

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G175	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  10/18/2013
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NAME OF PROVIDER OR SUPPLIER  RES CARE COMMUNITY ALTERNATIVES SE IN	STREET ADDRESS, CITY, STATE, ZIP CODE 3607 MIDDLE RD JEFFERSONVILLE, IN 47130
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W000000	<p>This visit was for an extended recertification and state licensure survey.</p> <p>Dates of Survey: October 7, 8, 9, 16 and 18, 2013.</p> <p>Facility Number: 000709 Provider Number: 15G175 Aim Number: 100243190</p> <p>Surveyor: Jo Anna Scott, QIDP</p> <p>These deficiencies reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed October 29, 2013 by Dotty Walton, QIDP.</p>	W000000		

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

TITLE

(X6) DATE

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

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W000100	<p>440.150(c) ICF SERVICES OTHER THAN IN INSTITUTIONS "Intermediate care facility services" may include services in an institution for the mentally retarded (hereafter referred to as intermediate care facilities for persons with mental retardation) or persons with related conditions if:</p> <p>(1) The primary purpose of the institution is to provide health or rehabilitative services for mentally retarded individuals or persons with related conditions;</p> <p>(2) The institution meets the standards in Subpart E of Part 442 of this Chapter; and</p> <p>(3) The mentally retarded recipient for whom payment is requested is receiving active treatment as specified in §483.440.</p> <p>Based on observation, record review and interview for 1 of 4 sampled clients (#1), the Intermediate Care Facility failed to provide active treatment services for which the facility received payment.</p> <p>Findings include:</p> <p>The facility (Intermediate Care Facility/ICF), failed to ensure client #1 received a continuous and aggressive active treatment program which addressed his training needs. The facility failed to ensure active treatment and behavioral programs were implemented for client #1. The ICF failed to ensure needed supports and/or services were part of client #1's program plan and failed to address client #3's identified training needs.</p>	W000100	<p>W100: ICF SERVICES OTHER THAN IN INSTITUTIONS Corrective Action: (Specific) All staff will be in-serviced on active treatment and the daily schedule for client #1 and #3 as well as all other clients in the home will be reviewed and changes will be made as indicated. All staff will be in-serviced on the Behavior Support Plan (BSP) for client #1. Training needs for client #3 will be reviewed and changes will be made as indicated. All staff will be in-serviced on all clients' training goals and implementation of those goals. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. How others will be identified: (Systemic) The Residential</p>	11/17/2013			

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	Please refer to W195 for the Intermediate Care Facility's failure to meet the Condition of Participation: Active Treatment Services.		<p>Manager will make random visits at least 5 times weekly on each shift to ensure that active treatment is being conducted. A member of the management team will make visits to the home at least 5 times weekly to monitor and ensure that client programming and active treatment are being conducted.</p> <p>Measures to be put in place: All staff will be in-serviced on active treatment and the daily schedule for client #1 and #3 as well as all other clients in the home will be reviewed and changes will be made as indicated. All staff will be in-serviced on the Behavior Support Plan (BSP) for client #1. Training needs for client #3 will be reviewed and changes will be made as indicated. All staff will be in-serviced on all clients' training goals and implementation of those goals. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement.</p> <p>Monitoring of Corrective Action: The Residential Manager will make random visits at least 5 times weekly on each shift to ensure that active treatment is being conducted. A member of the management team will make visits to the home at least 5 times weekly to monitor and ensure that client programming and active treatment are being conducted.</p> <p>Completion date:</p>		

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W000104	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, record review and interview for 4 of 4 sampled clients (clients #1, #2, #3 and #4) and 3 additional clients (clients #5, #6 and #7), the facility's Governing Body failed to exercise general policy and operating direction over the facility in a manner to ensure policy and procedures were implemented to prevent psychological and physical abuse and/or neglect of clients in 28 of 51 internal incidents reviewed and 18 reported incidents reviewed. The Governing Body neglected to specifically address client #1's targeting of other clients/peers with his aggression. The Governing Body neglected to implement its policy and procedures to ensure all incidents were thoroughly investigated and recommended corrective actions were provided. The Governing Body failed to ensure client #1 received an aggressive continuous active treatment program.</p> <p>Findings include:</p> <p>Please see W149. The governing body failed to implement written policy and procedure to prevent client to client abuse for 28 of 51 internal incidents reviewed and 16 reported incidents reviewed,</p>	W000104	<p>W104: The governing body must exercise general policy, budget, and operating direction over the facility. Corrective Action: (Specific) All staff including QA will be in-serviced on the abuse, neglect, and exploitation policy. The Behavior Support Plan (BSP) for client # 3 will be reviewed to determine if any changes need to be made and changes will be made as indicated. QA will be in-serviced on conducting thorough investigations and ensuring that corrective measures are implemented. Client #3's active treatment program will be reviewed and changes will be made as indicated. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. How others will be identified: (Systemic) the Residential Manager will complete observations at the home at least five times weekly to ensure that staff is running all clients program plans as written. A member of the management team will complete observations at the home at least five times weekly to ensure that staff is running all client program plans</p>	11/17/2013

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	<p>among clients #1, #2, #3, #4, #5, #6 and #7.</p> <p>Please see W154. The governing body failed to ensure 14 of 19 BDDS (Bureau of Developmental Disabilities Services), reports of client to client abuse (physical aggression) were thoroughly investigated.</p> <p>Please see W157. The governing body failed to ensure for 14 client to client abuse reports reviewed, affecting 4 of 4 sampled clients (#1, #2, #3 and #4), and 2 additional clients (#5 and #7), that corrective action was provided to address the physical aggression/abuse.</p> <p>Please refer to W195 Condition of Participation: Active Treatment Services for the Governing Body's failure to exercise general policy and operating direction over the facility by failing to ensure client #1 received a continuous, aggressive active treatment program.</p> <p>9-3-1(a)</p>		<p>as written. The Program Manager will review investigations at least weekly to ensure that the investigations are thorough and corrective measures have been implemented. Measures to be put in place: All staff including QA will be in-serviced on the abuse, neglect, and exploitation policy. The Behavior Support Plan (BSP) for client # 3 will be reviewed to determine if any changes need to be made and changes will be made as indicated. QA will be in-serviced on conducting thorough investigations and ensuring that corrective measures are implemented. Client #3's active treatment program will be reviewed and changes will be made as indicated. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. Monitoring of Corrective Action: The Residential Manager will complete observations at the home at least five times weekly to ensure the staff is running all client program plans as written. A member of the mangement team will make visits to the home at least five times weekly to ensure that staff is running all client program plans as written. The program manager will review investigations at least weekly to ensure that the investigations are</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 for 4 of 4 sampled clients (clients #1, #2, #3 and #4) and 3 additional clients (clients #5, #6 and #7), the facility neglected to implement its policy and procedures to prevent psychological and physical abuse and/or neglect of clients in 28 of 51 internal incidents reviewed and 16 reported incidents reviewed. The facility neglected to specifically address client #1 targeting other clients/peers. The facility neglected to implement its policy and procedures to ensure all incidents were thoroughly investigated and recommended corrective actions were provided.</p> <p>Findings include:</p> <p>The facility's incident reports were reviewed on 10/7/13 at 2:29 PM. The internal incident reports show a pattern of aggression by client #1 toward peers and staff which was physical and psychological abuse to clients #2, #3, #4, #5, #6 and #7. The internal incident reports indicated the following:</p> <p>10/6/13 - Client #1 and client #7 got into a fight and client #7 hit client #1 with</p>	W000149	<p>W149: The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Corrective Action: (Specific) All staff including QA will be in-serviced on the abuse, neglect, and exploitation policy. The Behavior Support Plan (BSP) for client # 3 will be reviewed to determine if any changes need to be made and changes will be made as indicated. QA will be in-serviced on conducting thorough investigations and ensuring that corrective measures are implemented. Client #3's active treatment program will be reviewed and changes will be made as indicated. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. How others will be identified: (Systemic) The Residential Manager will complete observations at the home at least five times weekly to ensure that staff is running all clients program plans as written. A member of the management team will complete observations at the home at least five times weekly to ensure that staff is running all client program</p>	11/17/2013			

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	<p>his belt.</p> <p>9/28/13 - Client #1 went to his room with staff assistance and started grabbing and pinching staff.</p> <p>9/28/13 - Client #1 walked up to staff saying he wanted to go "bye bye." Was redirected to his room. Started hitting, trying to head butt and kicking. Picked up a fork and threw it.</p> <p>9/21/13 - Staff was trying to give another client a shower when client #1 came back asking for books and to go "bye bye." Client #1 began to hit staff and trying to throw things when he couldn't get to the staff he started head butting the cabinets.</p> <p>9/18/13 - Walking around house following staff wanting to go "bye bye." Client #1 started hitting staff and head butting.</p> <p>9/16/13 - Client #1 playing with books and yelled for more books. Started throwing things and tried to hit staff several times.</p> <p>8/17/13 - Client #1 was yelling - Threw fax machine, crock pot, sharps can, blender, chair, paperwork binders.</p>		<p>plans as written. The Program Manager will review investigations at least weekly to ensure that the investigations are thorough and corrective measures have been implemented. Measures to be put in place: All staff including QA will be in-serviced on the abuse, neglect, and exploitation policy. The Behavior Support Plan (BSP) for client # 3 will be reviewed to determine if any changes need to be made and changes will be made as indicated. QA will be in-serviced on conducting thorough investigations and ensuring that corrective measures are implemented. Client #3's active treatment program will be reviewed and changes will be made as indicated. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. Monitoring of Corrective Action: The Residential Manager will complete observations at the home at least five times weekly to ensure that staff is running all client program plans as written. A member of the management team will complete observations at the home at least five times weekly to ensure that staff is running all client program plans as written. The Program Manager will review investigations at least weekly to ensure that the</p>				

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	<p>8/12/13 - Client #1 yelling for books and screaming at the top of his lungs. Took books from the desk. Staff went to his room to get books and he hit, kicked, pinched, slapped and grabbed staff's arm and squeezed.</p> <p>8/11/13 - Client #1 head butted, scratched, punched, pinched staff.</p> <p>8/11/13 - Client #2 was walking to his room when [client #1] pushed him on the floor, client #1 got up and walked to his chair. Client #1 came up and hit him on the head.</p> <p>8/11/13 - Client #1 was in his room playing and looking at his books when he came out asking for more books. Staff tried to redirect client #1 to his room to get his books. Client #1 then started to slam the chairs and to throw toys off of book shelf at staff. He then began to attack staff by hitting, kicking, biting, pinching and scratching.</p> <p>8/11/13 - Staff was passing medicine to another client and client #1 came in and grabbed the medicine. Staff took the meds (medications) back from him but he grabbed them from her and took them.</p> <p>8/8/13 - Client #1 was asking for books and to go "bye bye." Grabbed staff</p>		<p>investigations are thorough and corrective measures have been implemented Completion date: 11/17/13</p>		

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	<p>by the arm, pinched skin.</p> <p>8/1/13 - Client #1 going to his room to get his shoes. Hit client #2 in the stomach.</p> <p>8/1/13 - Client #4 was coming out of the restroom and client #1 came through the laundry room and shoved him. Client #4 hit the wall then fell down and hit his head.</p> <p>7/27/13 - Client #1 was hitting staff and trying to hit clients and was also head butting.</p> <p>7/25/13 - Client #3 was trying to grab a magazine that client #1 was looking at. Client #1 scratched and pinched client #3.</p> <p>7/24/13 - Client #4 was walking to put clothes in the washer, client #1 came up behind him and kicked him. Staff prompted client #4 to go sit down and get out of his way. Then client #1 followed and then kicked client #4 again in the leg.</p> <p>7/23/13 - Client #4 was going to the bathroom to take a shower. Client #1 picked up his shoes and threw them at client #4 hitting his back and neck.</p> <p>7/23/13 - Client #1 was talking loud towards client #4 in an angry manner.</p>						

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	<p>Client #1 pinched client #4 on his arm leaving marks.</p> <p>7/22/13 - Client #1 wanted books, client #1 got angry because we couldn't give him any and client #1 slammed kitchen chair. Client #1 broke the kitchen chair.</p> <p>7/22/13 - The clients all loaded into the van for an outing to the store. Client #4 was sitting next to client #1 and client #1 dug his fingernails into client #4's wrist drawing blood and made client #4 cry and then punched him in the chest and client #4 cried harder.</p> <p>7/22/13 - Client #1 scratched client #7 on the back and head butted him leaving red marks on his back.</p> <p>7/22/13 - Client #1 was slamming cabinets and chairs yelling for a book. He scratched staffs arm.</p> <p>7/22/13 - Client #1 got angry and when told his books were in his room client #1 grabbed staffs arm digging his nails into arm.</p> <p>7/20/13 - Client #1 was slamming down chairs, throwing things at staff, slamming cabinet doors, scratching staff. Client #1 went out the back door. Staff</p>						

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	<p>tried to stop him, he went to mailbox then up to staffs cars trying to get in. He attempted to run down the road.</p> <p>7/18/13 - Client #1 became physically aggressive with staff slamming doors, throwing chairs, pinching, hitting, attempting to head butt.</p> <p>7/17/13 - Client #1 pinched client #4 on the arm.</p> <p>The record review for client #1 was conducted on 10/8/13 at 12:01 PM.</p> <p>The reported incidents were reviewed on 10/16/13 at 10:00 AM. The reported incidents indicated the following:</p> <p>4/16/13 -" It was reported to QA (Quality Assurance) that a staff member told other staff to hide in the med room if [client #1] starts exhibiting behaviors. An investigation was conducted and the allegation was substantiated and the staff member did go to the med room when [client #1] was having a behavior but it was found that she was told by a previous supervisor that this was protocol. [Client #1's] BSP wasn't being followed. All staff have been retrained on [client #1's] BSP (Behavior Support Plan) and proper protocol of what to do when he is having a behavior.</p>						

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	<p>4/24/13 - "Staff pulled into the driveway at the group home from picking the guys up from workshop and [client #1] got upset and started to pinch and hit [client #4]. Staff redirected [client #1] and [client #1] reached out and grabbed the seatbelt and tried to make attempts to wrap it around [client #7]. Staff was able to get [client 1] out of van and redirected him into the house. Staff checked [client #4] for injuries; he had a small bruise on his arm and [client #7] didn't have any injuries. Plan to Resolve: The program coordinator will discuss the incident with the clients and the staff to see if programming changes are needed."</p> <p>5/8/13 - "While staff was transporting the consumers to the day program, [client #1] pinched [client #4] on the left forearm and left shoulder, then pinched [client #2] on the left shoulder and then grabbed [client #5] on his left bicep. Staff pulled the van over and redirected [client #1] and checked [clients #2, #5 and #4] for injuries. None were found except [client #4] had a small red mark. Staff are going to change seating arrangement. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p>			

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	<p>5/27/13 - "The men were in the van getting ready to leave for workshop when [client #1] hit [client #7] in the head with his plastic ball and pinched his arm. Verbal redirection was used to separate the men. No injuries occurred as a result of this incident. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>6/21/13 - "[Client #4] informed staff that [client #1] pinched him on the shoulder while staff had their back turned. Staff checked [client #4] for injuries, none were found. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>6/25/13 - "It was reported to QA that [client #1] was walking down (name of road) in (name of town) unattended. There were no injuries as a result of this incident. The staff members involved have been placed on administrative leave pending an investigation. The allegation was unsubstantiated. [Client #1] is a 1:1 (1 staff working with 1 client) and all staff have been trained on [client #1's] BSP."</p>						

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	<p>6/29/13 - "[Client #1] entered [client #7's] room and pinched him. [Client #7] hit [client #1] with a belt in the head before staff were able to redirect [client #1] from the room. [Client #1] then went into the kitchen where everyone was eating and then pinched [client #5] as well. Staff was able to redirect [client #1] to his room. Head injury tracking protocol was implemented for [client #1]" Plan to Resolve: The Residential Manager will review the incident with the team to see if any BSP or programming changed need to be made."</p> <p>7/6/13 - "[Client #4] was standing in the kitchen and [client #1] was in his room. [Client #1 came into the kitchen where [client #4] was standing and slapped [client #4] with two spoons across his left arm. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/17/13 - "[Client #1] was sitting at dinner table waiting for his food and getting agitated, [Client #4] said something to [client #1] and [client #1] pinched [client #4] on his right forearm, scraping his skin on his right forearm. First Aid was applied, [client #1] was verbally redirected and [client #4] was</p>			

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	<p>moved to a different area while [client #1] calmed. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/22/13 - "The men were in the van seated next to each other and [client #1] reached across and head butted [client #4], pinched his wrist and hit him in the chest. Verbal redirection was used and the men were separated. [Client #4] suffered red marks on his chest and superficial scratches to his wrist as a result of the incident. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/23/13 - "[Client #4] was going to the bathroom to take a shower, [client #1] picked up his shoes and threw them at [client #4] hitting him in his back and neck. [Client #1] ran back to his bedroom. There are no injuries as a result of this incident. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changed need to be made."</p> <p>7/23/13 - "[Client #1] was talking to [client #4] in a loud, angry manner,</p>				

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	<p>reached over and pinched [client #4] in his right upper arm. [Client #4] received a scratch from being pinched, first aid was applied. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/24/13 - "[Client #1] was having a behavior and walked up behind [client #4] and kicked him. [Client #4] was verbally redirected to go to another room, where [client #1] followed him and kicked him in the leg again. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/25/13 - "[Client #3] was trying to take a magazine that [client #1] was looking at. [Client #1] reached over and scratched and pinched [client #3] [Client #3] sustained scratch marks to both arms. [Client #3] was removed from the area. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>8/1/13 - "[Client #1] was going to his room to get his shoes and hit [client #2] in the stomach, then walked past [client #3]</p>			

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	<p>and [client #3] hit [client #1] with a small phone book. [Client #1] attempted to kick [client #3] but did not make contact. [Client #4] was coming out of the restroom and [client #1] shoved [client #4], causing him to hit the wall, fall down and hit his head. Plan to resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>8/11/13 - "[Client #1] was having a behavior over books, [Client #2] was walking to go to his room when [client #1] pushed him on the floor. [Client #2] got up, walked to his chair and [client #1] came up and slapped [client #2] on the head. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made.</p> <p>Interview with Administrative staff #1 on 10/16/13 at 10:00 AM indicated client #1 has required double staffing at night because he will get up in the night and wander all over the house plus requiring a 1 on 1 staffing during waking hours. Administrative staff #1 indicated any time client #1 was awake and out of his room a staff was to be with him. Administrative staff #1 indicated the facility had two people working overnight and he was to</p>						

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	<p>be checked every 5 minutes while sleeping.</p> <p>Administrative staff #2 was interviewed on 10/9/13 at 8:45 AM. Administrative staff #2 indicated clients #2, #3, #4, #5, #6 and #7 had to go to their rooms when client #1 was having a behavior, Administrative staff #2 indicated client #7 had a behavior and hit client #1 with his belt because he was tired of client #1 causing trouble.</p> <p>Interview with staff #4 on 10/8/13 at 8:00 AM indicated client #1 would target certain clients and they would have to send everyone to their rooms to keep them safe.</p> <p>Interview with staff #5, LPN (Licensed Practical Nurse) on 10/7/13 at 6:00 PM indicated client #1 targeted clients #2 and #4 because he knew they wouldn't fight back.</p> <p>The facility policy titled "Abuse/Neglect/Exploitation Policy and Procedure dated 8/1/07 and revised on 7/2/12 was reviewed on 10/8/13 at 10:30 AM. The policy indicates the following: "[Name of Facility] staff actively advocate for the rights and safety of all individuals. All allegations or occurrences of abuse, neglect and/or exploitation shall be reported and thoroughly investigated. [Name of Facility] strictly prohibits abuse, neglect</p>			

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	and/or exploitation."  The facility failed to provide investigations of the incidents.  9-3-2(a)				

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W000154	<p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on record review and interview for 14 of 19 BDDS (Bureau of Developmental Disabilities Services) reports reviewed, affecting 4 of 4 sampled clients (#1, #2, #3 and #4), and 2 additional clients (#5 and #7), that the facility failed to thoroughly investigate instances of client to client abuse (physical aggression).</p> <p>Findings include:</p> <p>The reported incidents were reviewed on 10/16/13 at 10:00 AM. The facility failed to provide investigations for the following incidents.</p> <p>4/24/13 - "Staff pulled into the driveway at the group home from picking the guys up from workshop and [client #1] got upset and started to pinch and hit [client #4]. Staff redirected [client #1] and [client #1] reached out and grabbed the seatbelt and tried to make attempts to wrap it around [client #7]. Staff was able to get [client 1] out of van and redirected him into the house. Staff checked [client #4] for injuries; he had a small bruise on his arm and [client #7] didn't have any injuries. Plan to Resolve: The program</p>	W000154	<p>W154: The facility must have evidence that all alleged violations are thoroughly investigated. Corrective Action: (Specific) QA will be in-serviced on abuse/neglect/exploitation policy as well as the completion of thorough investigations in regards to client to client aggression. The Residential Manager will be in-serviced on the completion of client to client investigations for all client to client aggressive episodes. How others will be identified: (Systemic) The Program Manager will review incident reports at least weekly to ensure that client to client investigations have been thoroughly completed and that corrective measures are implemented and monitored for effectiveness. Measures to be put in place: QA will be in-serviced on abuse/neglect/exploitation policy as well as the completion of thorough investigations in regards to client to client aggression. The Residential Manager will be in-serviced on the completion of client to client investigations for all client to client aggressive episodes Monitoring of Corrective Action: The Program Manager will review incident reports at least weekly to ensure that client to</p>	11/17/2013

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	<p>coordinator will discuss the incident with the clients and the staff to see if programming changes are needed."</p> <p>5/8/13 - "While staff was transporting the consumers to the day program, [client #1] pinched [client #4] on the left forearm and left shoulder, then pinched [client #2] on the left shoulder and then grabbed [client #5] on his left bicep. Staff pulled the van over and redirected [client #1] and checked [clients #2, #5 and #4] for injuries. None were found except [client #4] had a small red mark. Staff are going to change seating arrangement. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP (Behavior Support Plan) changes need to be made."</p> <p>5/27/13 - "The men were in the van getting ready to leave for workshop when [client #1] hit [client #7] in the head with his plastic ball and pinched his arm. Verbal redirection was used to separate the men. No injuries occurred as a result of this incident. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>6/21/13 - "[Client #4] informed staff that [client #1] pinched him on the</p>		<p>client investigations have been thoroughly completed and that corrective measures are implemented and monitored for effectiveness. Completion date: 11/17/13</p>		

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	<p>shoulder while staff had their back turned. Staff checked [client #4] for injuries, none were found. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>6/29/13 - "[Client #1] entered [client #7's] room and pinched him. [Client #7] hit [client #1] with a belt in the head before staff were able to redirect [client #1] from the room. [Client #1] then went into the kitchen where everyone was eating and then pinched [client #5] as well. Staff was able to redirect [client #1] to his room. Head injury tracking protocol was implemented for [client #1]" Plan to Resolve: The Residential Manager will review the incident with the team to see if any BSP or programming changed need to be made."</p> <p>7/6/13 - "[Client #4] was standing in the kitchen and [client #1] was in his room. [Client #1 came into the kitchen where [client #4] was standing and slapped [client #4] with two spoons across his left arm. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p>			

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	<p>7/17/13 - "[Client #1] was sitting at dinner table waiting for his food and getting agitated, [Client #4] said something to [client #1] and [client #1] pinched [client #4] on his right forearm, scraping his skin on his right forearm. First Aid was applied, [client #1] was verbally redirected and [client #4] was moved to a different area while [client #1] calmed. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/22/13 - "The men were in the van seated next to each other and [client #1] reached across and head butted [client #4], pinched his wrist and hit him in the chest. Verbal redirection was used and the men were separated. [Client #4] suffered red marks on his chest and superficial scratches to his wrist as a result of the incident. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/23/13 - "[Client #4] was going to the bathroom to take a shower, [client #1] picked up his shoes and threw them at [client #4] hitting him in his back and neck. [Client #1] ran back to his bedroom. There are no injuries as a result</p>						

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	<p>of this incident. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changed need to be made."</p> <p>7/23/13 - "[Client #1] was talking to [client #4] in a loud, angry manner, reached over and pinched [client #4] in his right upper arm. [Client #4] received a scratch from being pinched, first aid was applied. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/24/13 - "[Client #1] was having a behavior and walked up behind [client #4] and kicked him. [Client #4] was verbally redirected to go to another room, where [client #1] followed him and kicked him in the leg again. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/25/13 - "[Client #3] was trying to take a magazine that [client #1] was looking at. [Client #1] reached over and scratched and pinched [client #3] [Client #3] sustained scratch marks to both arms. [Client #3] was removed from the area.</p>						

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	<p>Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>8/1/13 - "[Client #1] was going to his room to get his shoes and hit [client #2] in the stomach, then walked past [client #3] and [client #3] hit [client #1] with a small phone book. [Client #1] attempted to kick [client #3] but did not make contact. [Client #4] was coming out of the restroom and [client #1] shoved [client #4], causing him to hit the wall, fall down and hit his head. Plan to resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>8/11/13 - "[Client #1] was having a behavior over books, [Client #2] was walking to go to his room when [client #1] pushed him on the floor. [Client #2] got up, walked to his chair and [client #1] came up and slapped [client #2] on the head. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made.</p> <p>Interview with Administrative staff #6 on 10/8/13 at 8:30 AM indicated the home manager reviewed the incidents and made</p>						

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	<p>changes but they did not have formal investigations.</p> <p>The facility failed to provide investigations of the incidents.</p> <p>9-3-2(a)</p>			

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W000157	<p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken. Based on record review and interview for 14 client to client abuse reports reviewed, affecting 4 of 4 sampled clients (#1, #2, #3 and #4), and 2 additional clients (#5 and #7), the facility failed to provide corrective action to address the physical aggression/abuse.</p> <p>Findings include:</p> <p>The reported incidents were reviewed on 10/16/13 at 10:00 AM. The facility failed to provide investigations for the following incidents.</p> <p>4/24/13 - "Staff pulled into the driveway at the group home from picking the guys up from workshop and [client #1] got upset and started to pinch and hit [client #4]. Staff redirected [client #1] and [client #1] reached out and grabbed the seatbelt and tried to make attempts to wrap it around [client #7]. Staff was able to get [client 1] out of van and redirected him into the house. Staff checked [client #4] for injuries; he had a small bruise on his arm and [client #7] didn't have any injuries. Plan to Resolve: The program coordinator will discuss the incident with the clients and the staff to see if programming changes are needed."</p>	W000157	<p>W157: If the alleged violation is verified, appropriate corrective action must be taken. Corrective Action: (Specific) QA will be in-serviced on the implementation of corrective measures for all incidents of abuse, neglect, exploitation, mistreatment and injuries of unknown source. The Residential Manager will be in-serviced on the implementation of corrective measures for all incidents of abuse, neglect, exploitation, mistreatment and injuries of unknown source. How others will be identified: (Systemic) The Program Manager will review incident reports at least weekly to ensure that client to client investigations have been thoroughly completed and that corrective measures are implemented and monitored for effectiveness. Measures to be put in place: QA will be in-serviced on the implementation of corrective measures for all incidents of abuse, neglect, exploitation, mistreatment and injuries of unknown source. The Residential Manager will be in-serviced on the implementation of corrective measures for all incidents of abuse, neglect, exploitation, mistreatment and injuries of unknown source. Monitoring of Corrective Action: The Program Manager will</p>	11/17/2013			

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	<p>5/8/13 - "While staff was transporting the consumers to the day program, [client #1] pinched [client #4] on the left forearm and left shoulder, then pinched [client #2] on the left shoulder and then grabbed [client #5] on his left bicep. (sic) Staff pulled the van over and redirected [client #1] and checked [clients #2, #5 and #4] for injuries. None were found except [client #4] had a small red mark. Staff are going to change seating arrangement. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>5/27/13 - "The men were in the van getting ready to leave for workshop when [client #1] hit [client #7] in the head with his plastic ball and pinched his arm. Verbal redirection was used to separate the men. No injuries occurred as a result of this incident. Plan to Resolve: The Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>6/21/13 - "[Client #4] informed staff that [client #1] pinched him on the shoulder while staff had their back turned. Staff checked [client #4] for injuries, none were found. Plan to Resolve: The</p>		<p>review incident reports at least weekly to ensure that client to client investigations have been thoroughly completed and that corrective measures are implemented and monitored for effectiveness. Completion date: 11/17/13</p>		

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	<p>Residential Manager will review this incident with the team to see if any programming or BSP changes need to be made."</p> <p>6/29/13 - "[Client #1] entered [client #7's] room and pinched him. [Client #7] hit [client #1] with a belt in the head before staff were able to redirect [client #1] from the room. [Client #1] then went into the kitchen where everyone was eating and then pinched [client #5] as well. Staff was able to redirect [client #1] to his room. Head injury tracking protocol was implemented for [client #1]" Plan to Resolve: The Residential Manager will review the incident with the team to see if any BSP or programming changed need to be made."</p> <p>7/6/13 - "[Client #4] was standing in the kitchen and [client #1] was in his room. [Client #1] came into the kitchen where [client #4] was standing and slapped [client #4] with two spoons across his left arm. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/17/13 -"[Client #1] was sitting at dinner table waiting for his food and getting agitated, [Client #4] said</p>						

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	<p>something to [client #1] and [client #1] pinched [client #4] on his right forearm, scraping his skin on his right forearm. First Aid was applied, [client #1] was verbally redirected and [client #4] was moved to a different area while [client #1] calmed. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/22/13 - "The men were in the van seated next to each other and [client #1] reached across and head butted [client #4], pinched his wrist and hit him in the chest. Verbal redirection was used and the men were separated. [Client #4] suffered red marks on his chest and superficial scratches to his wrist as a result of the incident. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/23/13 - "[Client #4] was going to the bathroom to take a shower, [client #1] picked up his shoes and threw them at [client #4] hitting him in his back and neck. [Client #1] ran back to his bedroom. There are no injuries as a result of this incident. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP</p>						

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	<p>or programming changed need to be made."</p> <p>7/23/13 - "[Client #1] was talking to [client #4] in a loud, angry manner, reached over and pinched [client #4] in his right upper arm. [Client #4] received a scratch from being pinched, first aid was applied. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/24/13 - "[Client #1] was having a behavior and walked up behind [client #4] and kicked him. [Client #4] was verbally redirected to go to another room, where [client #1] followed him and kicked him in the leg again. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>7/25/13 - "[Client #3] was trying to take a magazine that [client #1] was looking at. [Client #1] reached over and scratched and pinched [client #3] [Client #3] sustained scratch marks to both arms. [Client #3] was removed from the area. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes</p>				

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	<p>need to be made."</p> <p>8/1/13 - "[Client #1] was going to his room to get his shoes and hit [client #2] in the stomach, then walked past [client #3] and [client #3] hit [client #1] with a small phone book. [Client #1] attempted to kick [client #3] but did not make contact. [Client #4] was coming out of the restroom and [client #1] shoved [client #4], causing him to hit the wall, fall down and hit his head. Plan to resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made."</p> <p>8/11/13 - "[Client #1] was having a behavior over books, [Client #2] was walking to go to his room when [client #1] pushed him on the floor. [Client #2] got up, walked to his chair and [client #1] came up and slapped [client #2] on the head. Plan to Resolve: Residential Manager will review the incident with the team to see if any BSP or programming changes need to be made.</p> <p>Interview with Administrative staff #6 on 10/16/13 at 10:30 AM, the facility failed to provide documentation the Residential Manager reviewed the incidents and made any programming changes.</p>						

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W000195	<p>483.440 ACTIVE TREATMENT SERVICES The facility must ensure that specific active treatment services requirements are met. Based on observation, interview and record review, the facility failed to meet the Condition of Participation: Active Treatment Services for 1 of 4 sampled clients (client #1). The facility failed to ensure the client received a continuous, aggressive active treatment program. The facility failed to ensure the staff implemented client #1's program plan across all environments/times of the day and failed to ensure the client's program plans contained the needed supports for staff to assist the client.</p> <p>Findings include:</p> <p>The facility failed to ensure each client received a continuous and aggressive active treatment program which addressed the training and behavioral (formal and informal) needs of client #1. Please see W196.</p> <p>The facility failed to ensure client #1's program plan contained methodology to support him in behavioral needs. Please see W240.</p> <p>The facility failed to ensure direct care staff implemented client behavior and program plans when formal and informal</p>	W000195	<p>W195: The facility must ensure that specific active treatment services requirements are met. Corrective Action: (Specific) All staff will be in-serviced on active treatment and the daily schedule for client #1 as well as all other clients in the home will be reviewed and changes will be made as indicated. All staff will be in-serviced on the Behavior Support Plan (BSP) for client #1. All staff will be in-serviced on all clients' training goals and implementation of those goals. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. How others will be identified: (Systemic) The Residential Manager will make random visits at least 5 times weekly on each shift to ensure that active treatment is being conducted. A member of the management team will make visits to the home at least 5 times weekly to monitor and ensure that client programming and active treatment are being conducted. Measures to be put in place: All staff will be in-serviced on active treatment and the daily schedule for client #1 as well as all other clients in the home will be reviewed and changes will be</p>	11/17/2013			

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	training opportunities existed for client #1. Please see W249.  9-3-4(a)		made as indicated. All staff will be in-serviced on the Behavior Support Plan (BSP) for client #1. All staff will be in-serviced on all clients' training goals and implementation of those goals. The team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement. Monitoring of Corrective Action: The Residential Manager will make random visits at least 5 times weekly on each shift to ensure that active treatment is being conducted. A member of the management team will make visits to the home at least 5 times weekly to monitor and ensure that client programming and active treatment are being conducted. Completion date: 11/17/13		

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W000196	<p>483.440(a)(1) ACTIVE TREATMENT</p> <p>Each client must receive a continuous active treatment program, which includes aggressive, consistent implementation of a program of specialized and generic training, treatment, health services and related services described in this subpart, that is directed toward:</p> <p>(i) The acquisition of the behaviors necessary for the client to function with as much self determination and independence as possible; and</p> <p>(ii) The prevention or deceleration of regression or loss of current optimal functional status.</p> <p>Based on observation, record review and interview for 1 of 4 sampled clients (client #1), the facility failed to ensure client #1 received continuous, aggressive active treatment to increase the behaviors necessary for him to function with as much self determination and independence as possible.</p> <p>Findings include:</p> <p>During the observation period on 10/7/13 from 5:00 PM to 6:30 PM. Clients were in the living room and kitchen area doing leisure activities. Client #3 was sitting at the kitchen table but jumped up at 5:15 PM when they started sitting the table and went to his bedroom. At 5:30 PM staff #4 indicated they had cleaned his room that day and removed all the shredded paper. Staff #4 indicated client #1 obsessed over paper and would be looking for paper all evening. At 5:45 PM client #1 came to the kitchen table and sat down between client #2 and client #6. Staff placed a plate of ham, greens, beans and tomatoes they had prepared for him in front of him. He indicated he wanted mustard and ketchup for his ham. Staff</p>	W000196	W196: Each client must receive a continuous active treatment program, which includes aggressive, consistent implementation of a program of specialized and generic training, treatment, health services and related services described in this subpart that is directed toward: (i) The acquisition of the behaviors necessary for the client to function with as much self determination and independence as possible: and (ii) The prevention or deceleration of regression or loss of current optimal functional status. Corrective Action: (Specific) All staff will be in-serviced on active treatment and Behavior Support plans in regards to client #1 as well as all other clients in the home. How others will be identified: (Systemic) The Residential Manager will complete	11/17/2013			

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	<p>got the condiments and set them in front of client #1. Client #1 used the condiments and picked up the ham with his fingers. He refused everything else and left the table. At 5:50 PM client #1 was walking around without shoes looking in cabinets. Staff prompted him to go take shower at this time and went with him to assist with shower. Client #1 returned to the kitchen at 6:05 PM and got in client #3's face put the residential manager did get between him and client #3. Client #1 then went to his bedroom. At 6:25 PM staff indicated client #1 was already asleep and probably wouldn't get up again until 2 or 3 AM.</p> <p>During the observation on 10/8/13 at 6:30 AM to 8:25 AM, client #1 refused to get up until 7:50 AM. He went to the medication room at 7:50 AM and received his medication and went back to bed. Staff #6 indicated he had been up most of the overnight shift wanting paper and to go "bye bye" (van ride). Client #1 did not eat breakfast. Client #1 did not do any personal hygiene before taking his medication.</p> <p>Review of client #1's record on 10/8/13 at 12:01 PM indicated client #1 had an individual Support plan dated 10/12/12 with the following training objectives:</p> <ol style="list-style-type: none"> <li>1. Identify a quarter with 4 verbal prompts (vp).</li> <li>2. Participate in taking his medications 75% of opportunities.</li> <li>3. Display safe pedestrian and safety skills with 2 vp.</li> <li>4. Take his dirty clothes to the washer with 2 vp.</li> <li>5. Bathe with 5 vp.</li> <li>6. Communicate to staff when he would like to go for a recreational outing 80% of opportunities.</li> <li>7. Will use the restroom with 5 vp.</li> </ol>		<p>observations at the home at least five times weekly to ensure that program plans, active treatment schedules and Behavior Support Plans are consistently implemented as written. A member of the mangement team will complete observations at the home at least five times per week to ensure that program plans, active treatment schedules and Behavior Support Plans are consistently implemented as written.</p> <p>Measures to be put in place: All staff will be in-serviced on active treatment and Behavior Support plans in regards to client #1 as well as all other clients in the home Monitoring of Corrective Action: The Residential Manager will complete observations at the home at least five times weekly to ensure that program plans, active treatment schedules and Behavior Support Plans are consistently implemented as written. A member of the management team will complete observations at the home at least five times weekly to ensure that program plans, active treatment schedules and Behavior Support Plans are consistently implemented as written.</p> <p>Completion date: 11/17/13</p>				

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	<p>8. Wash his hands with 5 vp.</p> <p>The record review indicated client #1 had a 7/15/13 Behavior Support Plan which indicated client #1 had the targeted behaviors of the following:</p> <p>"Non-Compliance - Anytime he does not comply with or start complying with a programmatic request after 3 prompt spaced out at least 15 minutes apart.</p> <p>Hyperactive - [Client #1] will continue to pace around and not focus on one particular task for any given amount of time regardless of prompting.</p> <p>Inappropriate sexual behavior - Anytime he is physically attempting to touch others in their personal areas (e.g. breast, genitals etc.) or rubbing on others.</p> <p>Leaving assigned areas - Anytime he leaves or attempts to leave a designated area without staff.</p> <p>Physical Aggression - Anytime he hits, punches, stabs, slaps, kicks, pinches, pushes, spits, bites or throws objects at staff or peers, any time he makes contact with staff or peers and there is the potential for the contact to cause injury or redness. This should include attempts to hit, drawing back a fist, or throwing objects that do not make contact with a client or staff.</p> <p>Property Destruction - Anytime he is banging on walls, tables, doors, throwing items or any behavior that has the potential to damage property.</p> <p>Verbal Disruption - Anytime he is yelling/grunting, etc., outside of times when he is playing or when he is visibly happy about something.</p> <p>Self-Injury - Anytime he is hitting, biting himself or other behaviors directed towards himself."</p> <p>Interview with staff #5, LPN (Licensed Practical Nurse) on 10/7/13 at 6:00 PM indicated client #1</p>						

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	<p>targeted clients #2 and #4 because he knew they wouldn't fight back.</p> <p>Interview with staff #2, RM (Residential Manager) on 10/9/13 at 10:00 AM indicated staff was supposed to stand between client #1 and the other clients. Staff #2, RM, indicated client #1 would be physically aggressive if any demand/prompt was made. Staff #4 on 10/7/13 at 5:25 PM indicated client #1 would have a behavior if you tried to wake him or he would put his fingers in his ears and point to the door.</p> <p>Interview with staff #1, Executive Director, on 10/16/13 at 2:18 PM indicated (client #1) should have prompted client #1 to do training programs when opportunities existed.</p> <p>9-3-4(a)</p>				

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W000240	<p>483.440(c)(6)(i) INDIVIDUAL PROGRAM PLAN The individual program plan must describe relevant interventions to support the individual toward independence. Based on observation, record review and interview for 1 of 4 sampled clients (client #1), the facility failed to ensure the Behavior Support Plan provided sufficient information for staff to provide 1 on 1 staffing.</p> <p>Findings include:</p> <p>During the observation period on 10/7/13 from 5:00 PM to 6:30 PM, client #1 was sitting at the kitchen table at 5:00 PM. He jumped out of the chair at 5:15 PM walked up to the surveyor and then turned and went around to other staff and clients. Staff #2, RM (Residential Manager), stood between surveyor and client #1. There was no other blocking when he went up to other clients. Client #1 went to his bedroom at 5:20 PM. Clients #2, #3, #4, #5, #6 and #7 ate dinner at 5:20 PM Client #1 did not return to the kitchen until 5:35 PM. Client #1 sat down between client #7 and #2. No staff was close to client #1. Client #1 went to his bedroom at 6:05 PM. Staff #4 indicated client #1 was asleep at 6:25 PM.</p> <p>The record review for client #1 was conducted on 10/8/13 at 12:01 PM. The</p>	W000240	<p>W240: The individual program plan must describe relevant interventions to support the individual toward independence. Corrective Action: (Specific) The Behavior Support Plan of client #1 will be reviewed by the Interdisciplinary Team to determine if current reactive and preventative strategies are appropriate and make changes as necessary as well as provide a specific definition for the 1:1staff. All staff will be in-serviced on the Behavior Support PlanHow others will be identified: (Systemic) The Program Manager and will complete visits to the home at least weekly to review behavior data for effectiveness and ensure that the 1:1 staff is being provided as defined within the Behavior Support Plan and that staff are following the Behavior Support Plan as written.Measures to be put in place: The Behavior Support Plan of client #1 will be reviewed by the Interdisciplinary Team to determine if current reactive and preventative strategies are appropriate and make changes as necessary as well as provide a specific definition for the 1:1staff. All staff will be in-serviced on the Behavior Support PlanMonitoring of Corrective Action: The</p>	11/17/2013			

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	<p>BSP (Behavior Support Plan) dated July 15, 2013 for client #1 indicated the following target behaviors:</p> <p>"Non-Compliance - Anytime he does not comply with or start complying with a programmatic request after 3 prompt spaced out at least 15 minutes apart.</p> <p>Hyperactive - [Client #1] will continue to pace around and not focus on one particular task for any given amount of time regardless of prompting.</p> <p>Inappropriate sexual behavior - Anytime he is physically attempting to touch others in their personal areas (e.g. breast, genitals etc.) or rubbing on others.</p> <p>Leaving assigned areas - Anytime he leaves or attempts to leave a designated area without staff.</p> <p>Physical Aggression - Anytime he hits, punches, stabs, slaps, kicks, pinches, pushes, spits, bites or throws objects at staff or peers, any time he makes contact with staff or peers and there is the potential for the contact to cause injury or redness. This should include attempts to hit, drawing back a fist, or throwing objects that do not make contact with a client or staff.</p> <p>Property Destruction - Anytime he is banging on walls, tables, doors, throwing items or any behavior that has the potential to damage property.</p> <p>Verbal Disruption - Anytime he is yelling/grunting, etc., outside of times</p>		<p>Program Manager and will complete visits to the home at least weekly to review behavior data for effectiveness and ensure that the 1:1 staff is being provided as defined within the Behavior Support Plan and that staff are following the Behavior Support Plan as written. Completion date: 11/17/13</p>		

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	<p>when he is playing or when he is visibly happy about something.</p> <p>Self-Injury - Anytime he is hitting, biting himself or other behaviors directed towards himself."</p> <p>The Preventative procedures in the BSP indicated the following:</p> <p>"Staff will work with [client #1] to set up a schedule for the day and figure out the tasks he needs to do.</p> <p>Staff will talk with [client #1] about what is appropriate to say to women.</p> <p>Staff will use redirection methods with [client #1] and will not use we the phrase "No" but rather "Why don't we do X and we can talk about Y later."</p> <p>Staff will interact with him as often as possible throughout the day and will get excited about the things he enjoys (poker chips, toys, books, TV, etc.)</p> <p>Speak with him in a calm, neutral-toned voice at all times.</p> <p>Do not take any physical aggression personally.</p> <p>Give him as much time as he needs to complete tasks.</p> <p>Throughout the day offer him choices.</p> <p>When giving him instructions do so in a short and sweet manner</p> <p>One step at a time or one task at a time (e.g. put your dish in the sink).</p> <p>Allow adequate time for him to respond (approximately one minute)</p>				

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	<p>before repeating your request.</p> <p>If you have to repeat the request Ask him to look at you and get his attention on you and repeat the request in a calm tone of voice, say nothing else to him except the request you want him to complete.</p> <p>Approximately every hour ask him if there is anything that he wants or needs.</p> <p>If he indicates that he wants something try to give it to him.</p> <p>If it is something that he cannot have at that time let him know when he can have it -- follow through with what you tell him. If you tell him you are going to do something or give him something at a certain time, give it to him.</p> <p>He will be praised whenever he is seen to be interacting in a socially appropriate manner.</p> <p>Staff will be positioned between [client #1] and peers during waking hours."</p> <p>The BSP did not specify client #1 was a 1 on 1 (1 staff working with only 1 client) staffing.</p> <p>Interview with staff #2, RM, on 10/8/13 at 6:50 PM indicated client #1 was a 1 on 1 staffing. Interview with staff #1, Executive Director, on 10/16/13 at 2:18 PM indicated client #1 had a new behavior plan specifying the 1 on 1 requirements. Staff #1 provided an</p>			

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	<p>inservice dated 8/2/13 that indicated the following:</p> <p>"For the health and safety of [client #1] and the other consumers that live in the home, [client #1] will be assigned a 1 on 1 staff member. This staff member will be responsible for [client #1's] active treatment, Daily tracking, Progress notes, I.S.P. (Individual Support Plan) goal tracking, and behavior tracking, filling out and reporting any incidents involving [client #1]. The most important aspect of this 1 on 1 staff is to keep the other consumers safe from any physical aggression from [client #1] and keep [client #1] safe from physical aggression from other consumers. The 1 on 1 staff will position themselves, as much as possible, between [client #1] and the other consumers so that they may block any attempts at physical aggression."</p> <p>9-3-4(a)</p>				

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W000249	<p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>Based on observation, record review and interview for 1 of 4 sampled clients (client #1), the facility failed to implement client #1's training objectives during formal and informal opportunities.</p> <p>Findings include:</p> <p>During the observation period on 10/7/13 from 5:00 PM to 6:30 PM, client #1 was sitting at the kitchen table at 5:00 PM. He jumped out of the chair at 5:15 PM walked up to the surveyor and then turned and went around to other staff and clients. Staff #2, RM (Residential Manager), stood between the surveyor and client #1. There was no other blocking when he went up to other clients. Client #1 went to his bedroom at 5:20 PM. Clients #2, #3, #4, #5, #6 and #7 ate dinner at 5:20 PM Client #1 did not return to the kitchen until 5:35 PM. Client #1 sat down between client #7 and #2. No staff was available to intervene with his behavior. Client #1 went to his bedroom at 6:05 PM. Staff #4 indicated client #1</p>	W000249	<p>W249: Program Implementation Corrective Action: (Specific) All staff will be in-serviced on active treatment, goals and Behavior Support Plans for all clients in the home. How others will be identified: (Systemic) The Residential Manager will make random visits at least 5 times weekly to monitor and ensure that client program plans are being implemented as written. A member of the management team will make random visits to the home at least five times weekly to ensure that all client program plans are being implemented as written. Measures to be put in place: All staff will be in-serviced on active treatment, goals and Behavior Support Plans for all clients in the home. Monitoring of Corrective Action: The Residential Manager will make random visits at least 5 times weekly on each shift of personnel to monitor and ensure that client program plans are being implemented as written. A member of the management team will make visits to the home</p>	11/17/2013

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	<p>was asleep at 6:25 PM.</p> <p>During the observation on 10/8/13 at 6:30 AM to 8:25 AM, client #1 refused to get up until 7:50 AM. He went to the medication room at 7:50 AM and received his medication and went back to bed. Staff #6 indicated he had been up most of the overnight shift wanting paper and to go "bye bye" (van ride). Client #1 did not eat breakfast. Client #1 did not do any personal hygiene before taking his medication.</p> <p>During the two observation periods, staff did not engage client #1 in any of his training objectives.</p> <p>Review of client #1's record on 10/8/13 at 12:01 PM indicated client #1 had an individual Support Plan dated 10/12/12 with the following training objectives:</p> <ol style="list-style-type: none"> <li>1. Identify a quarter with 4 verbal prompts (vp). Staff will lay out a quarter for (client #1) to identify. Staff will state "quarter" then tap on the coin. Staff will ask (client #1) to repeat this.</li> <li>2. Participate in taking his medications 75% of opportunities. Staff will inform (client #1) it is time to take his medication. Staff will have (client #1) wash his hands. Staff will have (client #1) take his medication.</li> <li>3. Display safe pedestrian and safety</li> </ol>		<p>at least five times weekly to ensure that all client program plans are being implemented as written. Completion date: 11/17/13</p>				

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	<p>skills ( with 2 vp). Staff will with 2 vps have (client #1) look both ways before stepping out of the van. Staff will with 2 vps have (client #1) exit the van to the desired location if no cars or other vehicles are approaching the van.</p> <p>4. Take his dirty clothes to the washer with 2 vp. With 2 vp staff will remind (client #1) it is time to do his laundry. With 2 vp, client #1 will place his dirty clothes into his hamper, with 2 vp, (client #1) will take his hamper to the laundry room and with 2 vp (client #1) will place his dirty laundry into the washer.</p> <p>5. Bathe with 5 vp. Staff will with 3 vps have (client #1) stand up to allow staff to wash his body. Staff will with 3 vps have (client #1) dry off.</p> <p>6. Communicate to staff when he would like to go for a recreational outing 80% of opportunities. Staff will with 2 vps have (client #1) state when he wants to go out into the community. Staff will assure (client #1) completes his hygiene goal before going out into the community due to poor hygiene. Staff will with 2 vps ask (client #1) to participate in chosen activity for at least 30 minutes. Staff will give verbal or visual cues to which activity he chooses.</p> <p>7. Will use the restroom with 5 vp. Staff will with 5 vps have (client #1) go to the restroom. Staff will prompt (client #1) to use the restroom every 2 hours.</p>				

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	<p>Staff will assure that (client #1) completes his toileting goal by self cleaning when he is finished.</p> <p>8. Wash his hands with 5 vp. Staff will with 5 vps have (client #1) walk to the restroom. Staff will assure (client #1) washes his hands while in restroom. Staff will with 5 vps have (client #1) wash his hands before each meal and when poor hygiene is exhibited.</p> <p>The record review indicated client #1 had a 7/15/13 Behavior Support Plan which indicated client #1 had the targeted behaviors of the following:</p> <p>"Non-Compliance - Anytime he does not comply with or start complying with a programmatic request after 3 prompt spaced out at least 15 minutes apart.</p> <p>Hyperactive - [Client #1] will continue to pace around and not focus on one particular task for any given amount of time regardless of prompting.</p> <p>Inappropriate sexual behavior - Anytime he is physically attempting to touch others in their personal areas (e.g. breast, genitals etc.) or rubbing on others.</p> <p>Leaving assigned areas - Anytime he leaves or attempts to leave a designated area without staff.</p> <p>Physical Aggression - Anytime he hits, punches, stabs, slaps, kicks, pinches, pushes, spits, bites or throws objects at staff or peers, any time he makes contact</p>						

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	<p>with staff or peers and there is the potential for the contact to cause injury or redness. This should include attempts to hit, drawing back a fist, or throwing objects that do not make contact with a client or staff.</p> <p>Property Destruction - Anytime he is banging on walls, tables, doors, throwing items or any behavior that has the potential to damage property.</p> <p>Verbal Disruption - Anytime he is yelling/grunting, etc., outside of times when he is playing or when he is visibly happy about something.</p> <p>Self-Injury - Anytime he is hitting, biting himself or other behaviors directed towards himself."</p> <p>The BSP indicated client #1's behaviors could be caused when he feels he is being ignored, by loud noises, and by being told "no."</p> <p>Interview with staff #1, Executive Director, on 10/16/13 at 2:18 PM indicated (client #1) should have prompted client #1 to do training programs when opportunities existed.</p> <p>9-3-4(a)</p>				

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W000312	<p>483.450(e)(2) DRUG USAGE Drugs used for control of inappropriate behavior must be used only as an integral part of the client's individual program plan that is directed specifically towards the reduction of and eventual elimination of the behaviors for which the drugs are employed. Based on record review and interview for 1 of 4 sampled clients (client #1), the facility failed to ensure a medication prescribed to be used before a doctor's visit was part of his behavior management plan.</p> <p>Findings include:</p> <p>The record review for client #1 was conducted on 10/8/13 at 12:01 PM. The IDT (Interdisciplinary Team Meeting) note dated 8/14/13 indicated the purpose of the meeting was to discuss a physical aggression episode that occurred on 8/13/13. The note indicated the following: "[Client #1] was obsessing about books and wanting to go 'bye bye' (a van ride). Staff told him that after dinner and he gets a shower they would take him to get books. [Client #1] responded by slamming chairs and then attacked staff." The plan of action taken indicated the following: "Staff attempted to redirect him verbally. When he did not respond to that Y.S.I.S. (You're Safe I'm Safe) was used (behavior management</p>	W000312	<p>W312: Drug Usage Corrective Action: (Specific) The nurse and all staff will be in-serviced on the general guidelines for medication administration policy and procedure and following physician's orders in regards to the administration of medications. How others will be identified: (Systemic) The Residential Manager will observe medication administration at varying times in the home at least three times weekly to ensure that medications are being administered according to the physician's orders. The Nurse and the Program Manager will observe medication administration at least weekly to ensure that medications are being administered according to the physician's orders. Measures to be put in place: The nurse and all staff will be in-serviced on the general guidelines for medication administration policy and procedure and following physician's orders in regards to the administration of medications. Monitoring of Corrective Action: The Residential Manager will observe medication administration at</p>	11/17/2013			

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	<p>physical escort technique). The nurse was called and permission was given to administer 2 mg (milligrams) of Ativan used for agitation/anxiety. [Client #1] calmed down and there were no more incidents the rest of the evening. Staff will continue to follow the behavior plan." The review indicated a 7/15/13 BSP (Behavior Support Plan) did not list the use of 2 mg Ativan as a remedy for behavior on an "as needed" (PRN) basis.</p> <p>The physician orders dated October 1, 2013 through October 31, 2013 indicated client #1 was to receive Ativan 1 mg 3 times a day routinely for behavior management/anxiety and Ativan 2 mg once daily on the day he has a doctor's appointment.</p> <p>Interview with staff #1, Executive Director, on 10/16/13 at 2:15 PM indicated she was not aware client #1 had received the Ativan for a behavior. Staff #1 indicated he should not have been given the 2 mg Ativan for a behavior.</p> <p>9-3-6(a)</p>		<p>varying times in the home at least three times weekly to ensure that medications are being administered according to the physician's orders. The Nurse and the Program Manager will observe medication administration at least weekly to ensure that medications are being administered according to the physician's orders. Completion date: 11/17/13</p>		

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NAME OF PROVIDER OR SUPPLIER  RES CARE COMMUNITY ALTERNATIVES SE IN	STREET ADDRESS, CITY, STATE, ZIP CODE 3607 MIDDLE RD JEFFERSONVILLE, IN 47130
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W000323	<p>483.460(a)(3)(i) PHYSICIAN SERVICES</p> <p>The facility must provide or obtain annual physical examinations of each client that at a minimum includes an evaluation of vision and hearing.</p> <p>Based on record review and interview for 3 of 4 sampled clients (clients #1, #2, and #4), the facility failed to conduct an annual evaluation of vision on client #1, hearing on client #2, and physical exams on clients #3 and #4</p> <p>Findings include:</p> <p>The record review for client #1 was conducted on 10/8/13 at 12:01 PM. The record indicated client #1 had his physical on 9/18/12 with a vision exam conducted on 12/11/11.</p> <p>The record review for client #2 was conducted on 10/8/13 at 1:19 PM. The record indicated client #2 had a physical on 9/30/13 with a hearing evaluation conducted on 5/1/12.</p> <p>The record review for client #4 was conducted on 10/8/13 at 1:44 PM. The record indicated client #4 had a physical on 7/30/12.</p> <p>Phone interview with Staff #5, LPN (Licensed Practical Nurse) on 10/16/13 at 10:30 AM indicated the home was behind</p>	W000323	<p>W323: The facility must provide or obtain annual physical examinations of each client that at a minimum includes an evaluation of vision and hearing. Corrective Action: (Specific) The Nurse and the Residential Manager will be in-serviced timely completion of annual physicals, hearing, vision and dental exams to ensure that all client examinations are completed within the time frames outlines in the regulations. Client #1 will have an appointment scheduled to have a vision examination, Client #2 will have an appointment scheduled for a hearing evaluation and client's #3 and #4 will have appointments scheduled for a physical examination. How others will be identified: (Systemic) The Residential Manager and the Nurse will complete a review of all client records weekly to ensure that all required examinations are completed timely. The Program Manager and the Director of Health Services will review client records at least monthly to ensure that all clients have had all examinations as required. Measures to be put in place: The Nurse and the Residential Manager will be</p>	11/17/2013
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	<p>in getting all the physicals and evaluations conducted. Interview with staff #2, RM (Residential Manager) on 10/16/13 at 10:00 AM indicated some of the physical examinations and vision and hearing evaluations were done or scheduled and not filed in the record. Staff #2, RM, indicated client #1 had a physical on 9/24/13 but was incomplete because the client would not cooperate and there was no vision evaluation included. Client #2 had a physical on 9/30/13 and no hearing evaluation included. Client #4 was scheduled for a physical on 10/23/13. Staff #2, RM, indicated the home had been without a manager and they were in the process of playing "catch-up."</p> <p>9-3-6(a)</p>		<p>in-serviced timely completion of annual physicals, hearing, vision and dental exams to ensure that all client examinations are completed within the time frames outlines in the regulations. Client #1 will have an appointment scheduled to have a vision examination, Client #2 will have an appointment scheduled for a hearing evaluation and client's #3 and #4 will have appointments scheduled for a physical examinationMonitoring of Corrective Action: The Residential Manager and the Nurse will complete a review of all client records weekly to ensure that all required examinations are completed timely. The Program Manager and the Director of Health Services will review client records at least monthly to ensure that all clients have had all examinations as required. Completion date: 11/17/13</p>		

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W000356	<p>483.460(g)(2) COMPREHENSIVE DENTAL TREATMENT The facility must ensure comprehensive dental treatment services that include dental care needed for relief of pain and infections, restoration of teeth, and maintenance of dental health.</p> <p>Based on record review and interview for 1 of 4 sampled clients (client #2), the facility failed to ensure a dental follow-up was conducted every 3 months as recommended by dentist.</p> <p>Findings include:</p> <p>The record review for client #2 was conducted on 10/8/13 at 1:19 PM. The dental record dated 2/8/13 indicated client #2 was to return in three months. There was no record of client #2 returning in three months.</p> <p>Phone interview with staff #5 on 10/16/13 at 10:30 AM indicated client #2 did not return to the dentist until 10/9/13.</p> <p>9-3-6(a)</p>	W000356	<p>W356: The facility must ensure comprehensive dental treatment services that include dental care needed for relief of pain and infections, restoration of teeth, and maintenance of dental health. Corrective Action: (Specific) The Nurse and the Residential Manager will be in-serviced on timely completion of dental examinations and following the recommendations of the Dentist for follow up appointments. Client #2 will be scheduled to see the dentist for follow up. How others will be identified: (Systemic) The Residential Manager and the Nurse will complete a review of all client records weekly to ensure that all required examinations are completed timely. The Program Manager and the Director of Health Services will review client records at least monthly to ensure that all clients have had all examinations as required. Measures to be put in place: The Nurse and the Residential Manager will be in-serviced on timely completion of dental examinations and following the recommendations of the Dentist for follow up appointments. Client #2 will be scheduled to see the</p>	11/17/2013			

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			dentist for follow up. Monitoring of Corrective Action: The Residential Manager and the Nurse will complete a review of all client records weekly to ensure that all required examinations are completed timely. The Program Manager and the Director of Health Services will review client records at least monthly to ensure that all clients have had all examinations as required. Completion date: 11/17/13		

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W000382	<p>483.460(l)(2) DRUG STORAGE AND RECORDKEEPING The facility must keep all drugs and biologicals locked except when being prepared for administration. Based on observation and interview for 4 of 4 sampled clients (clients #1, #2, #3 and #4) and 3 additional clients (clients #5, #6 and #7), the facility failed to ensure staff kept the medication room locked.  Findings include:  During the morning observation on 10/8/13 from 6:30 AM to 8:25 AM, the morning medication pass started at 7:00 AM. Due to the size of the room, clients sat in a chair outside the door while the staff was preparing the medication. Client #6 was in bed when the medication pass was started and his bedroom door is next to the medication room door. Client #2 has a bedroom across the hall from the medication room door and was in bed when the medication pass started. Clients #1, #3, #4, #5, #6 and #7 were in other parts of the house. Client #3 received his medication at 7:25 AM and had required a 2 man assist with walking to the chair outside the medication room. Staff #3 prepared client #3's medication and assisted client #3 with drinking from a regular disposable cup. When client #3 had finished taking his medication, staff #3 left the medication room and walked</p>	W000382	<p>W382: Drug Storage and Record Keeping Corrective Action: (Specific) All staff will be in-serviced on General Guidelines for Medication Administration Policy and Procedure and the Medication Storage Policy and Procedure. How others will be identified: (Systemic) The Residential Manager will make random visits to the home at least 3 times weekly to ensure that staff is following the Medication Storage and the General Guidelines for Medication Administration Policy and Procedure. The Program Manager and the Nurse will make random visits at least weekly to ensure that staff is following the Medication Storage and the General Guidelines for Medication Administration Policy and Procedure. Measures to be put in place: All staff will be in-serviced on General Guidelines for Medication Administration Policy and Procedure and the Medication Storage Policy and Procedure. Monitoring of Corrective Action: The Residential Manager will make random visits to the home at least 3 times weekly to ensure that staff is following the Medication Storage and the General Guidelines for Medication</p>	11/17/2013			

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	<p>through the kitchen into the living room leaving the medication room door open and the medicine cabinet unlocked.</p> <p>Interview with Staff #1, Executive Director, on 10/16/13 at 9:30 AM indicated the medicine cabinet and room door should have been locked.</p> <p>9-3-6(a)</p>		<p>Administration Policy and Procedure. The Program Manager and the Nurse will make random visits at least weekly to ensure that staff is following the Medication Storage and the General Guidelines for Medication Administration Policy and Procedure. Completion date: 11/17/13</p>		

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W000407	<p>483.470(a)(1) CLIENT LIVING ENVIRONMENT The facility must not house clients of grossly different ages, developmental levels, and social needs in close physical or social proximity unless the housing is planned to promote the growth and development of all those housed together.</p> <p>Based on observation, record review and interview for 1 of 4 sampled clients (client #1), the facility failed to ensure the client was properly placed in regard to his social, behavioral and psychiatric needs</p> <p>Findings include:</p> <p>During the observation period on 10/7/13 from 5:00 PM to 6:30 PM client #1 refused to come to the table at 5:15 PM for dinner. He came to the table at 5:35 PM, ate what he wanted, and then went to his bedroom at 6:05 PM. Staff #4 indicated client #1 was asleep at 6:25 PM. During the observation on 10/8/13 at 6:30 AM to 8:25 AM, client #1 refused to get up until 7:50 AM. He went to the medication room at 7:50 AM and received his medication and went back his room to bed. Staff #6 indicated he had been up most of the overnight shift wanting paper and to go "bye bye" (van ride). Client #1 did not eat breakfast. Client #1 did not do any personal hygiene before taking his medication. During the two observation periods, staff</p>	W000407	<p>W407: The facility must not house clients of grossly different ages, developmental levels and social needs in close physical or social proximity unless the housing is planned to promote growth and development of all those housed together. Corrective Action: (Specific): The interdisciplinary team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement options. How others will be identified: (Systemic): The interdisciplinary team will review all referrals thoroughly to ensure that client placement is planned to promote growth and development of all clients and that the ages, developmental levels and social needs of all clients are appropriate. Measures to be put in place: The interdisciplinary team has met to discuss placement for client #1 and will be submitting documentation to the local BDDS office and State for review of LOC and alternate placement options. Monitoring of Corrective Action: The interdisciplinary team will review all referrals thoroughly to</p>	11/17/2013			

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	<p>did not engage client #1 in any of his training objectives. He did not interact/engage with his housemates in social/leisure activities.</p> <p>The Surveyor Worksheet dated 10/7/13 and reviewed on 10/7/13 at 1:00 PM indicated client #1 was younger than the other clients. Client #1 was born in 1989 and is 24 years old, client #2 was born in 1949 and is 64 years old, client #3 was born in 1957 and is 56 years old, client #4 was born in 1946 and is 66 years old, client #5 was born in 1958 and is 55 years old, client #6 was born in 1959 and is 54 years old and client #7 was born in 1944 and is 68 years old.</p> <p>The facility's incident reports were reviewed on 10/7/13 at 2:29 PM. The internal incident reports indicated ongoing aggressive behaviors for client #1 as indicated below:</p> <p>10/6/13 - Client #1 and client #7 got into a fight and client #7 hit client #1 with his belt.</p> <p>9/28/13 - Client #1 went to his room with staff assistance and started grabbing and pinching staff.</p> <p>9/28/13 - Client #1 walked up to staff saying he wanted to go "bye bye." Was</p>		<p>ensure that client placement is planned to promote growth and development of all clients and that the ages, developmental levels and social needs of all clients are appropriate. Completion date: 11/17/13</p>				

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	<p>redirected to his room. Started hitting, trying to head butt and kicking. Picked up a fork and threw it.</p> <p>9/21/13 - Staff was trying to give another client a shower when client #1 came back asking for books and to go "bye bye" (van ride). Client #1 began to hit staff and trying to throw things when he couldn't get to the staff he started head butting the cabinets.</p> <p>9/18/13 - Walking around house following staff wanting to go "bye bye." Client #1 started hitting staff and head butting.</p> <p>9/16/13 - Client #1 playing with books and yelled for more books. Started throwing things and tried to hit staff several times.</p> <p>8/17/13 - Client #1 was yelling - Threw fax machine, crock pot, sharps can, blender, chair, paperwork binders.</p> <p>8/12/13 - Client #1 yelling for books and screaming at the top of his lungs. Took books from the desk. Staff went to his room to get books and he hit, kicked, pinched, slapped and grabbed staff's arm and squeezed.</p> <p>8/11/13 - Client #1 head butted,</p>						

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	<p>scratched, punched, pinched staff.</p> <p>8/11/13 - Client #2 was walking to his room when client #1 pushed him on the floor, client #1 got up and walked to his chair. Client #1 came up and hit him on the head.</p> <p>8/11/13 - Client #1 was in his room playing and looking at his books when he came out asking for more books. Staff tried to redirect client #1 to his room to get his books. Client #1 then started to slam the chairs and to throw toys off of book shelf at staff. He then began to attack staff by hitting, kicking, biting, pinching and scratching.</p> <p>8/11/13 - Staff was passing medicine to another client and client #1 came in and grabbed the medicine. Staff took the meds (medications) back from him but he grabbed them from her and took them.</p> <p>8/8/13 - Client #1 was asking for books and to go "bye bye." Grabbed staff by the arm, pinched skin.</p> <p>8/1/13 - Client #1 going to his room to get his shoes. Hit [client #2] in the stomach.</p> <p>8/1/13 - [Client #4] was coming out of the restroom and client #1 came through</p>						

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	<p>the laundry room and shoved him. Client #4 hit the wall then fell down and hit his head.</p> <p>7/27/13 - Client #1 was hitting staff and trying to hit clients and was also head butting.</p> <p>7/25/13 - Client #3 was trying to grab a magazine that client #1 was looking at. Client #1 scratched and pinched client #3.</p> <p>7/24/13 - Client #4 was walking to put clothes in the washer, client #1 came up behind him and kicked him. Staff prompted client #4 to go sit down and get out of his way. Then client #1 followed and then kicked client #4 again in the leg.</p> <p>7/23/13 - Client #4 was going to the bathroom to take a shower. Client #1 picked up his shoes and threw them at client #4 hitting his back and neck.</p> <p>7/23/13 - Client #1 was talking loud towards client #4 in an angry manner. Client #1 pinched client #4 on his arm leaving marks.</p> <p>7/22/13 - Client #1 wanted books, client #1 got angry because we couldn't give him any and client #1 slammed kitchen chair. Client #1 broke the kitchen chair.</p>			

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	<p>7/22/13 - The clients all loaded into the van for an outing to the store. Client #4 was sitting next to client #1 and client #1 dug his fingernails into client #4's wrist drawing blood and made client #4 cry and then punched him in the chest and client 4 cried harder.</p> <p>7/22/13 - Client #1 scratched client #7 on the back and head butted him leaving red marks on his back.</p> <p>7/22/13 - Client #1 was slamming cabinets and chairs yelling for a book. He scratched staffs arm.</p> <p>7/22/13 - Client #1 got angry and when told his books were in his room client #1 grabbed staffs arm digging his nails into arm.</p> <p>7/20/13 - Client #1 was slamming down chairs, throwing things at staff, slamming cabinet doors, scratching staff. Client #1 went out the back door. Staff tried to stop him, he went to mailbox then up to staffs cars trying to get in. He attempted to run down the road.</p> <p>7/18/13 - Client #1 became physically aggressive with staff slamming doors, throwing chairs, pinching, hitting, attempting to head butt.</p>			

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	<p>7/17/13 - Client #1 pinched client #4 on the arm.</p> <p>Review of client #1's record on 10/8/13 at 12:01 PM indicated client #1 had an individual Support Plan dated 10/12/12 with the following training objectives:</p> <ol style="list-style-type: none"> <li>1. Identify a quarter with 4 verbal prompts (vp). Staff will lay out a quarter for (client #1) to identify. Staff will state "quarter" then tap on the coin. Staff will ask (client #1) to repeat this.</li> <li>2. Participate in taking his medications 75% of opportunities. Staff will inform (client #1) it is time to take his medication. Staff will have (client #1) wash his hands. Staff will have (client #1) take his medication.</li> <li>3. Display safe pedestrian and safety skills ( with 2 vp). Staff will with 2 vps have (client #1) look both ways before stepping out of the van. Staff will with 2 vps have (client #1) exit the van to the desired location if no cars or other vehicles are approaching the van.</li> <li>4. Take his dirty clothes to the washer with 2 vp. With 2 vp staff will remind (client #1) it is time to do his laundry. With 2 vp, client #1 will place his dirty clothes into his hamper, with 2 vp, (client #1) will take his hamper to the laundry room and with 2 vp (client #1) will place his dirty laundry into the washer.</li> </ol>						

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	<p>5. Bathe with 5 vp. Staff will with 3 vps have (client #1) stand up to allow staff to wash his body. Staff will with 3 vps have (client #1) dry off.</p> <p>6. Communicate to staff when he would like to go for a recreational outing 80% of opportunities. Staff will with 2 vps have (client #1) state when he wants to go out into the community. Staff will assure (client #1) completes his hygiene goal before going out into the community due to poor hygiene. Staff will with 2 vps ask (client #1) to participate in chosen activity for at least 30 minutes. Staff will give verbal or visual cues to which activity he chooses.</p> <p>7. Will use the restroom with 5 vp. Staff will with 5 vps have (client #1) go to the restroom. Staff will prompt (client #1) to use the restroom every 2 hours. Staff will assure that (client #1) completes his toileting goal by self cleaning when he is finished.</p> <p>8. Wash his hands with 5 vp. Staff will with 5 vps have (client #1) walk to the restroom. Staff will assure (client #1) washes his hands while in restroom. Staff will with 5 vps have (client #1) wash his hands before each meal and when poor hygiene is exhibited.</p> <p>The record review indicated client #1 had a 7/15/13 Behavior Support Plan which indicated client #1 had the targeted</p>						

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	<p>behaviors of the following:</p> <p>"Non-Compliance - Anytime he does not comply with or start complying with a programmatic request after 3 prompt spaced out at least 15 minutes apart.</p> <p>Hyperactive - [Client #1] will continue to pace around and not focus on one particular task for any given amount of time regardless of prompting.</p> <p>Inappropriate sexual behavior - Anytime he is physically attempting to touch others in their personal areas (e.g. breast, genitals etc.) or rubbing on others.</p> <p>Leaving assigned areas - Anytime he leaves or attempts to leave a designated area without staff.</p> <p>Physical Aggression - Anytime he hits, punches, stabs, slaps, kicks, pinches, pushes, spits, bites or throws objects at staff or peers, any time he makes contact with staff or peers and there is the potential for the contact to cause injury or redness. This should include attempts to hit, drawing back a fist, or throwing objects that do not make contact with a client or staff.</p> <p>Property Destruction - Anytime he is banging on walls, tables, doors, throwing items or any behavior that has the potential to damage property.</p> <p>Verbal Disruption - Anytime he is yelling/grunting, etc., outside of times when he is playing or when he is visibly happy about something.</p>			

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	<p>Self-Injury - Anytime he is hitting, biting himself or other behaviors directed towards himself." The BSP indicated client #1's behaviors could be caused when he feels he is being ignored, by loud noises, and by being told "no."</p> <p>Interview with staff #4 on 10/8/13 at 8:00 AM indicated it was difficult to do anything with the other residents because client #1 didn't travel well with the van loaded. Staff #4 indicated clients #2, #3, #4, #5, #6 and #7 missed recreational/social outings due to client #1's unsocialized (aggressive/non-compliant) behaviors. Staff #4 indicated client #1 would target certain clients and they would have to send everyone to their rooms to keep them safe.</p> <p>Interview with staff #1, Executive Director, on 10/16/13 at 2:18 PM indicated client #1 was not currently in a day program but they did have an agreement with one of the facilities to get him started in the near future. Staff #1 indicated they had extra staffing in the home to keep the clients safe, but client #1 moved fast. Staff #1 indicated they had a new home manager and nurse in the home.</p> <p>9-3-7(a)</p>						

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W000440	<p>483.470(i)(1) EVACUATION DRILLS The facility must hold evacuation drills at least quarterly for each shift of personnel. Based on record review and interview for 4 of 4 sampled clients (clients #1, #2, #3 and #4) and 3 additional clients (clients #5, #6 and #7), the facility failed to conduct evacuation drills quarterly for each shift. of personnel</p> <p>Findings include:</p> <p>The evacuation drills were reviewed on 10/8/13 at 9:00 AM. The record indicated the evacuation drills for clients #1, #2, #3, #4, #5, #6 and #7 were not implemented for the 2nd shift, hours of 4:00 PM to 12 midnight between May 13, 2013 and October 2, 2013. The record indicated there were no drills conducted in June, July, August or September during the 2nd shift. The record indicated there were no drills conducted for the 3rd shift, hours of 12 midnight to 6:00 AM, after 6/16/13. There was no record of third shift conducting a drill in July, August, September, October, 2013 or October, November and December, 2012.</p> <p>Interview with staff #2, Residential Manager, on 10/8/13 at 9:30 AM indicated there was no other record of fire drills available.</p>	W000440	W440: The facility must hold evacuation drills at least quarterly for each shift of personnel. Corrective Action: (Specific): The residential manager will be in serviced on including the completion of fire drills quarterly for each shift of personnel. How others will be identified: (Systemic) The Program Manager will review drill during home visits to ensure that drills are being conducted at least quarterly for each shift of personnel. Measures to be put in place: The residential manager will be in serviced on including the completion of fire drills quarterly for each shift of personnel. Monitoring of Corrective Action: The Program Manager will review drill during home visits to ensure that drills are being conducted at least quarterly for each shift of personnel. Completion date: 11/17/13	11/17/2013			

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