infected. He saw [PCP] on 6/5/12 At that time the RC discussed with the doctor the doctor that [client #5] complains daily that his stomach hurts...The doctor gave [client #5] 2 medications and a cream for the sore. He ordered an X-ray for stomach pain to determine if the bowel is backed up. The X-ray was done on 6/5/12. On 6/7/12, the doctor ordered a CT scan for 6/13/12."</p> <p>-An IDT note dated 6/29/12 indicated "...He complains that his stomach hurts. He had a scan done. There were spots on his liver so additional pictures were taken. The spots on his liver were tiny and renal cysts were of no concern. Pancreas and</p>				

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	<p>gall bladder were normal. The cysts had not changed from previous scan (no date given ). IDT agreed that a referral be ordered to have the area by his navel examined by a surgeon..."</p> <p>-An IDT note dated 8/24/12 indicated "IDT is meeting to discuss issues with infection in stomach and needed surgery. [Client #5] had hernia surgery on 3/31/2010. In February 2012, [client #5] complained of stomach pain. He was seen by his PCP. He (client #5) had a small, hard papule (pearl like bump) near his navel. In March 2012, at his quarterly physical, his stomach was red. The PCP wasn't sure if it was an allergic reaction or an infection. It was treated with an antibiotic, steroid, and cream for itching. On June 5, 2012, PCP ordered an X-ray to rule out constipation as the source of stomach pain. On June 14, 2012, PCP saw [client #5] again for what he called a persistent abscess. he noted he may need /a referral to a surgeon. A scan was done on 6/20/2012. There were small spots on the liver. Renal cysts were unchanged since the time of the previous scan. Pancreas and gall bladder were normal. PCP was not concerned. [Client #5] was referred to [surgeon] on 7/17/12, who determined the that the mesh used in the hernia surgery was infected and needed to be removed. The recurring sore near his</p>				

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	<p>naval was an outward manifestation of the infected mesh. Surgery was scheduled for 7/20/2012. When [client #5] arrived at the hospital he became combative and hospital staff would not proceed with preparation for the surgery. [Client #5] is his own guardian. Hospital staff did a phone interview with [client #5's HCR] (Health Care Representative) and received permission for surgery. On 8/3/12 Occazio RN discussed with [client #5] the importance of having the surgery. [Client #5] was placed on a desensitization program as well. The surgical procedure was rescheduled for 8/9/12. [Client #5] was given 10 mg (ten milligrams) of Valium (anti-anxiety) at 4:30 A.M. on the 9th. When he arrived at the hospital he refused to go into the building. After much redirection, explanation of risks, and waiting for the medication to take effect, [client #5] returned to the group home...BDDS was contacted on 8/9/12. They advised that APS (adult protective services) should be contacted. APS was contacted on 8/9/12. They were contacted again on 8/20/12 and 8/21/12. An APS staff called back on 8/21/12 and said to talk with [name of director of APS]. To date he (director of APS) has not returned our calls. Indiana Legal Services was contacted on 8/22/12. Their representative suggested that APS would be the best avenue to get a court order appointed</p>						

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	<p>guardian...[Surgeon] feels that as long as [client #5] has no legal rights to make his health care decisions, he will accept that and continue with surgery against [client #5's] wishes. But if [client #5] has any other rights, then [surgeon] won't do the surgery. On 8/24/12 [client #5] was taken to (after hours clinic) because he bumped the sore near his navel on a chair and was experiencing discomfort. He was prescribed an antibiotic. On 8/22/12 the RC was called by the clinic that [client #5] had tested positive for MRSA. Bactrim (antibiotic) was ordered. However when the RC called the clinic on 8/23/12, they had determined that no oral antibiotic would be successful in treating MRSA. They indicated that [client #5] needed IV antibiotic treatment. They were going to fax the results to the PCP. The Occazio RN called the PCP she awaits a return call."</p> <p>-An IDT note dated 12/19/12 indicated "[Client #5] needs surgery (diagnosed by surgeon to need surgery on 7/17/2012) to remove infected mesh in his abdomen. Because surgery was scheduled on two occasions, and upon arrival [client #5] refused to comply, the surgeries were canceled. The hospital advised us (Occazio) to obtain a court order. APS was notified. Necessary documentation was sent to them. While waiting for APS</p>						

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	<p>to obtain the court order, [client #5] fell and broke his hip. He was taken by ambulance to the hospital, was admitted, and surgery to replace the hip was performed on 10/25/12. At that time, the physicians decided not to do the surgery to the abdomen. [Client #5] has been recovering from the hip surgery. He was released on 12/19/12. The abdomen surgery has been scheduled for 1/17/13 (surgery was completed on 1/17/13). At that time APS will provide the court order."</p> <p>The RC was interviewed on 2/28/13 at 3:40 P.M. When asked about the length of time it took for client #5 to have the infected mesh removed the RC stated, "Each time the doctor prescribed an antibiotic treatment it did help. The sore would heal somewhat and at least appear to look better but would always come back. After the scan and the X-ray to determine why he had the stomach pain she (RC) kept insisting on getting a referral to see a surgeon. As soon as we took him to the surgeon (7/17/12), he (surgeon) knew immediately what the problem was and stated that the sore would not heal until he had the mesh from his previous surgery removed."</p> <p>An interview was conducted with the Program Specialist (PS) on 3/5/13 at</p>				

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	<p>10:30 A.M. When asked about client #5's infection the PS stated, "It would heal, he would stop complaining, then it would come back, and he would go on another round of antibiotics and it would get better again. He was responding to the antibiotic treatment, and the PCP thought it was more of a skin issue and hygiene related. [Name] RC pushed for the referral to see a surgeon. "When asked about the length of time it took to have the surgery the PS stated, "We were seeking medical treatment for him. We were working with the doctors, APS, and his HCR to get the needed surgery." The PS did indicate the process had taken a longer than she wanted. When asked who did the health monitoring of client #5 on a daily basis the PS indicated there were five health notes by the facility RNs and client #5 went to the PCP for his annual and quarterly reviews. Medical care was sought whenever needed. Staff and the RC monitored client #5's skin daily. This documentation was reviewed by a facility RN daily. The PS stated, the health notes (nursing notes) were only completed the five times, but the nurse was in the home more frequently then the notes indicated." There was no evidence indicating client #5 was visually assessed and monitored by professional medical staff on a routine basis to determine his health status.</p>						

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	<p>An interview was conducted with the Director of Programmatic Operations (DPO) on 3/4/13 at 2:21 P.M. When asked about the company having facility nurses the DPO stated, "We usually have two RNs one left in November 2012 and the other one works out of our southern Indiana homes. She comes up to assess a client's status when needed. The owner of the company made the decision to utilize the nurses at the PCP's office. It meets the regulations. The PCP does the annual and a NP (Nurse Practitioner) does the other quarterlies. When someone is ill a call is made to the PCP, if he can't see the individual, they are taken to the doc (doctor) in a box (after hours clinic) or the ER. The nurses did consult with other physicians and surgeons, but they gave the same info (information)if he (client #5) is refusing they wouldn't touch him either." The DPO indicated the facility policy is to seek and provide timely medical treatment.</p> <p>9-3-1(a)</p>						

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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on record review and interview, for 1 of 4 additional clients (client #5), the Condition of Participation: Client Protections was not met. The facility failed to ensure the rights of all clients to free from neglect by failing to implement their policy/procedures prohibiting neglect. The facility failed to provide the proper care for client #5, in a timely manner, causing the client "undue physical or emotional stress" and "unreasonable delays" in providing appropriate medical services (assessments and surgery to correct an internal infection of the mesh from hernia surgery on 3/31/2010). The facility neglected to obtain necessary consent to perform surgery for the internal infection recommended by the surgeon on 7/17/12 but not completed until 1/17/13.</p> <p>Findings include:</p> <p>Please refer to W149: The facility failed to ensure the rights of all clients to be free of neglect, for 1 of 4 additional clients (client #5). The facility failed to implement their policy/procedures prohibiting neglect by failing to provide the proper care for client #5, in a timely manner, causing the client "undue</p>	W000122	<p><b>W 122 Client Protections</b></p> <p>The facility must ensure that specific client protections requirements are met.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· Consent for Client #5's surgery was received by APS on 1-8-13 as his surgeon would not complete the surgery without it.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the</li> </ul>	04/07/2013			

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	<p>physical or emotional stress" and "unreasonable delays" in providing appropriate (surgery) to ensure client #5 received timely medical care for an ongoing infection of the mesh from hernia surgery on 3/31/2010. This neglect resulted in the client experiencing abdominal pain and a recurrent external abscess which was a manifestation of the internal infection requiring additional surgery.</p> <p>9-3-2(a)</p>		<p>nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</p> <ul style="list-style-type: none"> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> </ul> <p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current</li> </ul>		

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			<p>surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</p> <ul style="list-style-type: none"> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> </ul> <p><b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b></p> <ul style="list-style-type: none"> <li>· In the event that a client is</li> </ul>		

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			<p>in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</p> <ul style="list-style-type: none"> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> </ul>		

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			<p><b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b></p> <ul style="list-style-type: none"> <li>· The Site Manager will monitor on a daily basis when they are in the home.</li> <li>· The RC will monitor on a regular basis when they are in the home.</li> <li>· The ARC will monitor as they complete their audits.</li> <li>· The RN will monitor as they are in the home and complete their audits.</li> <li>· The Risk Committee will monitor as they meet to review submitted documentation.</li> </ul> <p><b>5. What is the date by which the systemic changes will be completed?</b> April 7th, 2013</p>	

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W000149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview, the facility failed to implement their policy prohibiting neglect, for 1 of 4 additional clients (client #5). The facility neglected to ensure client #5 received timely medical care (assessments and surgery) for an ongoing infection of the mesh used in a past hernia surgery on 3/31/2010, resulting in client #5 experiencing abdominal pain, and a recurrent external abscess (a manifestation of the internal mesh infection).</p> <p>Findings include:</p> <p>Facility records were reviewed on 2/27/13 at 7:40 P.M. including the Bureau of Developmental Disabilities Services (BDDS) reports from 2/27/12 through 2/27/13. Facility BDDS reports indicated ongoing health issues regarding client #5 after a hernia repair surgery on 3/31/10.</p> <p>A BDDS report dated 8/24/12 for 8/23/12 at 5:30 P.M. indicated "On 8-19-12, [client #5] was taken to the (after hours clinic) to have a sore on his stomach examined. He was complaining to staff that it hurt. His PCP (Primary Care Physician) has been treating this sore for</p>	W000149	<p><b>W 149 Staff Treatment of Clients</b></p> <p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· Consent for Client #5's surgery was received by APS on 1-8-13 as his surgeon would not complete the surgery without it.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the</li> </ul>	04/07/2013			

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	<p>several months. He was given Keflex (antibiotic). On the night of 8-22-12, [clinic] called the RC (Residential Coordinator) to report that [client #5] had tested positive for MRSA (Methicillin-resistant Staphylococcus Aureus infection). A second order for Bactrim (antibiotic) was faxed to the group home. The next morning the RC called [clinic] to see if the doctor wanted [client #5] to continue to take the Keflex. At that time, she was informed that in looking over the tests results, the doctor had decided that oral antibiotics would not work, and that [client #5] needed IV (intravenous)antibiotics. The doctor instructed that if the PCP was unable to see [client #5] on 8-23-12, he needed to be seen at the ER (emergency room). The Occazio RN placed a call to the PCP. That call was not returned so [client #5] was taken by ambulance to the ER (See extensive note below to understand why we used an ambulance). The ER doctor did not call the [clinic] to obtain the record of his visit and the test result. Instead he disregarded the information the staff provided, and diagnosed cellulitis (inflammation of the skin). Keflex and Bactrim were ordered. This MRSA infection is related to the issues talked about below. IDT (Interdisciplinary Team) meet (sic) to discuss issues with infection in stomach and needed surgery</p>		<p>individual if the team believes that further medical care is necessary.</p> <ul style="list-style-type: none"> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> </ul> <p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the</li> </ul>				

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	<p>(see IDT note below)."</p> <p>Subsequent BDDS reports dated 8/29/12 indicate the following ongoing issues with client #5's stomach/abdomen in 2012.</p> <p>1. "In March at his quarterly physical, [client #5's] stomach was red. PCP wasn't sure if it was an infection or allergic reaction. PCP ordered steroid, antibiotic, and cream for itching. The redness cleared up."</p> <p>2. "On June 5, [client #5's] PCP ordered an X-ray to rule out constipation as a cause for [client #5's] stomach pain. The X-ray did not reveal any issues with constipation or anything else."</p> <p>3. "On June 14, [client #5] was treated by the PCP for persistent abcess (sic). A referral was made to a surgeon."</p> <p>4. "On July 17, [client #5] saw a Surgeon. The surgeon determined that the sore in the navel area and the source of the stomach pain was due to mesh that was used in hernia surgery which had become infected. Surgery was scheduled. On the day of surgery [client #5] refused to have it done." (Client #5 had hernia surgery on 3/31/10).</p> <p>5. "On August 19, [client #5] was taken to</p>		<p>surgery will be obtained by APS.</p> <ul style="list-style-type: none"> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> </ul> <p><b>3. What measures will be put into place or what systemic changes will be made to</b></p>		

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	<p>[clinic] because he complained that the sore near his navel hurt. He bumped it on a chair two days prior. [Clinic] ordered Keflex (antibiotic). On the 22nd (August) the RC (Residential Coordinator) was notified that [client #5] tested positive for MRSA. They ordered Bactrim (antibiotic). On the 23rd (August) the RC called the [clinic] to ask if he was to continue to take the Keflex. She (RC) was informed that oral antibiotics would not be effective and that [client #5] needed IV antibiotics. They instructed that if the PC couldn't see him that day, that [client #5] should be taken to the ER."</p> <p>Nursing notes for client #5 were reviewed on 3/4/13 at 9:00 P.M. and indicated the following:</p> <p>-A health note by (RN #1) dated 3/2/12 indicated "[Client #5] had a small area removed from just above his umbilical area a few weeks ago and was Dx (diagnosed) a little over a week ago with what [PCP] believed to be MRSA. [Client #5] was prescribed ATBs (antibiotics) to be taken x 14 (fourteen) days, but has been refusing to take these and other med's (sic) on occasion. I was at [name] group home this AM and assessed this area on his abdomen. Area just above his umbilicus (sic) (navel) is edematous and reddened around the perimeter, approx.</p>		<p><b>ensure that the deficient practice does not recur:</b></p> <ul style="list-style-type: none"> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the</li> </ul>				

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	<p>(approximately) 2-3 cm (two to three centimeters) all around, and the center is raised, but beginning to dry/scab. No drainage noted at this time.</p> <p>Encouragement was given to [client #5] to take his ATBs so area will heal and he verbalized understanding. Informed [client #5] to not touch this area and to wash his hands if area was touched. He again verbalized understanding. Upon [client #5] being Dx with MRSA, staff was instructed to wear gloves, do frequent handwashing (sic), clean items around the house (door handles, faucet/tub/shower handles, toilets or any items that could be touched by [client #5] with disinfectant, bleach wipes. Also informed to wash [client #5's] clothing separately from the other residents' clothing. Staff verbalized understanding. Staff will continue to monitor and encourage [client #5] to take prescribed meds (medications)."</p> <p>- a health note by (RN #1) dated 8/6/12 indicated "[Client #5] was scheduled for surgery to remove mesh used in a previous hernia surgery that has become infected and when he arrived at the hospital he refused to have the surgery completed. [Name] RC called [surgeon] and explained the need for a presedate (sic) and an order was obtained and directions were given to administer prior to next scheduled surgery date (August</p>		<p>Site Manager, Residential Coordinator and ARC.</p> <p><b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b></p> <ul style="list-style-type: none"> <li>· The Site Manager will monitor on a daily basis when they are in the home.</li> <li>· The RC will monitor on a regular basis when they are in the home.</li> <li>· The ARC will monitor as they complete their audits.</li> <li>· The RN will monitor as they are in the home and complete their audits.</li> <li>· The Risk Committee will monitor as they meet to review submitted documentation.</li> </ul> <p><b>5. What is the date by which the systemic changes will be completed?</b> April 7th, 2013</p>		

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	<p>9th). I went to the group home on Friday August 3rd to talk to [client #5]. I talked to him about the mesh that was used during the hernia surgery and how that mesh had become infected. [Client #5] has been c/o (complained of) right-sided abd (abdominal) pain on a daily basis for months. Numerous tests and scans have been performed with negative results prior to the surgical consult with [surgeon] I spoke with [client #5] about his abdominal pain and how the doc (doctor) had stated that it was the infected area around the mesh that was causing this pain and that the pain would be better if he would allow [surgeon] to go in and remove the mesh. [Client #5] has also had an area above his umbilicus that was outwardly showing signs of the internal infection, per [surgeon]. An area approx 3-4 cm (three to four centimeters) in diameter, that has been raised and reddened, has been treated for many months by [PCP] with very little healing noted. I explained to [client #5] that by letting [surgeon] remove that mesh, this area would heal and the pain in that area would also subside. I informed [client #5] of how dangerous it is to leave the mesh in place, how ill it could make him and how important the surgery is to keep him healthy. When I asked if he understood what I had told him, he shook his head yes, patted me on the shoulder and said</p>			

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	<p>"ok nurse"! (sic) RC and Program Specialist (PS)] were in the home during this discussion and made aware of what was talked about and [client #5's] response to the conversation. Staff doing desensitization prior to next scheduled surgery date in an attempt to get [client #5] to comply."</p> <p>-A health note by (RN #1) dated 8/20/12 indicated "[Client #5] has refused surgery x 2 (twice) in the past few weeks to remove infected mesh inserted years ago during umbilical hernia repair surgery. He complains almost daily of abdominal pain and has a "blistered" area above his umbilicus, that [surgeon] states is an external sign of his internal infection, that flares pretty regularly even through courses of ATBs. I and other staff have spoken to [client #5] in regards to the importance of this surgery and the possibility of future serious infections and increased pain if he does not have the mesh surgically removed. [Client #5] will shake his head yes and state he understands, but when taken for surgery, he continues to refuse. [Surgeon] states that he will not/can't do this surgery against [client #5's] will unless he has a guardian that signs for it to be done or we have a court order stating that we can and need to have this surgical procedure done, against his will, for his health and</p>			

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	<p>well-being. I phoned [surgeon's] office at 10:35 this am to ask if they had any suggestions or recommendations on the best way to go about getting this court order so [client #5] can have this surgery. [name], office staff, stated that they had not had to deal with this in the past and really had no idea what the best/quickest course of action would be to get this accomplished. She again stated that the surgery could not be done without [client #5's] consent or a court order. APS (Adult Protective Services) has been notified by [PS] requesting info (information) pertaining to this situation and we are awaiting a reply from them."</p> <p>-A health note by (RN #1) dated 8/27/12 indicated "[Client #5] had cultures of an area above his umbilicus done on 8-19-12 at (clinic) and on 8-23 RC was notified that this culture was positive for MRSA. Scripts (prescriptions) for Keflex (antibiotic) and Septra (antibiotic) were written and faxed to [name] pharmacy. [RC] was also notified by [Name of Nurse Practioner at PCP's office] that [client #5's] MRSA needed to be treated with IV ATBs. These results were faxed to PCP, for review. I called [PCP] office on 8/23/12 at 11:49 am and left a message with [name] about these test results and the direction [PCP] would like for us to proceed in. She stated that [PCP] had</p>			

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	<p>received these results from [clinic]. PCP's office closed at noon on that day and I did not receive a call back from him with any directives. [Client #5] was taken to the ER that same evening via ambulance, but upon his arrival, the ER staff stated that after reviewing his lab results, he did not have MRSA and would not be treated with IV ATBs and was told that they don't do that sort of treatment there. [Client #5] returned to the group home. I phoned [PCP's] office at 2:40 pm on Friday 8/24/12, as I had not received a call from them yet and they close at 4:30 pm, and I spoke directly to [PCP]. He stated that [Client #5's] culture was positive for staph (Staphylococcus) Aureus, but was not MRSA+ (positive). I informed him of the ATBs that [client #5] had been prescribed by [clinic] and he agreed that those would be appropriate in treating this staph infection. RC phoned and made aware of conversation with PCP and to proceed with previously ordered ATB therapy. Understanding verbalized."</p> <p>- A health note by (RN #2) dated 10/25/12 indicated "RC advised [client #5] will have surgical repair of hip today @ 1 PM. Requested RC contact the HCR (Health Care Representative) to encourage the hospital to address the infection with his hernia repair mesh if at all possible to prevent any complications.</p>			

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	<p>RC will update with any changes."</p> <p>IDT (interdisciplinary team meeting) notes were reviewed on 3/5/13 at 8:55 A.M. The IDT notes indicated the following:</p> <p>-An IDT note dated 6/7/12 indicated "[client #5] has a sore near his navel that he has picked. It is infected. He saw [PCP] on 6/5/12 At that time the RC discussed with the doctor that [client #5] complains daily that his stomach hurts...The doctor gave [client #5] 2 medications and a cream for the sore. He ordered an X-ray for stomach pain to determine if the bowel is backed up. The X-ray was done on 6/5/12. On 6/7/12, the doctor ordered a CT scan for 6/13/12."</p> <p>-An IDT note dated 6/29/12 indicated "...He complains that his stomach hurts. He had a scan done. There were spots on his liver so additional pictures were taken. The spots on his liver were tiny and renal cysts were of no concern. Pancreas and gall bladder were normal. The cysts had not changed from previous scan (no date given ). IDT agreed that a referral be ordered to have the area by his navel examined by a surgeon...."</p> <p>-An IDT note dated 8/24/12 indicated "IDT is meeting to discuss issues with</p>			

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	infection in stomach and needed surgery. [Client #5] had hernia surgery on 3/31/2010. In February 2012, [client #5] complained of stomach pain. He was seen by his PCP. He (client #5) had a small, hard papule (pearl like bump) near his navel. He March 2012 at his quarterly physical, his stomach was red. The PCP wasn't sure if it was an allergic reaction or an infection. It was treated with an antibiotic, steroid, and cream for itching. On June 5, 2012, PCP ordered an X-ray to rule out constipation as the source of stomach pain. On June 14, 2012, PCP saw [client #5] again for what he called a persistent abscess. he noted he may need /a referral to a surgeon. A scan was done on 6/20/2012. There were small spots on the liver. Renal cysts were unchanged since the time of the previous scan. Pancreas and gall bladder were normal. PCP was not concerned. [Client #5] was referred to [surgeon] on 7/17/12, who determined the that the mesh used in the hernia surgery was infected and needed to be removed. The recurring sore near his navel was an outward manifestation of the infected mesh. Surgery was scheduled for 7/20/2012. When [client #5] arrived at the hospital he became combative and hospital staff would not proceed with preparation for the surgery. [Client #5] is his own guardian. Hospital staff did a phone interview with [client #5's HCR]				

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	<p>(Health Care Representative) and received permission for surgery. On 8/3/12 Occazio RN discussed with [client #5] the importance of having the surgery. [Client #5] was placed on a desensitization program as well. The surgical procedure was rescheduled for 8/9/12. [Client #5] was given 10 mg (ten milligrams) of Valium (anti-anxiety) at 4:30 A.M. on the 9th. When he arrived at the hospital he refused to go into the building. After much redirection, explanation of risks, and waiting for the medication to take effect, [client #5] returned to the group home...BDDS was contacted on 8/9/12. They advised that APS (Adult Protective Services) should be contacted. APS was contacted on 8/9/12. They were contacted again on 8/20/12 and 8/21/12. An APS staff called back on 8/21/12 and said to talk with [name of director of APS]. To date he (director of APS) has not returned our calls. Indiana Legal Services was contacted on 8/22/12. Their representative suggested that APS would be the best avenue to get a court order appointed guardian...[Surgeon] feels that as long as [client #5] has no legal rights to make his health care decisions, he will accept that and continue with surgery against [client #5's] wishes. But if [client #5] has any other rights, then [surgeon] won't do the surgery. On 8/24/12 [client #5] was taken to (after hours clinic) because he bumped</p>			

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	<p>the sore near his navel on a chair and was experiencing discomfort. He was prescribed an antibiotic. On 8/22/12 the RC was called by the clinic that [client #5] had tested positive for MRSA. Bactrim (antibiotic) was ordered. However when the RC called the clinic on 8/23/12, they had determined that no oral antibiotic would be successful in treating MRSA. They indicated that [client #5] needed IV antibiotic treatment. They were going to fax the results to the PCP. The Occazio RN called the PCP she awaits a return call."</p> <p>-An IDT note dated 12/19/12 indicated "[Client #5] needs surgery (diagnosed by surgeon to need surgery on 7/17/2012) to remove infected mesh in his abdomen. Because surgery was scheduled on two occasions, and upon arrival [client #5] refused to comply, the surgeries were canceled. The hospital advised us (Occazio) to obtain a court order. APS was notified. Necessary documentation was sent to them. While waiting for APS to obtain the court order, [client #5] fell and broke his hip. He was taken by ambulance to the hospital, was admitted, and surgery to replace the hip was performed on 10/25/12. At that time, the physicians decided not to do the surgery to the abdomen. [Client #5] has been recovering from the hip surgery. He was</p>						

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	<p>released on 12/19/12. The abdomen surgery has been scheduled for 1/17/13 (surgery was completed on 1/17/13). At that time APS will provide the court order."</p> <p>The agency policy dated 01/01/2011 on "Suspected Abuse, Neglect &amp; Exploitation Reporting" was reviewed on 02/28/13 at 5:00 PM. The policy indicated neglect was defined: "Failure to provide the proper care for a resident/consumer, in a timely manner, causing the resident/consumer undue physical or emotional stress or injury; unreasonable delays in providing appropriate services, including medication errors, are considered neglect when they cause the resident/consumer undue physical or emotional stress or injury."</p> <p>The RC was interviewed on 2/28/13 at 3:40 P.M. When asked about the length of time it took for client #5 to have the infected mesh removed the RC stated, "Each time the doctor prescribed an antibiotic treatment it did help. The sore would heal somewhat and at least appear to look better but would always come back. After the scan and the X-ray to determine why he had the stomach pain she (RC) kept insisting on getting a referral to see a surgeon. As soon as we</p>				

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	<p>took him to the surgeon (7/17/12), he knew immediately what the problem was and stated that the sore would not heal until he had the mesh from his previous surgery removed."</p> <p>An interview was conducted with the Program Specialist (PS) on 3/5/13 at 10:30 A.M.. When asked about client #5's infection the PS stated, "It would heal, he would stop complaining, then it would come back, and he would go on another round of antibiotics and it would get better again. He was responding to the antibiotic treatment, and the PCP thought it was more of a skin issue and hygiene related. [Name] RC pushed for the referral to see a surgeon. "When asked about the length of time it took to have the surgery the PS stated, "We were seeking medical treatment for him. We were working with the doctors, APS, and his HCR to get the needed surgery." The PS did indicate the process had taken a longer than she wanted. When asked who did the health monitoring of client #5 on a daily basis the PS indicated there were five health notes by the facility RNs and client #5 went to the PCP for his annual and quarterly reviews. Medical care was sought whenever needed. Staff and the RC monitored client #5's skin daily. This documentation was reviewed by a facility RN daily. The PS stated, the health notes</p>			

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	<p>(nursing notes) were only completed the five times, but the nurse was in the home more frequently then the notes indicated." There was no evidence indicating client #5 was visually assessed and monitored by professional medical staff on a routine basis to determine his health status.</p> <p>An interview was conducted with the Director of Programmatic Operations (DPO) on 3/4/13 at 2:21 P.M. When asked about the company having facility nurses the DPO stated, "We usually have two RNs one left in November 2012 and the other one works out of our southern Indiana homes. She comes up to assess a client's status when needed. The owner of the company made the decision to utilize the nurses at the PCP's office. It meets the regulations. The PCP does the annual and a NP (Nurse Practioner) does the other quarterlies. When someone is ill a call is made to the PCP if he can't see the individual they are taken to the doc in a box (after hours clinic) or the ER. The nurses did consult with other physicians and surgeons, but they gave the same info if he (client #5) is refusing they wouldn't touch him either." The DPO indicated the facility policy is to seek and provide timely medical treatment.</p> <p>9-3-2(a)</p>						

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W000318	<p>483.460 HEALTH CARE SERVICES The facility must ensure that specific health care services requirements are met. Based on record review and interview, the Condition of Participation, Health Care Services, was not met. for 1 of 4 additional clients (client #5). The facility's health care professionals failed to ensure the client received timely medical care (assessments and surgery), by not addressing his ongoing health issues since 2/2012 resulting in client #5 experiencing abdominal pain for months, a recurrent external abscess (a manifestation of an internal infection); and by failing to get timely consent for client #5's surgery (diagnosed as needed by surgeon on 7/17/12, not completed until 1/17/13).</p> <p>Findings include:</p> <p>Please refer to W331: The facility failed to provide nursing services for 1 of 4 additional clients (client #5), in accordance with his health needs by failing to ensure client #5 received timely medical care (surgery) for an ongoing infection of the mesh from a past hernia surgery resulting in client #5 experiencing abdominal pain since 2/2012 resulting from an internal infection, and having a recurrent external abscess as a manifestation of the internal mesh</p>	W000318	<p><b>W 318 Health Care Services</b></p> <p>The facility must ensure that specific health care services requirements are met.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· Client #5 did have his surgery completed on 1-17-13.</li> <li>· Client #5 is now seeing a new PCP.</li> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· Consent for Client #5's surgery was received by APS on 1-8-13 as his surgeon would not complete the surgery without it.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns.</li> </ul>	04/07/2013			

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	infection.  9-3-6(a)		<p>The committee will make recommendations to the team as warranted.</p> <ul style="list-style-type: none"> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· As the situation is</li> </ul>		

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			<p>warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</p> <p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· All of the residents in the home see a new PCP.</li> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the</li> </ul>		

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			<p>team will advocate for the individual if the team believes that further medical care is necessary.</p> <ul style="list-style-type: none"> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> </ul>		

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			<p><b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b></p> <ul style="list-style-type: none"> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· All of the residents in the home see a new PCP.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· In the event that a client is in need of a medical procedure</li> </ul>	

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			<p>and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</p> <ul style="list-style-type: none"> <li>In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> </ul> <p><b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b></p> <ul style="list-style-type: none"> <li>The Site Manager will monitor on a daily basis when they are in the home.</li> <li>The RC will monitor on a regular basis when they are in the</li> </ul>		

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			<p>home.</p> <ul style="list-style-type: none"> <li>· The ARC will monitor as they complete their audits.</li> <li>· The RN will monitor as they are in the home and complete their audits.</li> <li>· The Risk Committee will monitor as they meet to review submitted documentation.</li> </ul> <p><b>5. What is the date by which the systemic changes will be completed?</b></p> <p>April 7th, 2013</p>		

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W000331	<p><b>483.460(c) NURSING SERVICES</b> The facility must provide clients with nursing services in accordance with their needs. Based on record review and interview, the facility failed to provide nursing services for 1 of 4 additional clients (client #5), in accordance with his health status. The nurse failed to ensure client #5 received timely medical care (surgery) and and failed to address an ongoing infection resulting from the mesh used in a past hernia surgery. Client #5 experienced abdominal pain since 2/2012, and a recurrent external abscess as a manifestation of the internal mesh infection. The nurse failed to aggressively pursue necessary surgery for client #5.</p> <p>Findings include:</p> <p>Facility records were reviewed on 2/27/13 at 7:40 P.M. including the Bureau of Developmental Disabilities Services (BDDS) reports from 2/27/12 through 2/27/13. Facility BDDS reports indicated ongoing health issues regarding client #5 after a hernia repair surgery on 3/31/10.</p> <p>A BDDS report dated 8/24/12 for 8/23/12 at 5:30 P.M. indicated "On 8-19-12, [client #5] was taken to the (after hours clinic) to have a sore on his stomach examined. He was complaining to staff</p>	W000331	<p><b>W 331 Nursing Services</b></p> <p>The facility must provide clients with nursing services in accordance with their needs.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· Client #5 did have his surgery completed on 1-17-13.</li> <li>· Client #5 is now seeing a new PCP.</li> <li>· Consent for Client #5's surgery was received by APS on 1-8-13 as his surgeon would not complete the surgery without it.</li> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the</li> </ul>	04/07/2013			

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	<p>that it hurt. His PCP (Primary Care Physician) has been treating this sore for several months. He was given Keflex (antibiotic). On the night of 8-22-12, [clinic] called the RC (Residential Coordinator) to report that [client #5] had tested positive for MRSA (Methicillin-resistant Staphylococcus Aureus infection). A second order for Bactrim (antibiotic) was faxed to the group home. The next morning the RC called [clinic] to see if the doctor wanted [client #5] to continue to take the Keflex. At that time, she was informed that in looking over the tests results, the doctor had decided that oral antibiotics would not work, and that [client #5] needed IV (intravenous)antibiotics. The doctor instructed that if the PCP was unable to see [client #5] on 8-23-12, he needed to be seen at the ER (emergency room). The Occazio RN placed a call to the PCP. That call was not returned so [client #5] was taken by ambulance to the ER (See extensive note below to understand why we used an ambulance). The ER doctor did not call the [clinic] to obtain the record of his visit and the test result. Instead he disregarded the information the staff provided, and diagnosed cellulitis (inflammation of the skin). Keflex and Bactrim were ordered. This MRSA infection is related to the issues talked about below. IDT (Interdisciplinary</p>		<p>residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</p> <ul style="list-style-type: none"> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>· The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>· As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> </ul>				

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	<p>Team) meet (sic) to discuss issues with infection in stomach and needed surgery (see IDT note below)."</p> <p>Subsequent BDDS reports dated 8/29/12 indicate the following ongoing issues with client #5's stomach/abdomen in 2012.</p> <p>1. "In March at his quarterly physical, [client #5's] stomach was red. PCP wasn't sure if it was an infection or allergic reaction. PCP ordered steroid, antibiotic, and cream for itching. The redness cleared up."</p> <p>2. "On June 5, [client #5's] PCP ordered an X-ray to rule out constipation as a cause for [client #5's] stomach pain. The X-ray did not reveal any issues with constipation or anything else."</p> <p>3. "On June 14, [client #5] was treated by the PCP for persistent abcess (sic). A referral was made to a surgeon."</p> <p>4. "On July 17, [client #5] saw a Surgeon. The surgeon determined that the sore in the navel area and the source of the stomach pain was due to mesh that was used in hernia surgery which had become infected. Surgery was scheduled. On the day of surgery [client #5] refused to have it done." (Client #5 had hernia surgery on 3/31/10).</p>		<p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· All of the residents in the home see a new PCP.</li> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the</li> </ul>				

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	<p>5. "On August 19, [client #5] was taken to [clinic] because he complained that the sore near his navel hurt. He bumped it on a chair two days prior. [Clinic] ordered Keflex (antibiotic). On the 22nd (August) the RC (Residential Coordinator) was notified that [client #5] tested positive for MRSA. They ordered Bactrim (antibiotic). On the 23rd (August) the RC called the [clinic] to ask if he was to continue to take the Keflex. She (RC) was informed that oral antibiotics would not be effective and that [client #5] needed IV antibiotics. They instructed that if the PC couldn't see him that day, that [client #5] should be taken to the ER."</p> <p>Nursing notes for client #5 were reviewed on 3/4/13 at 9:00 P.M. and indicated the following:</p> <p>-A health note by (RN #1) dated 3/2/12 indicated "[Client #5] had a small area removed from just above his umbilical area a few weeks ago and was Dx (diagnosed) a little over a week ago with what [PCP] believed to be MRSA. [Client #5] was prescribed ATBs (antibiotics) to be taken x 14 (fourteen) days, but has been refusing to take these and other med's (sic) on occasion. I was at [name] group home this AM and assessed this area on his abdomen. Area just above his</p>		<p>Site Manager, Residential Coordinator and ARC.</p> <ul style="list-style-type: none"> <li>In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>In the event that a client is not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.</li> <li>The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.</li> <li>As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.</li> </ul> <p><b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b></p>		

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	<p>umbilicus (sic) (navel) is edematous and reddened around the perimeter, approx. (approximately) 2-3 cm (two to three centimeters) all around, and the center is raised, but beginning to dry/scab. No drainage noted at this time.</p> <p>Encouragement was given to [client #5] to take his ATBs so area will heal and he verbalized understanding. Informed [client #5] to not touch this area and to wash his hands if area was touched. He again verbalized understanding. Upon [client #5] being Dx with MRSA, staff was instructed to wear gloves, do frequent handwashing (sic), clean items around the house (door handles, faucet/tub/shower handles, toilets or any items that could be touched by [client #5] with disinfectant, bleach wipes. Also informed to wash [client #5's] clothing separately from the other residents' clothing. Staff verbalized understanding. Staff will continue to monitor and encourage [client #5] to take prescribed med's."</p> <p>- a health note by (RN #1) dated 8/6/12 indicated "[Client #5] was scheduled for surgery to remove mesh used in a previous hernia surgery that has become infected and when he arrived at the hospital he refused to have the surgery completed. [Name] RC called [surgeon] and explained the need for a presedate (sic) and an order was obtained and</p>		<ul style="list-style-type: none"> <li>· A new RN started with Occazio on 3-26-13. She will be trained on the importance of documentation and assessment of the individual's needs.</li> <li>· All of the residents in the home see a new PCP.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· The Risk Committee will review the accident/injury reports and higher risk medical concerns. The committee will make recommendations to the team as warranted.</li> <li>· The IDT will monitor medical concerns for each of the residents. As concerns arise, the team will advocate for the individual if the team believes that further medical care is necessary.</li> <li>· The reasons to contact the nurse will be reviewed with the Site Manager, Residential Coordinator and ARC.</li> <li>· In the event that a client is in need of a medical procedure and the doctor is unwilling to perform the surgery due to the client's refusal, consent for the surgery will be obtained by APS.</li> <li>· In the event that a client is</li> </ul>		

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	directions were given to administer prior to next scheduled surgery date (August 9th). I went to the group home on Friday August 3rd to talk to [client #5]. I talked to him about the mesh that was used during the hernia surgery and how that mesh had become infected. [Client #5] has been c/o (complained of) right-sided abd (abdominal) pain on a daily basis for months. Numerous tests and scans have been performed with negative results prior to the surgical consult with [surgeon]. I spoke with [client #5] about his abdominal pain and how the doc (doctor) had stated that it was the infected area around the mesh that was causing this pain and that the pain would be better if he would allow [surgeon] to go in and remove the mesh. [Client #5] has also had an area above his umbilicus that was outwardly showing signs of the internal infection, per [surgeon]. An area approx 3-4 cm (three to four centimeters) in diameter, that has been raised and reddened, has been treated for many months by [PCP] with very little healing noted. I explained to [client #5] that by letting [surgeon] remove that mesh, this area would heal and the pain in that area would also subside. I informed [client #5] of how dangerous it is to leave the mesh in place, how ill it could make him and how important the surgery is to keep him healthy. When I asked if he understood		not cooperative with their current surgeon's recommendations, a second consult will be sought by the IDT team to inquire if the second surgeon would be more willing to perform the procedure based on the HCR's consent, not just the consent of the consumer.  · The Residential Coordinator and RN will review the health care documentation on a monthly basis. Recommendations will be made by both parties as warranted for the Site Manager to carry out.  · As the situation is warranted the Occazio RN or Occazio Home Health will be consulted for additional medical/nursing supports.  <b>4. How will the corrective action be monitored to ensure the deficient practice will not recur?</b>  · The Site Manager will monitor on a daily basis when they are in the home.  · The RC will monitor on a regular basis when they are in the home.  · The ARC will monitor as they complete their audits.  · The RN will monitor as they		

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	<p>what I had told him, he shook his head yes, patted me on the shoulder and said "ok nurse"! (sic) RC and Program Specialist (PS)] were in the home during this discussion and made aware of what was talked about and [client #5's] response to the conversation. Staff doing desensitization prior to next scheduled surgery date in an attempt to get [client #5] to comply."</p> <p>-A health note by (RN #1) dated 8/20/12 indicated "[Client #5] has refused surgery x 2 (twice) in the past few weeks to remove infected mesh inserted years ago during umbilical hernia repair surgery. He complains almost daily of abdominal pain and has a "blistered" area above his umbilicus, that [surgeon] states is an external sign of his internal infection, that flares pretty regularly even through courses of ATBs. I and other staff have spoken to [client #5] in regards to the importance of this surgery and the possibility of future serious infections and increased pain if he does not have the mesh surgically removed. [Client #5] will shake his head yes and state he understands, but when taken for surgery, he continues to refuse. [Surgeon] states that he will not/can't do this surgery against [client #5's] will unless he has a guardian that signs for it to be done or we have a court order stating that we can and</p>		<p>are in the home and complete their audits.</p> <p>The Risk Committee will monitor as they meet to review submitted documentation.</p> <p><b>5. What is the date by which the systemic changes will be completed?</b></p> <p>April 7th, 2013</p>				

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	<p>need to have this surgical procedure done, against his will, for his health and well-being. I phoned [surgeon's] office at 10:35 this am to ask if they had any suggestions or recommendations on the best way to go about getting this court order so [client #5] can have this surgery. [name], office staff, stated that they had not had to deal with this in the past and really had no idea what the best/quickest course of action would be to get this accomplished. She again stated that the surgery could not be done without [client #5's] consent or a court order. APS (Adult Protective Services) has been notified by [PS] requesting info (information) pertaining to this situation and we are awaiting a reply from them."</p> <p>-A health note by (RN #1) dated 8/27/12 indicated "[Client #5] had cultures of an area above his umbilicus done on 8-19-12 at (clinic) and on 8-23 RC was notified that this culture was positive for MRSA. Scripts (prescriptions) for Keflex (antibiotic) and Septra (antibiotic) were written and faxed to [name] pharmacy. [RC] was also notified by [Name of Nurse Practioner at PCP's office] that [client #5's] MRSA needed to be treated with IV ATBs. These results were faxed to PCP, for review. I called [PCP] office on 8/23/12 at 11:49 am and left a message with [name] about these test results and</p>						

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	<p>the direction [PCP] would like for us to proceed in. She stated that [PCP] had received these results from [clinic]. PCP's office closed at noon on that day and I did not receive a call back from him with any directives. [Client #5] was taken to the ER that same evening via ambulance, but upon his arrival, the ER staff stated that after reviewing his lab results, he did not have MRSA and would not be treated with IV ATBs and was told that they don't do that sort of treatment there. [Client #5] returned to the group home. I phoned [PCP's] office at 2:40 pm on Friday 8/24/12, as I had not received a call from them yet and they close at 4:30 pm, and I spoke directly to [PCP]. He stated that [Client #5's] culture was positive for staph (Staphylococcus) Aureus, but was not MRSA+ (positive). I informed him of the ATBs that [client #5] had been prescribed by [clinic] and he agreed that those would be appropriate in treating this staph infection. RC phoned and made aware of conversation with PCP and to proceed with previously ordered ATB therapy. Understanding verbalized."</p> <p>- A health note by (RN #2) dated 10/25/12 indicated "RC advised [client #5] will have surgical repair of hip today @ 1 PM (around 1:00 PM). Requested RC contact the HCR (Health Care Representative) to encourage the hospital</p>						

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	<p>to address the infection with his hernia repair mesh if at all possible to prevent any complications. RC will update with any changes."</p> <p>IDT (Interdisciplinary Team Meeting) notes were reviewed on 3/5/13 at 8:55 A.M. The IDT notes indicated the following:</p> <p>-An IDT note dated 6/7/12 indicated " [Client #5] has a sore near his navel that he has picked. It is infected. He saw [PCP] on 6/5/12 At that time the RC discussed with the doctor that [client #5] complains daily that his stomach hurts...The doctor gave [client #5] 2 medications and a cream for the sore. He ordered an X-ray for stomach pain to determine if the bowel is backed up. The X-ray was done on 6/5/12. On 6/7/12, the doctor ordered a CT scan for 6/13/12."</p> <p>-An IDT note dated 6/29/12 indicated "...He (client #5) complains that his stomach hurts. He had a scan done. There were spots on his liver so additional pictures were taken. The spots on his liver were tiny and renal cysts were of no concern. Pancreas and gall bladder were normal. The cysts had not changed from previous scan (no date given ). IDT agreed that a referral be ordered to have the area by his navel examined by a</p>			

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	<p>surgeon...."</p> <p>-An IDT note dated 8/24/12 indicated "IDT is meeting to discuss issues with infection in stomach and needed surgery. [Client #5] had hernia surgery on 3/31/2010. In February 2012, [client #5] complained of stomach pain. He was seen by his PCP. He (client #5) had a small, hard papule (pearl like bump) near his navel. He March 2012 at his quarterly physical, his stomach was red. The PCP wasn't sure if it was an allergic reaction or an infection. It was treated with an antibiotic, steroid, and cream for itching. On June 5, 2012, PCP ordered an X-ray to rule out constipation as the source of stomach pain. On June 14, 2012, PCP saw [client #5] again for what he called a persistent abscess. He noted he may need /a referral to a surgeon. A scan was done on 6/20/2012. There were small spots on the liver. Renal cysts were unchanged since the time of the previous scan. Pancreas and gall bladder were normal. PCP was not concerned. [Client #5] was referred to [surgeon] on 7/17/12, who determined that the mesh used in the hernia surgery was infected and needed to be removed. The recurring sore near his navel was an outward manifestation of the infected mesh. Surgery was scheduled for 7/20/2012. When [client #5] arrived at the hospital he became combative and</p>						

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	<p>hospital staff would not proceed with preparation for the surgery. [Client #5] is his own guardian. Hospital staff did a phone interview with [client #5's HCR] (Health Care Representative) and received permission for surgery. On 8/3/12 Occazio RN discussed with [client #5] the importance of having the surgery. [Client #5] was placed on a desensitization program as well. The surgical procedure was rescheduled for 8/9/12. [Client #5] was given 10 mg (ten milligrams) of Valium (anti-anxiety) at 4:30 A.M. on the 9th. When he arrived at the hospital he refused to go into the building. After much redirection, explanation of risks, and waiting for the medication to take effect, [client #5] returned to the group home...BDDS was contacted on 8/9/12. They advised that APS (Adult Protective Services) should be contacted. APS was contacted on 8/9/12. They were contacted again on 8/20/12 and 8/21/12. An APS staff called back on 8/21/12 and said to talk with [name of director of APS]. To date he (director of APS) has not returned our calls. Indiana Legal Services was contacted on 8/22/12. Their representative suggested that APS would be the best avenue to get a court order appointed guardian...[Surgeon] feels that as long as [client #5] has no legal rights to make his health care decisions, he will accept that and continue with surgery against [client</p>						

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	<p>#5's] wishes. But if [client #5] has any other rights, then [surgeon] won't do the surgery. On 8/24/12 [client #5] was taken to (after hours clinic) because he bumped the sore near his navel on a chair and was experiencing discomfort. He was prescribed an antibiotic. On 8/22/12 the RC was called by the clinic that [client #5] had tested positive for MRSA. Bactrim (antibiotic) was ordered. However when the RC called the clinic on 8/23/12, they had determined that no oral antibiotic would be successful in treating MRSA. They indicated that [client #5] needed IV antibiotic treatment. They were going to fax the results to the PCP. The Occazio RN called the PCP she awaits a return call."</p> <p>-An IDT note dated 12/19/12 indicated "[Client #5] needs surgery (diagnosed by surgeon to need surgery on 7/17/2012) to remove infected mesh in his abdomen. Because surgery was scheduled on two occasions, and upon arrival [client #5] refused to comply, the surgeries were canceled. The hospital advised us (Occazio) to obtain a court order. APS was notified. Necessary documentation was sent to them. While waiting for APS to obtain the court order, [client #5] fell and broke his hip. He was taken by ambulance to the hospital, was admitted, and surgery to replace the hip was</p>						

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	<p>performed on 10/25/12. At that time, the physicians decided not to do the surgery to the abdomen. [Client #5] has been recovering from the hip surgery. He was released on 12/19/12. The abdomen surgery has been scheduled for 1/17/13 (surgery was completed on 1/17/13). At that time APS will provide the court order."</p> <p>The RC was interviewed on 2/28/13 at 3:40 P.M. When asked about the length of time it took for client #5 to have the infected mesh removed the RC stated, "Each time the doctor prescribed an antibiotic treatment it did help. The sore would heal somewhat and at least appear to look better but would always come back. After the scan and the X-ray to determine why he had the stomach pain she (RC) kept insisting on getting a referral to see a surgeon. As soon as we took him to the surgeon (7/17/12), he (surgeon) knew immediately what the problem was and stated that the sore would not heal until he had the mesh from his previous surgery removed."</p> <p>An interview was conducted with the Program Specialist (PS) on 3/5/13 at 10:30 A.M.. When asked about client #5's infection the PS stated, "It would heal, he would stop complaining, then it would come back, and he would go on another</p>						

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	<p>round of antibiotics and it would get better again. He was responding to the antibiotic treatment, and the PCP thought it was more of a skin issue and hygiene related. [Name] RC pushed for the referral to see a surgeon. "When asked about the length of time it took to have the surgery the PS stated, "We were seeking medical treatment for him. We were working with the doctors, APS, and his HCR to get the needed surgery." The PS did indicate the process had taken a longer than she wanted. When asked who did the health monitoring of client #5 on a daily basis the PS indicated there were five health notes by the facility RNs and client #5 went to the PCP for his annual and quarterly reviews. Medical care was sought whenever needed. Staff and the RC monitored client #5's skin daily. This documentation was reviewed by a facility RN daily. The PS stated, the health notes (nursing notes) were only completed the five times, but the nurse was in the home more frequently then the notes indicated." There was no evidence indicating client #5 was visually assessed and monitored by professional medical staff on a routine basis to determine his health status.</p> <p>An interview was conducted with the Director of Programmatic Operations (DPO) on 3/4/13 at 2:21 P.M. When asked about the company having facility</p>			

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	nurses the DPO stated, "We usually have two RNs one left in November 2012 and the other one works out of our southern Indiana homes. She comes up to assess a client's status when needed. The owner of the company made the decision to utilize the nurses at the PCP's office. It meets the regulations. The PCP does the annual and a NP (Nurse Practioner) does the other quarterlies. When someone is ill a call is made to the PCP, if he can't see the individual, they are taken to the doc (doctor) in a box (after hours clinic) or the ER. The nurses did consult with other physicians and surgeons, but they gave the same info (information) if he (client #5) is refusing they wouldn't touch him either." The DPO indicated the facility policy is to seek and provide timely medical treatment.  9-3-6(a)				

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W009999	<p>State Findings</p> <p>The following Community Residential Facilities for Persons with Developmental Disabilities rule was not met.</p> <p>460 IAC 9-3-1 Governing Body</p> <p>Sec. 1. (a) The Provider</p> <p>b. The Residential provider shall report the following circumstances to the division by telephone no later than the first business day followed by written summaries as requested by the division:</p> <p>This state rule was not met as evidenced by:</p> <p>Based on record review and interview, the facility failed to report within twenty-four hours an ongoing medical issues (abdominal infection and treatments) involving 1 of 4 additional clients (client #5) to BDDS (Bureau of Developmental Disabilities Services) and/or to other officials in accordance with State law through established procedures.</p> <p>Findings include:</p> <p>The BQIS/DDRS (Bureau of Quality</p>	W009999	<p><b>W 9999 Final Observations</b></p> <p>The following Community Residential Facilities for Persons with Developmental Disabilities rule was not met.</p> <p>460 IAC 9-3-1 Governing Body</p> <p>Sec. 1. (a) The Provider</p> <p>b. The Residential provider shall report the following circumstances to the division by telephone no later than the first business day followed by written summaries as requested by the division.</p> <p><b>1. What corrective action will be accomplished?</b></p> <ul style="list-style-type: none"> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· All reportable incidents will be reported to BDDS within the 24 hour time period.</li> </ul>	04/07/2013			

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	<p>Improvement Services/Division of Disability and Rehabilitative Services) Policy: Incident Reporting and Management DDRS Policy Manual Effective Date: March. 1, 2011 was reviewed on 3/1/13 at 5:00 P.M. The Policy indicated the following:</p> <p>"Incidents to be reported to BQIS include any event or occurrence characterized by risk or uncertainty resulting in or having the potential to result in significant harm or injury to an individual including but not limited to:</p> <p>...11. An emergency intervention for the individual resulting from:</p> <p>a. a physical symptom; b. a medical or psychiatric condition; c. any other event.</p> <p>Facility records were reviewed on 2/27/13 at 7:40 P.M. including the Bureau of Developmental Disabilities Services (BDDS) reports and the General Event Reports (GER) for the past year. The reports indicated the following:</p> <p>-A BDDS report dated 8/29/12 indicated "In March at his quarterly physical, [client #5's] stomach was red. PCP wasn't sure if it was an infection or allergic reaction. PCP ordered steroid, antibiotic, and cream for itching. The redness cleared</p>		<p><b>2. How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</b></p> <ul style="list-style-type: none"> <li>· All residents have the potential to be affected by the same deficient practice.</li> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· All reportable incidents will be reported to BDDS within the 24 hour time period.</li> </ul> <p><b>3. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</b></p> <ul style="list-style-type: none"> <li>· The Residential Coordinator and Site Manager will be trained on the state's reporting guidelines for reportable incidents.</li> <li>· All reportable incidents will be reported to BDDS within the 24 hour time period.</li> </ul> <p><b>4. How will the corrective</b></p>		

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
	<p>up."</p> <p>-A BDDS report dated 8/29/12 indicated "On June 5, [client #5's] PCP ordered an X-ray to rule out constipation as a cause for [client #5's] stomach pain. The X-ray did not reveal any issues with constipation or anything else."</p> <p>-A BDDS report dated 8/29/12 indicated "On June 14, [client #5] was treated by the PCP for persistent abcess (sic). A referral was made to a surgeon."</p> <p>-A BDDS report dated 8/29/12 indicated "On July 17, [client #5] saw a Surgeon. The surgeon determined that the sore in the navel area and the source of the stomach pain was due to mesh that was used in hernia surgery which had become infected. Surgery was scheduled. On the day of surgery [client #5] refused to have it done." (client #5 had history of hernia surgery 2010).</p> <p>-A BDDS report dated 8/29/12 indicated "On August 19, [client #5] was taken to [clinic] because he complained that the sore near his navel hurt. He bumped it on a chair two days prior. [Clinic] ordered Keflex (antibiotic). On the 22nd the RC (Residential Coordinator) was notified that [client #5] tested positive for MRSA. They ordered Bactrim (antibiotic). On the</p>		<p><b>action be monitored to ensure the deficient practice will not recur?</b></p> <ul style="list-style-type: none"> <li>· The Site Manager will monitor on a daily basis when they are in the home.</li> <li>· The RC will monitor on a regular basis when they are in the home.</li> <li>· The ARC will monitor as they complete their audits.</li> </ul> <p><b>5. What is the date by which the systemic changes will be completed?</b> April 7th, 2013</p>		

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	<p>23rd the RC called the [clinic] to ask if he was to continue to take the Keflex. She (RC) was informed that oral antibiotics would not be effective and that [client #5] needed IV antibiotics. They instructed that if the PC couldn't see him that day, that [client #5] should be taken to the ER."</p> <p>The RC (residential coordinator) was interviewed on 2/28/13 at 3:40 P.M. When asked why the reports had not been made timely the RC stated, "We didn't realize it, they were separate incidences, after I filed the last one BDDS said I should file one for each incident."</p> <p>The PS (program specialist) was interviewed on 3/5/13 at 10:30 A.M. When asked about the untimely BDDS reports the PS stated, "We didn't see it as an injury it wasn't an ulcer. It was an ongoing medical issue. BQIS said we needed to file the additional reports because we went to an urgent care clinic and sought medical care. The PCP's office was closed for two weeks so we went to an urgent care clinic."</p> <p>9-3-1(b)</p>						

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