

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G663	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 08/29/2014
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NAME OF PROVIDER OR SUPPLIER REM-INDIANA INC	STREET ADDRESS, CITY, STATE, ZIP CODE 5662 N CRESTVIEW AVE INDIANAPOLIS, IN 46220
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W000000	<p>This visit was for the investigation of complaints #IN00155120 and #IN00153960 which resulted in an Immediate Jeopardy.</p> <p>Complaint #IN00155120: Substantiated, federal and state deficiencies related to the allegation(s) are cited at: W102, W104, W122, W149 and W157.</p> <p>Complaint #IN00153960: Substantiated, federal and state deficiencies related to the allegation(s) are cited at: W102, W104, W122, W149 and W157.</p> <p>Dates of Survey: 8/21/14, 8/22/14, 8/25/14, 8/26/14, 8/27/14, 8/28/14 and 8/29/14.</p> <p>Facility Number: 001216 Provider Number: 15G663 AIMS Number: 100233690</p> <p>Surveyor: Keith Briner, QIDP</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 9/10/14 by Ruth Shackelford, QIDP.</p>	W000000		

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

TITLE

(X6) DATE

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

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W000102	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on interview and record review, the facility failed to meet the Condition of Participation: Governing Body for 1 of 3 sampled clients (A). The governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its policy and procedures to prevent neglect of client A in regard to his elopement behaviors and failed to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors.</p> <p>Findings include:</p> <p>1. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its written policy and procedures to prevent neglect of client A</p>	W000102	<p>Please see W104 Please see W122 Indiana MENTOR and Client A's IDT has determined that the one on one staffing will remain in place until Client A's court date on September 23, 2014, in which the court will decide his future placement due to his ongoing elopement behaviors. All staff working with client A are trained on the updated Behavior Support Plan, which includes the elopement protocol, the one on one protocol, and the reinforcement protocol. The Program Director and Home Manager will be retrained on Indiana MENTOR's policy and procedures for neglect. The Program Director and Home Manager will be retrained on putting appropriate protective measures into place after each incident that occurs, according to the Indiana</p>	09/28/2014

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W000104	<p>regarding his elopement behaviors and to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors. Please see W104.</p> <p>2. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility met the Condition of Participation: Client Protections for 1 of 3 sampled clients (A). The facility failed to implement its policy and procedures to prevent neglect of client A in regard to his elopement behaviors and failed to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors. Please see W122.</p> <p>This federal tag relates to complaints #IN00153960 and #IN00155120.</p> <p>9-3-1(a)</p> <p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility. Based on record review and interview for 1 of 3 sampled clients (A), the governing</p>	W000104	<p>MENTOR's policy and procedures on abuse and neglect. The IDT will continue to meet monthly to review Client A's Behavior Support Plan and ongoing protocols until the new placement has taken over. All incidents for client A are being reviewed by the IDT in order to determine if more therapeutic interventions are needed for client A's health and safety. To ensure that all incidents are investigated accurately and thoroughly, Indiana MENTOR's Quality Assurance Specialist will assist this PD with the next three investigations. Ongoing, all investigations will be reviewed by the Area Director and the Quality Assurance Specialist to ensure that all issues are addressed, that the investigation is completed thoroughly, that recommendations are made and that all recommendations are completed and followed up on in a timely manner. Responsible Parties: Program Director, Area Director, and Quality Assurance Specialist</p> <p>Please see W149 Please see W157 Indiana MENTOR and Client A's IDT</p>	09/28/2014

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	<p>body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its written policy and procedures to prevent neglect of client A regarding his elopement behaviors and to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility implemented its written policy and procedures to prevent neglect of client A regarding his elopement behaviors and to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors. Please see W149. 2. The governing body failed to exercise general policy and operating direction over the facility to ensure the facility developed and implemented corrective actions to prevent reoccurrence of client A's elopement behaviors. Please see W157. <p>This federal tag relates to complaints #IN00153960 and #IN00155120.</p> <p>9-3-1(a)</p>		<p>has determined that the one on one staffing will remain in place until Client A's court date on September 23, 2014, in which the court will decide his future placement due to his ongoing elopement behaviors. All staff working with client A are trained on the updated Behavior Support Plan, which includes the elopement protocol, the one on one protocol, and the reinforcement protocol.</p> <p>The Program Director and Home Manager will be retrained on Indiana MENTOR's policy and procedures for neglect.</p> <p>The Program Director and Home Manager will be retrained on putting appropriate protective measures into place after each incident that occurs, according to the Indiana MENTOR's policy and procedures on abuse and neglect.</p> <p>The IDT will continue to meet monthly to review Client A's Behavior Support Plan and ongoing protocols until the new placement has taken over.</p> <p>All incidents for client A are being reviewed by the IDT in order to determine if more therapeutic interventions are needed for client A's health and safety.</p> <p>To ensure that all incidents are investigated accurately and thoroughly, Indiana MENTOR's Quality Assurance Specialist will assist this PD with the next three investigations.</p> <p>Ongoing, all investigations will be</p>	

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W000122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based on record review and interview, the facility failed to meet the Condition of Participation: Client Protections for 1 of 3 sampled clients (A). The facility failed to implement its policy and procedures to prevent neglect of client A in regard to his elopement behaviors and failed to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors.</p> <p>This noncompliance resulted in an Immediate Jeopardy. The Immediate Jeopardy was identified on 8/22/14 at 3:30 PM. The Immediate Jeopardy began on 7/5/14 when the facility failed to prevent client A from eloping into the community. The Area Director and QIDP (Qualified Intellectual Disabilities Professional) were notified of the</p>	W000122	<p>reviewed by the Area Director and the Quality Assurance Specialist to ensure that all issues are addressed, that the investigation is completed thoroughly, that recommendations are made and that all recommendations are completed and followed up on in a timely manner. Responsible Parties: Program Director, Area Director, and Quality Assurance Specialist</p> <p>Please see W149 Please see W157 Indiana MENTOR and Client A's IDT has determined that the one on one staffing will remain in place until Client A's court date on September 23, 2014, in which the court will decide his future placement due to his ongoing elopement behaviors. All staff working with client A are trained on the updated Behavior Support Plan, which includes the elopement protocol, the one on one protocol, and the reinforcement protocol. The Program Director and Home Manager will be retrained on Indiana MENTOR's policy and procedures for neglect. The Program Director and Home Manager will be retrained on putting appropriate protective measures into place after each incident that occurs, according to</p>	09/28/2014

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	<p>Immediate Jeopardy on 8/22/14 at 3:30 PM regarding the failure of the facility to implement its policy and procedures to prevent neglect of client A in regard to his elopement behaviors.</p> <p>On 8/26/14 at 1:30 PM, the facility submitted the following plan of action to remove the immediate jeopardy, "The following actions and protective measures are in place or are in process to abate the immediate jeopardy in regards to [client A's] health and safety during elopements. As of August 22, 2014, [client A] was placed on one to one staffing ratio during waking hours, (sic) to assist in the prevention of ongoing elopements. Should future elopements occur, the one on one staffing will be in place to provide immediate protective measures to [client A] while in the community. Starting on August 22, 2014 and ongoing, all staff, including but not limited to one on one staff, will be retrained on [client A's] one on one staffing protocol. This one on one staffing ratio for [client A] will continue until the IDT (Interdisciplinary Team) determines it is no longer necessary. The IDT convened on August 25, 2014 to discuss the current BSP (Behavior Support Plan) and to make recommendations for necessary revisions. The IDT discussed the one to one</p>		<p>the Indiana MENTOR's policy and procedures on abuse and neglect. The IDT will continue to meet monthly to review Client A's Behavior Support Plan and ongoing protocols until the new placement has taken over. All incidents for client A are being reviewed by the IDT in order to determine if more therapeutic interventions are needed for client A's health and safety. To ensure that all incidents are investigated accurately and thoroughly, Indiana MENTOR's Quality Assurance Specialist will assist this PD with the next three investigations. Ongoing, all investigations will be reviewed by the Area Director and the Quality Assurance Specialist to ensure that all issues are addressed, that the investigation is completed thoroughly, that recommendations are made and that all recommendations are completed and followed up on in a timely manner. Responsible Parties: Program Director, Area Director, and Quality Assurance Specialist</p>	

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	staffing, a positive reinforcement schedule, protocols for staff in the event of any future elopements, need for bedroom checks for food hoarding behaviors and the continued need for ongoing weekly counseling/therapy sessions for [client A] to work on and address his need for therapeutic coping skills. The elopement protocol was implemented on 8/22/14. The positive reinforcement schedule was implemented on 8/25/14. The complete BSP revision will be completed on 8/27/14. All staff will receive documented training on the new BSP prior to working in the home. The [HM (Home Manager) #1] and [PD (Program Director) #1] will be trained on 8/26/14 on the completion of in-home observations to ensure adequate supervision is being provided to address individual consumer needs. In addition to providing some of the scheduled one to one staffing time, [HM #1] will complete in home observations at least three times weekly. In addition to providing some of the scheduled one to one staffing time, [PD #1] will complete in -home observations at least two times weekly. Observations of staff performance will be completed by Indiana Mentor management including the Area Director, Regional Director, Quality Assurance Specialist, etc., at least two times per week for 30 days at varying times to			

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	<p>ensure adequate staff support and supervision is being provided to address individual consumer needs and protocols are being implemented appropriately per current consumer needs."</p> <p>Observations were conducted at the group home on 8/25/14 from 4:42 PM through 5:05 PM, 8/26/14 from 10:00 AM through 12:00 PM, 8/27/14 from 1:20 PM through 2:07 PM, 8/28/14 from 1:30 PM through 2:00 PM and on 8/29/14 from 9:07 AM through 9:50 AM. Client A was observed throughout the observation periods. Client A's one to one staffing ratio was being implemented.</p> <p>HM #1 was interviewed on 8/25/14 at 5:05 PM. HM #1 indicated the group home staff had been trained regarding client A's one to one staffing protocol. HM #1 indicated client A would remain on one to one staff ratio until the IDT determined that it was not longer needed.</p> <p>Staff #1 was interviewed on 8/25/14 at 6:10 PM. Staff #1 indicated he had been trained regarding client A's one to one staffing protocol.</p> <p>AS (Administrative Staff) #1 was interviewed on 8/26/14 at 9:30 AM. AS #1 indicated client A's BSP had been updated to include positive</p>			

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	<p>reinforcements for not eloping. AS #1 indicated client A's one to one staffing ratio was being implemented during wake hours and would continue until the IDT determined it was no longer needed.</p> <p>Client A's IDT notes dated August 25, 2014 were reviewed on 8/26/14 at 1:30 PM. Client A's IDT note dated 8/25/14 indicated the IDT had developed a written protocol for the implementation of client A's one to one staffing. The protocol included directives on implementation of the facility's physical restraint techniques to prevent client A from eloping into the community, as well as, interventions to prevent physical aggression towards members of the community. The 8/25/14 IDT note indicated an outline of a reward program to address client A's elopement behavior.</p> <p>AS #2 was notified of the removal of the Immediate Jeopardy on 8/29/14 at 11:00 AM. The facility remained out of compliance at the Condition level because the facility needed to demonstrate ongoing implementation of the added safeguards to prevent and address further elopement and physical aggression behaviors regarding client A.</p> <p>Findings include:</p>			

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W000149	<p>1. The facility failed to implement its policy and procedures to prevent neglect of client A regarding his elopement behaviors and to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors. Please see W149.</p> <p>2. The facility failed to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors. Please see W157.</p> <p>This federal tag relates to complaints #IN00153960 and #IN00155120.</p> <p>9-3-2(a)</p> <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 1 of 3 sampled clients (A), the facility failed to implement its policy and procedures to prevent neglect of client A regarding his elopement behaviors and to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors.</p> <p>Findings include:</p>	W000149	Indiana MENTOR and Client A's IDT has determined that the one on one staffing will remain in place until Client A's court date on September 23, 2014, in which the court will decide his future placement due to his ongoing elopement behaviors. All staff working with client A are trained on the updated Behavior Support Plan, which includes the elopement protocol, the one on one protocol, and the reinforcement protocol. The	09/28/2014			

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	<p>The facility's BDDS (Bureau of Developmental Disabilities Services Reports) and investigations were reviewed on 8/22/14 at 12:30 PM. The review indicated the following:</p> <p>-BDDS report dated 8/22/14 indicated, "On 8/21/14, [client A] had some behavioral issues at the group home which resulted him (sic) to end up at (sic) [hospital]. [Client A] was using the phone to call a day program friend concerning an IPOD [client A] gave to him as a deal they made between each other months ago. [Client A] called his friend; ask for IPOD back (sic) but his friend would not agree with [client A] returning the IPOD (sic). The first thing [client A] did before he started to be disruptive was call 911. [Client A] said he was going to cause trouble. [Client A] got upset and started to be disrupted (sic) towards staff and other consumers in the group home. [Client A] first started to spit in staff person (sic) face, then he attempted to hit other consumer (sic) and finally eloped out of the group home into other people (sic) yards causing problems. Some of the problems [client A] was causing was (sic) knocking on people's doors, windows and knocking over garbage barrels. [Client A] also saw a community member walking his dog; he then started to attack the community</p>		<p>Program Director and Home Manager will be retrained on Indiana MENTOR's policy and procedures for neglect. The Program Director and Home Manager will be retrained on putting appropriate protective measures into place after each incident that occurs, according to the Indiana MENTOR's policy and procedures on abuse and neglect. The IDT will continue to meet monthly to review Client A's Behavior Support Plan and ongoing protocols until the new placement has taken over. All incidents for client A are being reviewed by the IDT in order to determine if more therapeutic interventions are needed for client A's health and safety. To ensure that all incidents are investigated accurately and thoroughly, Indiana MENTOR's Quality Assurance Specialist will assist this PD with the next three investigations. Ongoing, all investigations will be reviewed by the Area Director and the Quality Assurance Specialist to ensure that all issues are addressed, that the investigation is completed thoroughly, that recommendations are made and that all recommendations are completed and followed up on in a timely manner. Responsible Parties: Program Director, Area Director, and Quality Assurance Specialist</p>		

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	<p>member. The person was unharmed and did not want to press charges against [client A]. Staff then put [client A] in [restraint/hold] to calm [client A] down. Once [client A] was in a [restraint/hold] [client A] started to scuffle with staff and [client A] lost his balance and fell on to the ground (road). Staff then again put [client A] in another [restraint/hold] to calm him down but then again [client A] started to scuffle with staff. [Client A] got away from the [restraint/hold] and [client A] started to cause chaos throughout the neighborhood again. Minutes later the police arrive (sic) on the scene. Once [client A] saw the police, he diverted all of his attention towards the police. Police didn't want to press charges against [client A] knowing he is already waiting trail (sic) for two felonies in September. Police thought it would be best if [client A] went to [hospital] for psychological evaluation. [Client A] was at the hospital for about 5 hours. At 3:46 AM, [client A] returned to the group home in a yellow cab unsupervised by the hospital."</p> <p>The 8/22/14 BDDS report indicated, "Plan to Resolve. [Client A] is having a meeting Friday 8/21/14 (sic) to discuss his future concerning his 2 felonies being charged against him." The 8/22/14 BDDS report indicated, "An IDT</p>			

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	<p>(Interdisciplinary Team) meeting is scheduled for [client A] on Monday 8/25/14 to discuss the team's plans to help [client A] and the issues he is currently involved."</p> <p>-BDDS report dated 8/17/14 indicated, "On 8/16/14; (sic) [client A] eloped from the group home. [Client A] ran outside into a neighbor's yard grab a brick (sic) and threw it into the group home's front window. After, [client A] (sic) eloped again towards [street]. During his elopement [client A] was walking through many neighbors' yards (which the neighbors called the cops) and eventually [client A] was out on [street] walking in the middle of the street. Eventually staff and cops stopped [client A] in the middle of the road and he was brought into safety away from the road. Staff went to get the company van to pick up [client A] and brought him back to the group home."</p> <p>The 8/17/14 BDDS report indicated, "IDT will convene to determine how to monitor the health and safety of [client A] at all times. A plan will be generated by the IDT, and once in place the home manager will train all staff of (sic) how to manage [client A's] behavior if/when he is about to have one."</p>			

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	<p>-BDDS report dated 8/14/14 indicated, "[Client A] was engaging in an inappropriate amount of phone calls. When he was instructed by his staff that he was to lose phone privileges for a specific amount of time (per his BSP (Behavior Support Plan)) he got upset and eloped from the group home. Staff followed him as long as they were able to keep up with him but once he was out of eyesight the police were called. About an hour later [client A] was found and returned to the group home by both the police and his staff. [Client A] did engage in some property destruction while he was running around in the community. The staff did have to utilize the agency approved [restraint/hold] techniques to calm [client A] down."</p> <p>The 8/14/14 BDDS report indicated, "Plan to resolve. Staff will continue to follow [client A's] BSP and to assist [client A] in making the appropriate positive choices."</p> <p>-BDDS report dated 7/31/14 indicated, "On 7/31/14, [client A] eloped from the group home and ran on to the [name of walking] trail. [Client A] was gone for about an hour. Staff was following [client A] the entire time but staff did lose sight of [client A] for about 30 minutes. Once out of site (sic) staff waited 10 minutes to</p>			

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	<p>search for [client A] on her own then called the police. Staff kept on looking for [client A] until he was found at the [name of walking] trail by the police."</p> <p>The 7/31/14 BDDS report indicated, "Plan to resolve. An IDT was scheduled for 7/31/14 at 12:30 PM. The team discussed [client A's] recent action of improper behavior and it was determined for [client A] that he needs a staff one on one attention until the next IDT meeting which is scheduled for next week. It was also discussed with the IDT that [client A] needs an emergency medical evaluation to determine if his medication needs to be increased. With [client A] (sic) recent behavior medical observation is critical to determine the proper measures are in place to assure his health and are in place at all times (sic)."</p> <p>-BDDS report dated 7/31/14 indicated, "On 7/30/14, [client A] eloped from the group home and ran on to the [name of walking] trail. [Client A] was gone for about an hour and half. Staff was following [client A] the entire time but staff did lose sight of [client A] for about 45 minutes. Once out of site (sic) staff waited 15 minutes to search for [client A] on her own then called the police. Staff kept on looking for [client A] until he was found on the [name of walking] trail</p>						

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	<p>by the police. Presumably, [client A] attacked a person riding his bike on the trial (sic) but found out [client A] didn't touch the biker, rather scared the biker enough to turn the wheel sharply to crash on his own. The biker was not hurt. At that time, the cops found [client A] with the biker. Staff was called to the location where [client A] was located and they both walked back to the group home. As staff and [client A] were at the group home [client A] found some rocks just outside of the group home property and [client A] threw the rocks and hit staff. Staff was hurt but didn't need medical attention. [Client A] ran off again away from staff. Staff was told by the authorities if [client A] runs again to give them a call and that's what staff did. Cops found [client A] after a couple of minutes in the meantime while [client A] was eloping from staff, [client A] knocked over a neighbor's decoration pole and hit a couple of other items in the person's yard. After the cops found [client A] and brought him back to the group home he was okay for the rest of night."</p> <p>The 7/31/14 BDDS report indicated, "Plan to resolve. An IDT was scheduled for 7/31/14 at 12:30 PM. The team discussed [client A's] recent action of inappropriate behavior and it was determined for [client A] that he needs a</p>			

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	<p>staff one on one attention until the next IDT meeting which is scheduled for next week. It was also discussed with the IDT that [client A] needs an emergency medical evaluation to determine if his medication needs to be increased. With [client A] (sic) recent behavior medical observation is critical to determine the proper measures are in place to assure his health and are in place at all times (sic)."</p> <p>-BDDS report dated 7/28/14 indicated, "[Client A] ran out of the house and staff ran after him (sic) this lasted about 30 minutes before he was brought home (sic) staff chased him and had police involved with this chase. Then again at 7:16 PM [client A] ran away a second time and police were involved in his elopement due to staff not (sic) able to find him. [Client A] was found within 35 minutes."</p> <p>The 7/28/14 BDDS report indicated, "Plan to resolve. Staff will meet regarding the elopement concerns with [client A] and how to address this with staff and how to deal with [client A] when he elopes."</p> <p>-BDDS report dated 7/20/14 indicated, "On 7/19/14, [client A] eloped from the group home twice within an one hour time frame. The staff chased after [client</p>			

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	<p>A] until he was too fast and staff was unable to keeps (sic) tabs of where he was. Staff called the police and within 15 minutes when staff called the police they found [client A] and brought him back to the group home."</p> <p>The 7/20/14 BDDS report indicated, "After the second incident staff were notified and recommend to implement 10 minute checks for the next 24 hours."</p> <p>-BDDS report dated 7/6/14 indicated, "[Client A] eloped from staff while they were walking on the [name of walking] trail. Staff could still see him and would catch up with him but [client A] would scream, fight and yell at the staff and then run. [Client A] ran to a local [restaurant] and started problems inside and police were called to the area where he was also causing problems in the shopping center near [community store]. Police were on the scene (sic) he was taken home for further observation and supervision from staff."</p> <p>The 7/6/14 BDDS report indicated, "Review with IDT the BSP and options."</p> <p>-BDDS report dated 6/14/14 indicated, "[Client A] became upset spit (sic) in a staff's mouth and broke out a living room window. [Client A] then eloped and ran</p>			

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	<p>outside knocking on two neighbors' doors. The police were called and he was escorted back to the group home."</p> <p>The 6/14/14 BDDS report indicated, "Plan to resolve. [Client A] was talked to by staff and police and subsequently was calm and no additional issues occurred. Staff advised to keep an eye on him for the remainder of the day."</p> <p>-BDDS report dated 6/9/14 indicated, "[Client A] took off out the door eloping to the [name of walking] trail. [Client A] was followed by a staff member throughout the process. Staff continued to follow him as long as they could. At times it was hard for staff to keep up so the police was (sic) called to come settle him down. [Client A] told the staff and the police he was upset because he wanted to play more basketball and staff was not able to continue to play. [Client A] ran out the door upset."</p> <p>The 6/9/14 BDDS report indicated, "Plan to resolve. [Client A] was later returned to the group home with no further incident. Staff continued to monitor [client A] throughout the late evening."</p> <p>AS (Administrative Staff) #1 was interviewed on 8/21/14 at 3:30 PM. AS #1 indicated client A had increased his</p>			

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	<p>elopement behaviors and attacks on individuals that he encounters while unsupervised in the community. AS #1 indicated client A was awaiting a court hearing for two unrelated/previous felony charges and would have a meeting with his lawyer on 8/22/14. AS #1 indicated the facility was advocating for client A during his pending legal issues. AS #1 indicated client A could be sent to jail or a state hospital. AS #1 stated, "I'm trying to get the lawyers and judge to understand ESN (Extensive Special Needs home) where his needs can be met. We just can't put the kind of restrictions in place that he needs. It's all impulse control with him. We've done everything we can from a programming perspective and we are looking at his medications, but he just can't control his impulses. Great kid and will tell you everything that he's done but when you ask him why he's doing it he can't tell."</p> <p>Client A was interviewed on 8/21/14 at 5:10 PM. Client A stated, "I've really been out of control and getting worse here. I've been running away, chasing people on bikes, throwing rocks at people on skate boards, threatened the lady next door and chasing girls. I just want out of here, that's what I want. I know they are going to send me to the state hospital or jail and I'm going to regret it. I spit on</p>			

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	<p>[staff #1] and tried to hit [staff #2]."</p> <p>HM (Home Manager) #1 was interviewed on 8/21/14 at 5:20 PM. HM #1 indicated client A has been eloping from the group home and running through the neighborhood attacking individuals he encounters. HM #1 indicated client A had attacked a person on a bike, chased a neighbor with a brick and threw rocks at a kid on a skateboard. HM #1 stated, "He's, [client A], just been getting worse. I think he hears everyone talking about his court date and going to jail and he gets anxious." HM #1 indicated client A was not currently on one to one supervision. HM #1 indicated staff should monitor client A every 15 minutes, not allow client A outside of the home without supervision and call the police if he gets out of staff's sight. When asked if client A was a risk to himself or others while in the community during elopement behaviors, HM #1 stated, "Yes."</p> <p>Staff #3 was interviewed on 8/21/14 at 5:35 PM. Staff #3 stated, "He's really gotten worse in the last few months since I've worked in the home. I've been here about a year and his behaviors are increasing. We try to redirect him but he will just run away and attack people." When asked if client A was safe in the</p>			

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	<p>group home, staff #3 stated, "Yes, when he is in the home he is safe. When he is out he could attack someone and only the police can help him. He will fight with us (staff) but only when he sees the police does he stop."</p> <p>Staff #1 was interviewed on 8/21/14 at 5:45 PM. Staff #1 indicated client A had increased elopement behaviors and attacked people in the community. Staff #1 indicated client A was not on one to one supervision.</p> <p>Staff #4 was interviewed on 8/22/14 at 6:20 AM. Staff #4 stated, "[Client A] had another incident last night. He eloped out of the house three times; the police came and took him to [hospital]. He just got back home at 3:40 AM."</p> <p>Client A's record was reviewed on 8/22/14 at 1:12 PM. Client A's Interdisciplinary Diagnosis and Evaluation (IDE) form dated 4/26/10 indicated, "[Client A] has a history of walking into the homes of neighbors. He was extremely focused on one of his female neighbors and walked in her home on several occasions. This female neighbor was a woman in her 20's who had young children and a boyfriend. Her boyfriend threatened [client A] with a gun on at least one occasion due to this</p>			

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	<p>behavior. The neighbor moved to get away from [client A]. Neighbors have called the police over this behavior of walking into their homes."</p> <p>Client A's ISP (Individual Support Plan) dated 4/23/14 indicated client A was assessed as needing 24 hour supervision and had limited pedestrian safety skills. Client A's RMAP (Risk Management Assessment and Plan) dated 4/23/14 indicated, "[Client A] uses profanity towards community members. [Client A] to profile himself as a safety hazards towards other people (sic)." Client A's IDT note dated 6/19/14 indicated the IDT had discussed increasing client A's community outings to address behaviors. The 6/19/14 IDT did not indicate documentation of IDT review of client A's BSP, specific recommendations to address client A's elopement and physical aggression behaviors or suggestions regarding medication management of behaviors.</p> <p>Client A's IDT note dated 7/31/14 indicated, "[Client A] is going to the psych doctor after the meeting to get his medications evaluated and medications increased. Indiana Mentor would like (sic) increase in his medications. Looking into a behavioral shot when [client A] is out of control... with elopement and</p>			

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	<p>behaviors towards staff and community members. Schedule a meeting for next week. [Client A] will write a letter to neighbors to apologize for his actions. [Client A] will receive one on one staffing ratio for (now) until next IDT meeting which will be scheduled either Monday or Tuesday next month." Client A's record did not indicate documentation of additional IDT notes to reassess client A's one to one staffing ratio as described in the 7/31/14 IDT note and/or make recommendations to prevent further elopements and physical attacks on community members. Client A's 5/24/14 BSP (Behavior Support Plan) did not indicate documentation of review/revision to address client A's increase in elopement and physical aggression behaviors.</p> <p>QIDP (Qualified Intellectual Disabilities Professional) #1 was interviewed on 8/22/14 at 2:09 PM. QIDP #1 indicated there was not additional documentation of IDT discussion/recommendations to address client A's elopement and physical aggression behaviors. QIDP #1 indicated client A was not on one to one supervision. When asked if the facility was able to manage client A's behaviors to keep him and others safe, QIDP #1 stated, "It's a challenge. He needs more attention and help than we can give him.</p>			

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	<p>He needs more attention and less people around him."</p> <p>AS #2 was interviewed on 8/22/14 at 12:43 PM. AS #2 indicated there was not additional documentation of IDT meetings/recommendations since the 7/31/14 meeting. AS #2 indicated client A was not on one to one ratio supervision. AS #2 indicated client A was at risk to harm himself or others while in the community during elopement behaviors. AS #2 indicated the facility would have an IDT regarding client A on 8/25/14 to discuss recommendations to keep client A safe while he awaits his court date. AS #2 indicated the facility's abuse and neglect policy should be implemented. AS #2 indicated the facility's IDT should make recommendations to address client A's elopement and physical aggression behaviors.</p> <p>The facility's policies and procedures were reviewed on 8/25/14 at 12:54 PM. The facility's policy entitled Quality and Risk Management dated April 2011 indicated, "Indiana Mentor follows the BDDS incident reporting policy as outlined in the provider standards. An incident described as follows shall be reported to the BDDS on the incident report form prescribed by the BDDS (e.)</p>			

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	<p>failure to provide appropriate supervision, care or training.... (4.)(c.) Elopement of an individual that results in evasion of required supervision ad described in the ISP (Individual Support Plan) for health and welfare; (d.) Missing person when an individual wanders away and no one knows where they are...." The Quality and Risk Management policy dated April 2011 indicated, "Indiana Mentor is committed to ensuring the individuals we serve are provided with a safe and quality living environment. In order to ensure the highest standard of service delivery specific staff will be assigned to the monitoring and reviewed of Quality Assurance. These staff will assist in providing Individual Support Teams/IDT's with corporate supports, recommendations and resources for incident management and will review the effectiveness of the recommendations." The April 2011 policy indicated, "The Area Director will complete an Incident Summary Report detailing the progress made towards meeting the recommendations previously set forth. The report may include further recommendations that may have been provided by the IDT or outside agency involved in the resolution of the incident. This procedure will provide Indiana Mentor with the information needed to ensure the effectiveness of the</p>			

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W000157	<p>recommendations and an opportunity to make additional recommendations as needed."</p> <p>This federal tag relates to complaints #IN00153960 and #IN00155120.</p> <p>9-3-2(a)</p> <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 10 of 24 allegations of abuse, neglect and mistreatment reviewed, the facility failed to develop and implement corrective actions to prevent reoccurrence of client A's elopement behaviors.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services Reports) and investigations were reviewed on 8/22/14 at 12:30 PM. The review indicated the following:</p> <p>-BDDS report dated 8/22/14 indicated, "On 8/21/14, [client A] had some behavioral issues at the group home which resulted him (sic) to end up at (sic) [hospital]. [Client A] was using the phone to call a day program friend</p>	W000157	<p>Indiana MENTOR and Client A's IDT has determined that the one on one staffing will remain in place until Client A's court date on September 23, 2014, in which the court will decide his future placement due to his ongoing elopement behaviors. All staff working with client A are trained on the updated Behavior Support Plan, which includes the elopement protocol, the one on one protocol, and the reinforcement protocol. The Program Director and Home Manager will be retrained on Indiana MENTOR's policy and procedures for neglect. The Program Director and Home Manager will be retrained on putting appropriate protective measures into place after each incident that occurs, according to the Indiana MENTOR's policy and procedures on abuse and neglect. The IDT will continue to</p>	09/28/2014

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	concerning an IPOD [client A] gave to him as a deal they made between each other months ago. [Client A] called his friend; ask for IPOD back (sic) but his friend would not agree with [client A] returning the IPOD (sic). The first thing [client A] did before he started to be disruptive was call 911. [Client A] said he was going to cause trouble. [Client A] got upset and started to be disrupted (sic) towards staff and other consumers in the group home. [Client A] first started to spit in staff person (sic) face, then he attempted to hit other consumer (sic) and finally eloped out of the group home into other people (sic) yards causing problems. Some of the problems [client A] was causing was (sic) knocking on people's doors, windows and knocking over garbage barrels. [Client A] also saw a community member walking his dog; he then started to attack the community member. The person was unharmed and did not want to press charges against [client A]. Staff then put [client A] in [restraint/hold] to calm [client A] down. Once [client A] was in a [restraint/hold] [client A] started to scuffle with staff and [client A] lost his balance and fell on to the ground (road). Staff then again put [client A] in another [restraint/hold] to calm him down but then again [client A] started to scuffle with staff. [Client A] got away from the [restraint/hold] and		meet monthly to review Client A's Behavior Support Plan and ongoing protocols until the new placement has taken over. All incidents for client A are being reviewed by the IDT in order to determine if more therapeutic interventions are needed for client A's health and safety. To ensure that all incidents are investigated accurately and thoroughly, Indiana MENTOR's Quality Assurance Specialist will assist this PD with the next three investigations. Ongoing, all investigations will be reviewed by the Area Director and the Quality Assurance Specialist to ensure that all issues are addressed, that the investigation is completed thoroughly, that recommendations are made and that all recommendations are completed and followed up on in a timely manner. Responsible Parties: Program Director, Area Director, and Quality Assurance Specialist	

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	<p>[client A] started to cause chaos throughout the neighborhood again. Minutes later the police arrive (sic) on the scene. Once [client A] saw the police, he diverted all of his attention towards the police. Police didn't want to press charges against [client A] knowing he is already waiting trail (sic) for two felonies in September. Police thought it would be best if [client A] went to [hospital] for psychological evaluation. [Client A] was at the hospital for about 5 hours. At 3:46 AM, [client A] returned to the group home in a yellow cab unsupervised by the hospital."</p> <p>The 8/22/14 BDDS report indicated, "Plan to Resolve. [Client A] is having a meeting Friday 8/21/14 (sic) to discuss his future concerning his 2 felonies being charged against him." The 8/22/14 BDDS report indicated, "An IDT (Interdisciplinary Team) meeting is scheduled for [client A] on Monday 8/25/14 to discuss the team's plans to help [client A] and the issues he is currently involved."</p> <p>-BDDS report dated 8/17/14 indicated, "On 8/16/14; (sic) [client A] eloped from the group home. [Client A] ran outside into a neighbor's yard grab a brick (sic) and threw it into the group home's front window. After, [client A] (sic) eloped</p>			

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	<p>again towards [street]. During his elopement [client A] was walking through many neighbors' yards (which the neighbors called the cops) and eventually [client A] was out on [street] walking in the middle of the street. Eventually staff and cops stopped [client A] in the middle of the road and he was brought into safety away from the road. Staff went to get the company van to pick up [client A] and brought him back to the group home."</p> <p>The 8/17/14 BDDS report indicated, "IDT will convene to determine how to monitor the health and safety of [client A] at all times. A plan will be generated by the IDT, and once in place the home manager will train all staff of (sic) how to manage [client A's] behavior if/when he is about to have one."</p> <p>-BDDS report dated 8/14/14 indicated, "[Client A] was engaging in an inappropriate amount of phone calls. When he was instructed by his staff that he was to lose phone privileges for a specific amount of time (per his BSP (Behavior Support Plan)) he got upset and eloped from the group home. Staff followed him as long as they were able to keep up with him but once he was out of eyesight the police were called. About an hour later [client A] was found and</p>			

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	<p>returned to the group home by both the police and his staff. [Client A] did engage in some property destruction while he was running around in the community. The staff did have to utilize the agency approved [restraint/hold] techniques to calm [client A] down."</p> <p>The 8/14/14 BDDS report indicated, "Plan to resolve. Staff will continue to follow [client A's] BSP and to assist [client A] in making the appropriate positive choices."</p> <p>-BDDS report dated 7/31/14 indicated, "On 7/31/14, [client A] eloped from the group home and ran on to the [name of walking] trail. [Client A] was gone for about an hour. Staff was following [client A] the entire time but staff did lose sight of [client A] for about 30 minutes. Once out of site (sic) staff waited 10 minutes to search for [client A] on her own then called the police. Staff kept on looking for [client A] until he was found at the [name of walking] trail by the police."</p> <p>The 7/31/14 BDDS report indicated, "Plan to resolve. An IDT was scheduled for 7/31/14 at 12:30 PM. The team discussed [client A's] recent action of improper behavior and it was determined for [client A] that he needs a staff one on one attention until the next IDT meeting</p>			

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	<p>which is scheduled for next week. It was also discussed with the IDT that [client A] needs an emergency medical evaluation to determine if his medication needs to be increased. With [client A] (sic) recent behavior medical observation is critical to determine the proper measures are in place to assure his health and are in place at all times (sic)."</p> <p>-BDDS report dated 7/31/14 indicated, "On 7/30/14, [client A] eloped from the group home and ran on to the [name of walking] trail. [Client A] was gone for about an hour and half. Staff was following [client A] the entire time but staff did lose sight of [client A] for about 45 minutes. Once out of site (sic) staff waited 15 minutes to search for [client A] on her own then called the police. Staff kept on looking for [client A] until he was found on the [name of walking] trail by the police. Presumably, [client A] attacked a person riding his bike on the trial (sic) but found out [client A] didn't touch the biker, rather scared the biker enough to turn the wheel sharply to crash on his own. The biker was not hurt. At that time, the cops found [client A] with the biker. Staff was called to the location where [client A] was located and they both walked back to the group home. As staff and [client A] were at the group home [client A] found some rocks just</p>			

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	<p>outside of the group home property and [client A] threw the rocks and hit staff. Staff was hurt but didn't need medical attention. [Client A] ran off again away from staff. Staff was told by the authorities if [client A] runs again to give them a call and that's what staff did. Cops found [client A] after a couple of minutes in the meantime while [client A] was eloping from staff, [client A] knocked over a neighbor's decoration pole and hit a couple of other items in the person's yard. After the cops found [client A] and brought him back to the group home he was okay for the rest of night."</p> <p>The 7/31/14 BDDS report indicated, "Plan to resolve. An IDT was scheduled for 7/31/14 at 12:30 PM. The team discussed [client A's] recent action of inappropriate behavior and it was determined for [client A] that he needs a staff one on one attention until the next IDT meeting which is scheduled for next week. It was also discussed with the IDT that [client A] needs an emergency medical evaluation to determine if his medication needs to be increased. With [client A] (sic) recent behavior medical observation is critical to determine the proper measures are in place to assure his health and are in place at all times (sic)."</p> <p>-BDDS report dated 7/28/14 indicated,</p>			

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	<p>"[Client A] ran out of the house and staff ran after him (sic) this lasted about 30 minutes before he was brought home (sic) staff chased him and had police involved with this chase. Then again at 7:16 PM [client A] ran away a second time and police were involved in his elopement due to staff not (sic) able to find him. [Client A] was found within 35 minutes."</p> <p>The 7/28/14 BDDS report indicated, "Plan to resolve. Staff will meet regarding the elopement concerns with [client A] and how to address this with staff and how to deal with [client A] when he elopes."</p> <p>-BDDS report dated 7/20/14 indicated, "On 7/19/14, [client A] eloped from the group home twice within an one hour time frame. The staff chased after [client A] until he was too fast and staff was unable to keeps (sic) tabs of where he was. Staff called the police and within 15 minutes when staff called the police they found [client A] and brought him back to the group home."</p> <p>The 7/20/14 BDDS report indicated, "After the second incident staff were notified and recommend to implement 10 minute checks for the next 24 hours."</p>			

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	<p>-BDDS report dated 7/6/14 indicated, "[Client A] eloped from staff while they were walking on the [name of walking] trail. Staff could still see him and would catch up with him but [client A] would scream, fight and yell at the staff and then run. [Client A] ran to a local [restaurant] and started problems inside and police were called to the area where he was also causing problems in the shopping center near [community store]. Police were on the scene (sic) he was taken home for further observation and supervision from staff."</p> <p>The 7/6/14 BDDS report indicated, "Review with IDT the BSP and options."</p> <p>-BDDS report dated 6/14/14 indicated, "[Client A] became upset spit (sic) in a staff's mouth and broke out a living room window. [Client A] then eloped and ran outside knocking on two neighbors' doors. The police were called and he was escorted back to the group home."</p> <p>The 6/14/14 BDDS report indicated, "Plan to resolve. [Client A] was talked to by staff and police and subsequently was calm and no additional issues occurred. Staff advised to keep an eye on him for the remainder of the day."</p> <p>-BDDS report dated 6/9/14 indicated,</p>			

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	<p>"[Client A] took off out the door eloping to the [name of walking] trail. [Client A] was followed by a staff member throughout the process. Staff continued to follow him as long as they could. At times it was hard for staff to keep up so the police was (sic) called to come settle him down. [Client A] told the staff and the police he was upset because he wanted to play more basketball and staff was not able to continue to play. [Client A] ran out the door upset."</p> <p>The 6/9/14 BDDS report indicated, "Plan to resolve. [Client A] was later returned to the group home with no further incident. Staff continued to monitor [client A] throughout the late evening."</p> <p>AS (Administrative Staff) #1 was interviewed on 8/21/14 at 3:30 PM. AS #1 indicated client A had increased his elopement behaviors and attacks on individuals that he encounters while unsupervised in the community. AS #1 indicated client A was awaiting a court hearing for two unrelated/previous felony charges and would have a meeting with his lawyer on 8/22/14. AS #1 indicated the facility was advocating for client A during his pending legal issues. AS #1 indicated client A could be sent to jail or a state hospital. AS #1 stated, "I'm trying to get the lawyers and judge to</p>			

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	<p>understand ESN (Extensive Special Needs home) where his needs can be met. We just can't put the kind of restrictions in place that he needs. It's all impulse control with him. We've done everything we can from a programming perspective and we are looking at his medications, but he just can't control his impulses. Great kid and will tell you everything that he's done but when you ask him why he's doing it he can't tell."</p> <p>Client A was interviewed on 8/21/14 at 5:10 PM. Client A stated, "I've really been out of control and getting worse here. I've been running away, chasing people on bikes, throwing rocks at people on skate boards, threatened the lady next door and chasing girls. I just want out of here, that's what I want. I know they are going to send me to the state hospital or jail and I'm going to regret it. I spit on [staff #1] and tried to hit [staff #2]."</p> <p>HM (Home Manager) #1 was interviewed on 8/21/14 at 5:20 PM. HM #1 indicated client A has been eloping from the group home and running through the neighborhood attacking individuals he encounters. HM #1 indicated client A had attacked a person on a bike, chased a neighbor with a brick and threw rocks at a kid on a skateboard. HM #1 stated, "He's, [client A], just been getting worse.</p>			

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	<p>I think he hears everyone talking about his court date and going to jail and he gets anxious." HM #1 indicated client A was not currently on one to one supervision. HM #1 indicated staff should monitor client A every 15 minutes, not allow client A outside of the home without supervision and call the police if he gets out of staff's sight. When asked if client A was a risk to himself or others while in the community during elopement behaviors, HM #1 stated, "Yes."</p> <p>Staff #3 was interviewed on 8/21/14 at 5:35 PM. Staff #3 stated, "He's really gotten worse in the last few months since I've worked in the home. I've been here about a year and his behaviors are increasing. We try to redirect him but he will just run away and attack people." When asked if client A was safe in the group home, staff #3 stated, "Yes, when he is in the home he is safe. When he is out he could attack someone and only the police can help him. He will fight with us (staff) but only when he sees the police does he stop."</p> <p>Staff #1 was interviewed on 8/21/14 at 5:45 PM. Staff #1 indicated client A had increased elopement behaviors and attacked people in the community. Staff #1 indicated client A was not on one to</p>			

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	<p>one supervision.</p> <p>Staff #4 was interviewed on 8/22/14 at 6:20 AM. Staff #4 stated, "[Client A] had another incident last night. He eloped out of the house three times; the police came and took him to [hospital]. He just got back home at 3:40 AM."</p> <p>Client A's record was reviewed on 8/22/14 at 1:12 PM. Client A's Interdisciplinary Diagnosis and Evaluation (IDE) form dated 4/26/10 indicated, "[Client A] has a history of walking into the homes of neighbors. He was extremely focused on one of his female neighbors and walked in her home on several occasions. This female neighbor was a woman in her 20's who had young children and a boyfriend. Her boyfriend threatened [client A] with a gun on at least one occasion due to this behavior. The neighbor moved to get away from [client A]. Neighbors have called the police over this behavior of walking into their homes."</p> <p>Client A's ISP (Individual Support Plan) dated 4/23/14 indicated client A was assessed as needing 24 hour supervision and had limited pedestrian safety skills. Client A's RMAP (Risk Management Assessment and Plan) dated 4/23/14 indicated, "[Client A] uses profanity</p>			

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	<p>towards community members. [Client A] to profile himself as a safety hazards towards other people (sic)." Client A's IDT note dated 6/19/14 indicated the IDT had discussed increasing client A's community outings to address behaviors. The 6/19/14 IDT did not indicate documentation of IDT review of client A's BSP, specific recommendations to address client A's elopement and physical aggression behaviors or suggestions regarding medication management of behaviors.</p> <p>Client A's IDT note dated 7/31/14 indicated, "[Client A] is going to the psych doctor after the meeting to get his medications evaluated and medications increased. Indiana Mentor would like (sic) increase in his medications. Looking into a behavioral shot when [client A] is out of control... with elopement and behaviors towards staff and community members. Schedule a meeting for next week. [Client A] will write a letter to neighbors to apologize for his actions. [Client A] will receive one on one staffing ratio for (now) until next IDT meeting which will be scheduled either Monday or Tuesday next month." Client A's record did not indicate documentation of additional IDT notes to reassess client A's one to one staffing ratio as described in the 7/31/14 IDT note and/or make</p>			

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>recommendations to prevent further elopements and physical attacks on community members. Client A's 5/24/14 BSP (Behavior Support Plan) did not indicate documentation of review/revision to address client A's increase in elopement and physical aggression behaviors.</p> <p>QIDP (Qualified Intellectual Disabilities Professional) #1 was interviewed on 8/22/14 at 2:09 PM. QIDP #1 indicated there was not additional documentation of IDT discussion/recommendations to address client A's elopement and physical aggression behaviors. QIDP #1 indicated client A was not on one to one supervision. When asked if the facility was able to manage client A's behaviors to keep him and others safe, QIDP #1 stated, "It's a challenge. He needs more attention and help than we can give him. He needs more attention and less people around him."</p> <p>AS #2 was interviewed on 8/22/14 at 12:43 PM. AS #2 indicated there was not additional documentation of IDT meetings/recommendations since the 7/31/14 meeting. AS #2 indicated client A was not on one to one ratio supervision. AS #2 indicated client A was at risk to harm himself or others while in the community during</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G663	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 08/29/2014
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	<p>elopement behaviors. AS #2 indicated the facility would have an IDT regarding client A on 8/25/14 to discuss recommendations to keep client A safe while he awaits his court date. AS #2 indicated the facility's IDT should make recommendations to address client A's elopement and physical aggression behaviors.</p> <p>This federal tag relates to complaints #IN00153960 and #IN00155120.</p> <p>9-3-2(a)</p>			