

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G044	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/07/2012
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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368
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W0000	<p>This visit was for investigation of complaint #IN00104501.</p> <p>Complaint #IN00104501: Substantiated, federal/state deficiencies related to the allegation are cited at W122, W149, W318 and W331.</p> <p>Dates of Survey: March 05, 06 and 07, 2012.</p> <p>Facility Number: 000600 Provider Number: 15G044 AIMS Number: 100233500</p> <p>Surveyor: Claudia Ramirez, RN, Public Nurse Surveyor III/QMRP</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 3/9/12 by Ruth Shackelford, Medical Surveyor III.</p>	W0000		

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

TITLE

(X6) DATE

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

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W0122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met.</p> <p>Based on record review and interview, for 1 of 3 sampled clients (client A), the Condition of Participation of Client Protections was not met as the facility neglected to implement their neglect policy to ensure client A received nursing services according to his medical needs by not providing a timely assessment and medical intervention.</p> <p>Findings include:</p> <p>Please refer to W149. The facility failed to implement their neglect policy for 1 of 3 sampled clients (client A). The facility neglected to ensure a plan was in place to address client A's weight loss. The facility neglected to ensure client A was seen timely by a physician for medical intervention and treatment after decreased intake with food/fluids and after a fall resulting in unresponsiveness.</p> <p>This federal tag relates to complaint #IN00104501.</p> <p>9-3-2(a)</p>	W0122	<p>Opportunity Enterprises has revised the policies on Weights, Food/Fluid Intake and Health Care Notes. The revised policies are attached. All group home staff have been retrained on these revised policies. All group home staff have also been retrained regarding their individual responsibility to communicate health concerns/changes of a consumer to the nurse, that simply completing documentation is not sufficient. The Day Program staff will also be retrained on Food/Fluid Intake and on their individual responsibility to communicate health concerns/changes of a consumer to the nurse, that simply completing documentation is not sufficient. The Nursing Department was also trained on the revised policies, including when documentation of food/fluid intake is warranted and their responsibilities regarding these policies. All staff will also be retrained on protocol for calling 911 and the agency's Abuse and Neglect policy. To ensure ongoing compliance the monthly group home visits that are done by the lead managers, the QDDP's and the group home nurse will now be coordinated so that one of them is in each home every week to review documentation and monitor the</p>	04/06/2012			

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			staff and consumers during their visits. After each visit is complete copies of the documentation of those visits will be given to the Vice President of Consumer Services. To ensure adequate retraining occurs, at a minimum, all staff will be retrained annually on communicating health changes and health care policies. Training requirements are monitored by the Training Specialist for compliance.	

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W0149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based on record review and interview, the facility failed to implement their neglect policy for 1 of 3 sampled clients (client A). The facility neglected to ensure a plan was in place to address client A's weight loss. The facility neglected to ensure client A was seen timely by a physician for medical intervention and treatment after decreased intake with food/fluids and after a fall resulting in unresponsiveness.</p> <p>Findings include:</p> <p>On 03/05/12 at 1:30 PM a record review of the BDDS (Bureau of Developmental Disabilities Services) reports was completed and included the following incident:</p> <p>02/22/12: A BDDS report submitted 02/23/12 for an incident on 02/22/12 at 6:30 PM indicated the following regarding client A: "[Client A] fell at the group home at approximately 7:00 am as result the result (sic) of a possible seizure. The group home manager, QDDP and nurse were contacted. [Client A] was alert and oriented so staff were preparing</p>	W0149	See W0122	04/06/2012			

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	<p>to take him to the ER (Emergency Room). He then appeared to have another seizure. 911 was called and he was transported to [hospital]. He initially was diagnosed with dehydration and kidneys not functioning properly. At approximately 3:30 pm [client A] started declining, low blood pressure and unresponsive. At 5:05 pm he was placed on a bipap (Bilevel Positive Airway Pressure) (noninvasive ventilation) machine and coded at 5:15 pm. His heart was restarted with CPR and medications. At this time he was intubated. Hospital staff than (sic) stated he may have possible pneumonia, possible pulmonary edema leading to blood infection, and dehydration which led to high sodium levels which could have cause the seizures. At 6:30 pm CPR was started again. At this time the brother/legal guardian requested hospital staff to stop life saving measures and [client A] passed away."</p> <p>Client A's records were reviewed on 03/05/12 at 2:00 PM. Client A's record review included review of the following dated documents:</p> <p>04/18/11: Nutritional Assessment indicated: IBW (Ideal Body Weight) 100-105 per Dr. Current weight: 104.</p>				

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	<p>04/19/11: Annual ISP (Individual Support Plan) indicated client A's diagnoses included, but were not limited to: Mild Mental Retardation, Downs Syndrome, Constipation, Hypothyroidism, Dermatitis and Alzheimer's.</p> <p>07/22/11: Fall Risk Plan indicated client A was at risk for falls and staff were to call 911 if "[client A] is not conscious".</p> <p>01/23/12: Dr visit notes dated 01/23/12 indicated client A was diagnosed with shingles. BP (blood pressure) 125/60, P (pulse) 64, R (respiration) 16 and T (temperature) 97.3.</p> <p>01/23/12: Nurses notes dated 01/23/12 indicated client A was diagnosed with shingles and was prescribed medications. Her notes indicated, "Dehydrated also."</p> <p>01/23/12: Daily notes dated 01/23/12 indicated, "[Client A] has shingles."</p> <p>01/2012: MAR (Medication Administration Record) January 2012 did not contain any documentation on Intake/Output for client A related to his dehydration.</p> <p>02/11/12: Daily notes dated 02/11/12 indicated, "[Client A] is down to 80 lbs</p>						

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	<p>(pounds)."</p> <p>02/14/12: Daily notes dated 02/14/12 indicated, "[Client A] refused breakfast he said his mouth hurt."</p> <p>02/14/12: Staff meeting notes dated 02/14/12 indicated, "[Client A] schedule [Dr] appt (appointment) for mouth and not eating."</p> <p>02/15/12: Daily notes dated 02/15/12 indicated, "Lips very dry ate couple bites at breakfast."</p> <p>02/15/12: Nurses monthly report dated 02/2012 indicated client A had gone to the Urgent Care Center on 02/15/12 and was diagnosed with Oral Thrush. The notes indicated, "increase po (oral)/fluids."</p> <p>02/15/12: Discharge instructions from urgent care dated 02/15/12 indicated client A was diagnosed with Oral Thrush and instructed to, "Follow-up with your doctor in 2 days."</p> <p>02/15/12: Daily notes dated 02/15/12 indicated, "[Client A] refused to eat dinner, new med (medication) started at 9 PM."</p> <p>02/16/12: Daily notes dated 02/16/12</p>						

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	<p>indicated, "[Client A] refused breakfast saying his mouth hurt."</p> <p>02/16/12: Daily notes dated 02/16/12 indicated, "[Client A] refused dinner tonight."</p> <p>02/17/12: Daily notes dated 02/17/12 indicated, "[Client A] would only drink at breakfast."</p> <p>02/17/12: Nurses notes dated 02/17/12 indicated, "Asked staff how client was eating and drinking and she stated it got better the day he started taking meds for thrush. Continue to push fluids. Will continue to monitor."</p> <p>02/17/12: Daily notes dated 02/17/12 indicated, "[Client A] refused dinner this PM."</p> <p>02/18/12: Daily notes dated 02/17/12 indicated, "[Client A] refused breakfast this AM."</p> <p>02/18/12: Daily notes dated 02/18/12 indicated, "[Client A] ate very little for lunch and no supper. He had diarrhea."</p> <p>02/19/12: Daily notes dated 02/19/12 indicated, "[Client A] did not eat any of his breakfast this AM. There is redness to his R (right) hip over his pubic bone."</p>			

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	<p>02/19/12: Daily notes dated 02/19/12 indicated, "[Client A] ate very little lunch and very little dinner."</p> <p>02/20/12: Daily notes dated 02/20/12 indicated, "[Client A] refused dinner."</p> <p>02/21/12: Daily notes dated 02/21/12 indicated, "[Client A] refused breakfast."</p> <p>02/21/12: Medical Appointment Form dated 02/21/12 indicated the reason for the appointment was follow-up from urgent care visit (02/15/12) and per staff notes to the doctor client A had mouth sores and, "lips real dry, lack of appetite." The Dr's notes indicated client A still had oral thrush and the Dr prescribed additional medication for client A. Client A's weight was not filled in with a weight and indicated he was in a "w/c" wheelchair. Client A's vital signs were recorded as: BP 98/70, P98, R18 and T 97.9.</p> <p>02/21/12: Nurses notes dated 02/21/12 indicated, "F/U (follow-up) w(with) Dr. from Urgent Care Visit. Still has oral thrush...Continue po/fluids...Continuing to monitor."</p> <p>02/21/12: Daily notes dated 02/21/12 indicated, "ate only a couple bites of his</p>			

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	dinner." 02/22/12: Client Incident Report dated 02/22/12 at 7:00 AM written by staff #1 indicated, "...heard a loud thud. I ran towards [client A's] room and found him flat on his back and the floor. I tried to speak to [client A], but his eyes were glassy and his left arm was laying across his chest and twitching in a seizure like movement. I tried to get [client A] to talk to me, but he would not respond, he was not looking at me or [staff #2], it took him about a minute to start responding to staff. While he was on the floor, I took his blood pressure and it was 121/71, his pulse 162. [Staff #2] got on the phone with the GH (Group Home) Manager and Nurse while I assisted [client A] in getting up and going to his bed. The nurse told us to get him up and moving, but he was refusing to do so, pointing to his neck and back. We then were told to use his wheel-chair so I helped him into his chair. We were told that because he fell we needed to take him to the ER so we wheeled [client A] down to the med room so he could get his 7 am meds. I told [staff #2] I was going to start my car...When I came in the back door, I could hear [staff #2] yelling my name. I went running to the med room. He (client A) was sitting in his wheelchair, head tilted back with [staff #2] holding his						

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	<p>head, his eyes had rolled back and his tongue was sticking out. His body was twitching and we got the phone and called 911. We were also able to get another blood pressure which was 125/46 and his pulse was 178."</p> <p>02/22/12: Hospital Record of client A indicated at 0835 hours (hrs), "Pt (patient) on cot per [name] EMS (Emergency Management System), per EMS pt had seizure at group home after fall...when asked what hurts, pt points to neck and back...per caregiver, pt had unwitnessed fall, and was unresponsive for 10-15 secs (seconds) with right arm twitching. Pt awoke on own and has c/o (complaints) of neck and back pain. BP: 78/42 HR (Heart Rate): 117." The record at 1936 hrs indicated, "Patient hypotensive (low blood pressure), bradycardic (low heart rate), mottled (skin discolored in irregular patches), then lost pulse. Discussed with brother, who is power of attorney. He does not want CPR (Cardio-Pulmonary Resuscitation). He understands patient has multi-organ failure -- renal, cardiac, respiratory. He understands that prognosis is grave, and that even with an excellent response to aggressive ICU (Intensive Care Unit) care, he is unlikely to return to his prior functional state with after two in-hospital arrests. He wants us to institute DNR (Do Not Resuscitate)</p>				

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	<p>orders and withdraw invasive support measure. Compressions stopped at 1845 per family's wishes. Asystole (no cardiac electrical activity) on monitor and patient pronounced at 1902."</p> <p>02/2012: MAR (Medication Administration Record) February 2012 did not contain any documentation on Intake/Output for client A related to his dehydration, increasing his oral fluids or monitoring them.</p> <p>02/23/12: Investigative Review dated 02/23/12 with [staff #1] indicated, "Staff #1 was on medical leave 02/10/12 to 02/21/12, she returned to work 02/22/12...she stated when she saw [client A] she noticed he had lost some weight...heard a loud thud and went in the room [client A's] walker was facing the bed and he was at an angle in front of his closet, lying on his back. [Staff #1] states she said his name but he wasn't answering her or looking at her. His arm was across his chest like he was saying the Pledge of Allegiance and it was jerking. His eyes appeared glassy and somewhat sunk in. [Staff #1] was rubbing his chest and saying his name to get him to respond. She said it may have been about a minute and he responded to her. She took his blood pressure and pulse and asked [staff #2] to call [GHM] and the nurse...The</p>			

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	<p>nurse asked them to get him up and moving but [staff #1] already assisted him to the bed. [Staff #1] asked him if he hurt and he pointed to his neck and back...He did not want to move or get up...got into the wheelchair. They (staff #1 and #2) wheeled him to the med room to give him his medications...She (staff #1) stated she just ran out, started her car and came right back in. When she came back [staff #2] was calling her name. She went to the med room and [client A] was in the wheelchair with his head back, tongue out, his eyes were rolled back in his head and his whole body was twitching. [Staff #2] said I think he's having a seizure and [staff #1] then said I think he had one on the floor too because his arm was twitching. [Staff #2] held his head and [staff #1] called 911."</p> <p>02/23/12: Investigative Review dated 02/23/12 with staff #2 indicated, "[Staff #2] and [staff #1] were in the med room when they heard a thud. They went to [client A's] room and found [client A] lying on his back, all of his body parts seemed 'straight.' [Client A] was alert and they asked him if he hurt anywhere. [Client A] indicated his neck and back were hurting him. [Staff #2] then called [GHM] who instructed them to get him to sit up, do a body check and to call the nurse. They called [name], the nurse,</p>						

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	<p>who stated she wanted [client A] to go be checked out because of the neck and back pain. They called [GHM] back...[staff #2] stated she told [GHM] that [nurse] wanted [client A] to be seen...[GHM] asked when [nurse] wanted [client A] to be seen. [Staff #2] called [nurse] back and she (nurse) stated she wanted [client A] taken in right now to be checked out. [Staff #2] called [GHM] back... During this time, [client A] wouldn't stand and [staff #2] asked them to get a wheelchair and try to bribe him...They took him to the med room...[Staff #2] stated [client A] pointed to his left eye, his head then went back, his tongue came out and his body started shaking. [Staff #2] yelled for [staff #1] who called 911 and took his vitals...I (investigator) asked [staff #2] about how [client A] had been the past week. [Staff #2] stated on the 2nd or 3rd (of February) she noticed there was something wrong with [client A's] mouth. She talked to [nurse] about it and [nurse] told her an appointment with [Dr] would be made. She stated she went to [nurse] the next day to find out if an appointment had been made and [nurse] said she didn't have enough time to get that done the day before. [Staff #2] stated she didn't (do) anything further about this. When asked why she didn't follow up if he was still having a problem she stated the spots on his lip went away and she didn't see</p>			
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	<p>anything else so she didn't think further follow up was needed...I (investigator) asked [staff #2] about her notations in the health care notes (daily notes) that [client A] refused breakfasts. I asked her on the days he refused breakfast, did he drink anything? She stated he would take a few sips depending on what it was. I asked her if she tried other things if he didn't want to drink and she stated he would also refuse water. I asked her if she talked to anyone about [client A's] decrease in appetite. She stated she had told [QDDP] and [GHM] several times that [client A] wasn't eating well...I asked her if she ever talked to the nurse about him not eating well. She stated she had not. I asked [staff #2] about [client A's] appearance and she stated he had some weight loss and the whites of his eyes had a grayish color for a couple of weeks. She stated it is really hard sometimes to tell what's going on with [client A] because he can be such a 'faker'."</p> <p>02/23/12: Investigative Review dated 02/23/12 with Group Home Manager (GHM) indicated, "[GHM] reports that she verbally gave the staff instructions to push fluids but that she is unsure what/if any communication there was between the home and the day staff...The morning of 02/22/12, [GHM] reports receiving a call from the Group home staff saying</p>			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G044	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/07/2012
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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368
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	<p>[client A] had fallen at which point she instructed them to contact the group home nurse. She then says that she received a phone call shortly after from the staff saying he was convulsing and she instructed them to hang up and call 911. I (investigator) asked [GHM] about [client A's] recent appetite and she states that she worked almost every night last week and saw him eat 'a little, but not a lot.' To [GHM] knowledge, his lunch box came home empty from the Day Program and had no communication from them that he wasn't eating it."</p> <p>02/23/12: Investigative Review dated 02/23/12 with Adult Day Services Manager (ADSM) indicated, "[ADSM] states she was notified on the 16th of February, that [client A] had been diagnosed with oral Thrush. [ADSM] recalls that before he was diagnosed, he had pointed to his upper lip and indicated pain/discomfort...[ADSM] states that upon finding out about his Thrush, the only instruction she remembered receiving from the GH staff was to make sure he didn't kiss his girlfriend (on the hand or lips). When asked about his recent appetite, [ADSM] states that to her knowledge, he had been a decent eater until about Thursday of last week (2/16/12) when she believes he went to eating only about a fourth (1/4) of his</p>			

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC			STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368		
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	<p>meal, noting however, that he always ate the entirety of his ice cream reward... [ADSM] states that the remainder of his lunch was thrown away for sanitary purposes and doesn't know for sure if it was communicated to the GH staff about his not eating everything...She did state, however, that she recalls that on Monday and Tuesday of this week, he refused his morning coffee. She also states that he refused most activities complaining of hip pain."</p> <p>02/23/12: Investigative Review dated 02/23/12 with Adult Day Services Line Supervisor (ADSLS) indicated, "recalls that about a week ago Monday (02/13/12), he began to refuse his morning coffee...then as of the last 2-4 days, [ADSLS] reports that she noticed he stopped eating all his lunch. However, she did say that he always seemed to eat his applesauce and yogurt that came with his lunch. She also noticed at this time that he began to drink on 1/4 - 1/2 of his Capri sun. She states that he also came from home with a bottle of water and a packet of Crystal Light and though she prepared it for him Monday and Tuesday of this week, he would not drink it...Further, she states that on Friday's he would receive a can of pop at the end of the day and she recalls that the last 2 Fridays, he opened the can, took a few</p>				

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC			STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368		
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	<p>drinks and took the remainder home with him. [ADSLS] states that she did not communicate any of these changes to the Nurse, QDDP or home staff because over the years that she has known him, he has gone through periods where he was finicky about eating and drinking."</p> <p>02/23/12: Investigative Review dated 02/23/12 with staff #3 indicated, "noted that she saw some changes in [client A] starting with his diagnosis of shingles. She states that his appetite and thirst had decreased since this time...[Staff #3] states that she works the Saturday shifts and therefore, does the weekly weights. She feels like he had lost 8-10 lbs (pounds) recently - she documented this on the med sheet and states that she expressed concern to the then assistant manager who said she would relay it to [GHM]. [Staff #3] reports not contacting the QDDP or nurse regarding this information...reports that she documented in the Health Care Notes (daily notes) about his reduced appetite."</p> <p>02/23/12: Investigative Review dated 02/23/12 with the nurse indicated, "reports last Tuesday (02/14/12), she looked at [client A's] mouth and noticed a few little spots on his tongue...she recommended a trip to Urgent Care. He was diagnosed with Oral Thrush and</p>				

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	<p>given antibiotics. On Friday, she reports checking on him and hearing that staff said he seemed to be eating better...She reports hearing nothing further from the staff regarding his diet or fluid intake. At this point (Monday) she mentioned to the QDDP about monitoring his intake and to have staff let us know if he wasn't eating or drinking...[Nurse] reports getting a phone call on Wednesday morning from he GH staff saying he had fallen and she instructed them to take him to there ER to have his hip x-rayed. She then states that due to additional complications that occurred, he ended up going to the hospital by ambulance after the staff called 911."</p> <p>The facility's records were reviewed on 03/05/12 at 1:15 PM. A review of the facility's, "Universal Policy and Procedures - Adult Services - Abuse and Neglect," dated 01/13/11, indicated, "Opportunity Enterprises, Inc. does not condone and will not tolerate physical, verbal or sexual abuse, neglect or exploitation of individuals served...Definition: Neglect: Includes the refusal or failure provide appropriate care, food, medical care, or supervision...".</p> <p>On 03/06/12 at 10:30 AM, an interview with the QDDP was conducted. The QDDP indicated she was on vacation the</p>			

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC				STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368			
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	<p>week prior to the incident on 02/22/12 and 02/22/12 was her first day back. She indicated she had received two calls from the group home that morning and they indicated client A had fallen, they (staff #1 and #2) had called the GHM and the nurse. She indicated on the second call they advised her [client A] was going to the hospital via 911 and he had a seizure. She indicated staff had never advised her client A was unresponsive. She further indicated she made contact with the other QDDP who had covered for her during her vacation and the QDDP covering indicated she had not been advised of any lack of eating or drinking and only that he had some diarrhea over the week-end. The QDDP indicated staff should have contacted the nurse when client A was not eating and drinking. The QDDP also indicated the Day Service staff and GH staff should have been communicating the lack of client A's food and fluid intake with each other so it could have been monitored.</p> <p>On 03/06/12 at 10:30 AM, an interview was conducted with the Licensed Practical Nurse (LPN). The LPN indicated at the time of the incident on 02/22/12 when she received the call from the staff they did not inform her that client A was unresponsive after his fall. She indicated he did not have a history of</p>						

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC				STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368			
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	<p>seizures and his fall risk plan indicated if he was unresponsive after a fall they needed to call 911 immediately. She indicated staff failed to call 911 immediately when his condition warranted it. She indicated staff had not communicated with her the lack of client A's food and fluid intake. She indicated she had advised them to increase his fluids and they were to monitor it. She indicated there should have been a written plan to address the dehydration and weight loss. She indicated there was no documented monitoring of intake amounts. She further indicated the day service had not communicated to her the lack of client A's food and fluid intake for the past two week when they decreased.</p> <p>This federal tag relates to complaint #IN00104501.</p> <p>9-3-2(a)</p>						

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC			STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368		
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W0318	<p>483.460 HEALTH CARE SERVICES The facility must ensure that specific health care services requirements are met.</p> <p>Based on record review and interview, the Condition of Participation, Health Care Services, is not met as the facility failed to provide adequate health care monitoring and nursing services for 1 of 3 sample clients (client A).</p> <p>Findings include:</p> <p>Please refer to W331. The facility failed for 1 of 3 sample clients (client A), to ensure client A who had a decrease in food/fluid intake resulting in weight loss was monitored with a written plan to address the problem and was seen timely by a physician for medical intervention and treatment after decreased intake with food/fluids and after a fall resulting in unresponsiveness.</p> <p>This federal tag relates to complaint IN#00104501.</p> <p>9-3-6(a)</p>	W0318	See W0122	04/06/2012	

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC			STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368		
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W0331	<p>483.460(c) NURSING SERVICES The facility must provide clients with nursing services in accordance with their needs.</p> <p>Based on record review and interview, the facility failed for 1 of 3 sampled clients (client A) by not ensuring client A who had a decrease in food/fluid intake resulting in weight loss was monitored with a written plan to address the problem and was seen timely by a physician for medical intervention and treatment after decreased intake with food/fluids and after a fall resulting in unresponsiveness.</p> <p>Findings include:</p> <p>On 03/05/12 at 1:30 PM a record review of the BDDS (Bureau of Developmental Disabilities Services) reports was completed and included the following incident:</p> <p>02/22/12: A BDDS report submitted 02/23/12 for an incident on 02/22/12 at 6:30 PM indicated the following regarding client A: "[Client A] fell at the group home at approximately 7:00 am as result the result (sic) of a possible seizure. The group home manager, QDDP and nurse were contacted. [Client A] was alert and oriented so staff were preparing to take him to the ER (Emergency Room).</p>	W0331	See W0122	04/06/2012	

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	<p>He then appeared to have another seizure. 911 was called and he was transported to [hospital]. He initially was diagnosed with dehydration and kidneys not functioning properly. At approximately 3:30 pm [client A] started declining, low blood pressure and unresponsive. At 5:05 pm he was placed on a bipap (Bilevel Positive Airway Pressure) (noninvasive ventilation) machine and coded at 5:15 pm. His heart was restarted with CPR and medications. At this time he was intubated. Hospital staff than (sic) stated he may have possible pneumonia, possible pulmonary edema leading to blood infection, and dehydration which led to high sodium levels which could have cause the seizures. At 6:30 pm CPR was started again. At this time the brother/legal guardian requested hospital staff to stop life saving measures and [client A] passed away."</p> <p>Client A's records were reviewed on 03/05/12 at 2:00 PM. Client A's record review included review of the following dated documents:</p> <p>04/18/11: Nutritional Assessment indicated: IBW (Ideal Body Weight) 100-105 per Dr. Current weight: 104.</p> <p>04/19/11: Annual ISP (Individual</p>			

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC				STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368			
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	<p>Support Plan) indicated client A's diagnoses included, but were not limited to: Mild Mental Retardation, Downs Syndrome, Constipation, Hypothyroidism, Dermatitis and Alzeheimers.</p> <p>07/22/11: Fall Risk Plan indicated client A was at risk for falls and staff were to call 911 if "[client A] is not conscious".</p> <p>01/23/12: Dr visit notes dated 01/23/12 indicated client A was diagnosed with shingles. BP (blood pressure) 125/60, P (pulse) 64, R (respiration) 16 and T (temperature) 97.3.</p> <p>01/23/12: Nurses notes dated 01/23/12 indicated client A was diagnosed with shingles and was prescribed medications. Her notes indicated, "Dehydrated also."</p> <p>01/23/12: Daily notes dated 01/23/12 indicated, "[Client A] has shingles."</p> <p>01/2012: MAR (Medication Administration Record) January 2012 did not contain any documentation on Intake/Output for client A related to his dehydration.</p> <p>02/11/12: Daily notes dated 02/11/12 indicated, "[Client A] is down to 80 lbs (pounds)."</p>						

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NAME OF PROVIDER OR SUPPLIER OPPORTUNITY ENTERPRISES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 6381 LUTE RD PORTAGE, IN 46368
---	--

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	<p>02/14/12: Daily notes dated 02/14/12 indicated, "[Client A] refused breakfast he said his mouth hurt."</p> <p>02/14/12: Staff meeting notes dated 02/14/12 indicated, "[Client A] schedule [Dr] appt (appointment) for mouth and not eating."</p> <p>02/15/12: Daily notes dated 02/15/12 indicated, "Lips very dry ate couple bites at breakfast."</p> <p>02/15/12: Nurses monthly report dated 02/2012 indicated client A had gone to the Urgent Care Center on 02/15/12 and was diagnosed with Oral Thrush. The notes indicated, "increase po (oral)/fluids."</p> <p>02/15/12: Discharge instructions from urgent care dated 02/15/12 indicated client A was diagnosed with Oral Thrush and instructed to, "Follow-up with your doctor in 2 days."</p> <p>02/15/12: Daily notes dated 02/15/12 indicated, "[Client A] refused to eat dinner, new med (medication) started at 9 PM."</p> <p>02/16/12: Daily notes dated 02/16/12 indicated, "[Client A] refused breakfast</p>			

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	<p>saying his mouth hurt."</p> <p>02/16/12: Daily notes dated 02/16/12 indicated, "[Client A] refused dinner tonight."</p> <p>02/17/12: Daily notes dated 02/17/12 indicated, "[Client A] would only drink at breakfast."</p> <p>02/17/12: Nurses notes dated 02/17/12 indicated, "Asked staff how client was eating and drinking and she stated it got better the day he started taking meds for thrush. Continue to push fluids. Will continue to monitor."</p> <p>02/17/12: Daily notes dated 02/17/12 indicated, "[Client A] refused dinner this PM."</p> <p>02/18/12: Daily notes dated 02/17/12 indicated, "[Client A] refused breakfast this AM."</p> <p>02/18/12: Daily notes dated 02/18/12 indicated, "[Client A] ate very little for lunch and no supper. He had diarrhea."</p> <p>02/19/12: Daily notes dated 02/19/12 indicated, "[Client A] did not eat any of his breakfast this AM. There is redness to his R (right) hip over his pubic bone."</p>			

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	<p>02/19/12: Daily notes dated 02/19/12 indicated, "[Client A] ate very little lunch and very little dinner."</p> <p>02/20/12: Daily notes dated 02/20/12 indicated, "[Client A] refused dinner."</p> <p>02/21/12: Daily notes dated 02/21/12 indicated, "[Client A] refused breakfast."</p> <p>02/21/12: Medical Appointment Form dated 02/21/12 indicated the reason for the appointment was follow-up from urgent care visit (02/15/12) and per staff notes to the doctor client A had mouth sores and, "lips real dry, lack of appetite." The Dr's notes indicated client A still had oral thrush and the Dr prescribed additional medication for client A. Client A's weight was not filled in with a weight and indicated he was in a "w/c" wheelchair. Client A's vital signs were recorded as: BP 98/70, P98, R18 and T 97.9.</p> <p>02/21/12: Nurses notes dated 02/21/12 indicated, "F/U (follow-up) w(with) Dr. from Urgent Care Visit. Still has oral thrush...Continue po/fluids...Continuing to monitor."</p> <p>02/21/12: Daily notes dated 02/21/12 indicated, "ate only a couple bites of his dinner."</p>			

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	<p>02/22/12: Client Incident Report dated 02/22/12 at 7:00 AM written by staff #1 indicated, "...heard a loud thud. I ran towards [client A's] room and found him flat on his back and the floor. I tried to speak to [client A], but his eyes were glassy and his left arm was laying across his chest and twitching in a seizure like movement. I tried to get [client A] to talk to me, but he would not respond, he was not looking at me or [staff #2], it took him about a minute to start responding to staff. While he was on the floor, I took his blood pressure and it was 121/71, his pulse 162. [Staff #2] got on the phone with the GH (Group Home) Manager and Nurse while I assisted [client A] in getting up and going to his bed. The nurse told us to get him up and moving, but he was refusing to do so, pointing to his neck and back. We then were told to use his wheel-chair so I helped him into his chair. We were told that because he fell we needed to take him to the ER so we wheeled [client A] down to the med room so he could get his 7 am meds. I told [staff #2] I was going to start my car...When I came in the back door, I could hear [staff #2] yelling my name. I went running to the med room. He (client A) was sitting in his wheelchair, head tilted back with [staff #2] holding his head, his eyes had rolled back and his</p>			

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	<p>tongue was sticking out. His body was twitching and we got the phone and called 911. We were also able to get another blood pressure which was 125/46 and his pulse was 178."</p> <p>02/22/12: Hospital Record of client A indicated at 0835 hours (hrs), "Pt (patient) on cot per [name] EMS (Emergency Management System), per EMS pt had seizure at group home after fall...when asked what hurts, pt points to neck and back...per caregiver, pt had unwitnessed fall, and was unresponsive for 10-15 secs (seconds) with right arm twitching. Pt awoke on own and has c/o (complaints) of neck and back pain. BP: 78/42 HR (Heart Rate): 117." The record at 1936 hrs indicated, "Patient hypotensive (low blood pressure), bradycardic (low heart rate), mottled (skin discolored in irregular patches), then lost pulse. Discussed with brother, who is power of attorney. He does not want CPR (Cardio-Pulmonary Resuscitation). He understands patient has multi-organ failure -- renal, cardiac, respiratory. He understands that prognosis is grave, and that even with an excellent response to aggressive ICU (Intensive Care Unit) care, he is unlikely to return to his prior functional state with after two in-hospital arrests. He wants us to institute DNR (Do Not Resuscitate) orders and withdraw invasive support</p>			

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	<p>measure. Compressions stopped at 1845 per family's wishes. Asystole (no cardiac electrical activity) on monitor and patient pronounced at 1902."</p> <p>02/2012: MAR (Medication Administration Record) February 2012 did not contain any documentation on Intake/Output for client A related to his dehydration, increasing his oral fluids or monitoring them.</p> <p>02/23/12: Investigative Review dated 02/23/12 with [staff #1] indicated, "Staff #1 was on medical leave 02/10/12 to 02/21/12, she returned to work 02/22/12...she stated when she saw [client A] she noticed he had lost some weight...heard a loud thud and went in the room [client A's] walker was facing the bed and he was at an angle in front of his closet, lying on his back. [Staff #1] states she said his name but he wasn't answering her or looking at her. His arm was across his chest like he was saying the Pledge of Allegiance and it was jerking. His eyes appeared glassy and somewhat sunk in. [Staff #1] was rubbing his chest and saying his name to get him to respond. She said it may have been about a minute and he responded to her. She took his blood pressure and pulse and asked [staff #2] to call [GHM] and the nurse...The nurse asked them to get him up and</p>			

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	<p>moving but [staff #1] already assisted him to the bed. [Staff #1] asked him if he hurt and he pointed to his neck and back...He did not want to move or get up...got into the wheelchair. They (staff #1 and #2) wheeled him to the med room to give him his medications...She (staff #1) stated she just ran out, started her car and came right back in. When she came back [staff #2] was calling her name. She went to the med room and [client A] was in the wheelchair with his head back, tongue out, his eyes were rolled back in his head and his whole body was twitching. [Staff #2] said I think he's having a seizure and [staff #1] then said I think he had one on the floor too because his arm was twitching. [Staff #2] held his head and [staff #1] called 911."</p> <p>02/23/12: Investigative Review dated 02/23/12 with staff #2 indicated, "[Staff #2] and [staff #1] were in the med room when they heard a thud. They went to [client A's] room and found [client A] lying on his back, all of his body parts seemed 'straight.' [Client A] was alert and they asked him if he hurt anywhere. [Client A] indicated his neck and back were hurting him. [Staff #2] then called [GHM] who instructed them to get him to sit up, do a body check and to call the nurse. They called [name], the nurse, who stated she wanted [client A] to go be</p>			

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	<p>checked out because of the neck and back pain. They called [GHM] back...[staff #2] stated she told [GHM] that [nurse] wanted [client A] to be seen...[GHM] asked when [nurse] wanted [client A] to be seen. [Staff #2] called [nurse] back and she (nurse) stated she wanted [client A] taken in right now to be checked out. [Staff #2] called [GHM] back... During this time, [client A] wouldn't stand and [staff #2] asked them to get a wheelchair and try to bribe him...They took him to the med room...[Staff #2] stated [client A] pointed to his left eye, his head then went back, his tongue came out and his body started shaking. [Staff #2] yelled for [staff #1] who called 911 and took his vitals...I (investigator) asked [staff #2] about how [client A] had been the past week. [Staff #2] stated on the 2nd or 3rd (of February) she noticed there was something wrong with [client A's] mouth. She talked to [nurse] about it and [nurse] told her an appointment with [Dr] would be made. She stated she went to [nurse] the next day to find out if an appointment had been made and [nurse] said she didn't have enough time to get that done the day before. [Staff #2] stated she didn't (do) anything further about this. When asked why she didn't follow up if he was still having a problem she stated the spots on his lip went away and she didn't see anything else so she didn't think further</p>			

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	<p>follow up was needed...I (investigator) asked [staff #2] about her notations in the health care notes (daily notes) that [client A] refused breakfasts. I asked her on the days he refused breakfast, did he drink anything? She stated he would take a few sips depending on what it was. I asked her if she tried other things if he didn't want to drink and she stated he would also refuse water. I asked her if she talked to anyone about [client A's] decrease in appetite. She stated she had told [QDDP] and [GHM] several times that [client A] wasn't eating well...I asked her if she ever talked to the nurse about him not eating well. She stated she had not. I asked [staff #2] about [client A's] appearance and she stated he had some weight loss and the whites of his eyes had a grayish color for a couple of weeks. She stated it is really hard sometimes to tell what's going on with [client A] because he can be such a 'faker'."</p> <p>02/23/12: Investigative Review dated 02/23/12 with Group Home Manager (GHM) indicated, "[GHM] reports that she verbally gave the staff instructions to push fluids but that she is unsure what/if any communication there was between the home and the day staff...The morning of 02/22/12, [GHM] reports receiving a call from the Group home staff saying [client A] had fallen at which point she</p>			

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	<p>instructed them to contact the group home nurse. She then says that she received a phone call shortly after from the staff saying he was convulsing and she instructed them to hang up and call 911. I (investigator) asked [GHM] about [client A's] recent appetite and she states that she worked almost every night last week and saw him eat 'a little, but not a lot.' To [GHM] knowledge, his lunch box came home empty from the Day Program and had no communication from them that he wasn't eating it."</p> <p>02/23/12: Investigative Review dated 02/23/12 with Adult Day Services Manager (ADSM) indicated, "[ADSM] states she was notified on the 16th of February, that [client A] had been diagnosed with oral Thrush. [ADSM] recalls that before he was diagnosed, he had pointed to his upper lip and indicated pain/discomfort...[ADSM] states that upon finding out about his Thrush, the only instruction she remembered receiving from the GH staff was to make sure he didn't kiss his girlfriend (on the hand or lips). When asked about his recent appetite, [ADSM] states that to her knowledge, he had been a decent eater until about Thursday of last week (2/16/12) when she believes he went to eating only about a fourth (1/4) of his meal, noting however, that he always ate</p>			

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	<p>the entirety of his ice cream reward... [ADSM] states that the remainder of his lunch was thrown away for sanitary purposes and doesn't know for sure if it was communicated to the GH staff abut his not eating everything...She did state, however, that she recalls that on Monday and Tuesday of this week, he refused his morning coffee. She also states that he refused most activities complaining of hip pain."</p> <p>02/23/12: Investigative Review dated 02/23/12 with Adult Day Services Line Supervisor (ADSLS) indicated, "recalls that about a week ago Monday (02/13/12), he began to refuse his morning coffee...then as of the last 2-4 days, [ADSLS] reports that she noticed he stopped eating all his lunch. However, she did say that he always seemed to eat his applesauce and yogurt that came with his lunch. She also noticed at this time that he began to drink on 1/4 - 1/2 of his Capri sun. She states that he also came from home with a bottle of water and a packet of Crystal Light and though she prepared it for him Monday and Tuesday of this week, he would not drink it...Further, she states that on Friday's he would receive a can of pop at the end of the day and she recalls that the last 2 Fridays, he opened the can, took a few drinks and took the remainder home with</p>			

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	<p>him. [ADSLs] states that she did not communicate any of these changes to the Nurse, QDDP or home staff because over the years that she has known him, he has gone through periods where he was finicky about eating and drinking."</p> <p>02/23/12: Investigative Review dated 02/23/12 with staff #3 indicated, "noted that she saw some changes in [client A] starting with his diagnosis of shingles. She states that his appetite and thirst had decreased since this time...[Staff #3] states that she works the Saturday shifts and therefore, does the weekly weights. She feels like he had lost 8-10 lbs (pounds) recently - she documented this on the med sheet and states that she expressed concern to the then assistant manager who said she would relay it to [GHM]. [Staff #3] reports not contacting the QDDP or nurse regarding this information...reports that she documented in the Health Care Notes (daily notes) about his reduced appetite."</p> <p>02/23/12: Investigative Review dated 02/23/12 with the nurse indicated, "reports last Tuesday (02/14/12), she looked at [client A's] mouth and noticed a few little spots on his tongue...she recommended a trip to Urgent Care. He was diagnosed with Oral Thrush and given antibiotics. On Friday, she reports</p>						

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	<p>checking on him and hearing that staff said he seemed to be eating better...She reports hearing nothing further from the staff regarding his diet or fluid intake. At this point (Monday) she mentioned to the QDDP about monitoring his intake and to have staff let us know if he wasn't eating or drinking...[Nurse] reports getting a phone call on Wednesday morning from he GH staff saying he had fallen and she instructed them to take him to there ER to have his hip x-rayed. She then states that due to additional complications that occurred, he ended up going to the hospital by ambulance after the staff called 911."</p> <p>On 03/06/12 at 10:30 AM, an interview with the QDDP was conducted. The QDDP indicated she was on vacation the week prior to the incident on 02/22/12 and 02/22/12 was her first day back. She indicated she had received two calls from the group home that morning and they indicated client A had fallen, they (staff #1 and #2) had called the GHM and the nurse. She indicated on the second call they advised her [client A] was going to the hospital via 911 and he had a seizure. She indicated staff had never advised her client A was unresponsive. She further indicated she made contact with the other QDDP who had covered for her during her vacation and the QDDP covering</p>			

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	<p>indicated she had not been advised of any lack of eating or drinking and only that he had some diarrhea over the week-end. The QDDP indicated staff should have contacted the nurse when client A was not eating and drinking. The QDDP also indicated the Day Service staff and GH staff should have been communicating the lack of client A's food and fluid intake with each other so it could have been monitored.</p> <p>On 03/06/12 at 10:30 AM, an interview was conducted with the Licensed Practical Nurse (LPN). The LPN indicated at the time of the incident on 02/22/12 when she received the call from the staff they did not inform her that client A was unresponsive after his fall. She indicated he did not have a history of seizures and his fall risk plan indicated if he was unresponsive after a fall they needed to call 911 immediately. She indicated staff failed to call 911 immediately when his condition warranted it. She indicated staff had not communicated with her the lack of client A's food and fluid intake. She indicated she had advised them to increase his fluids and they were to monitor it. She indicated there should have been a written plan to address the dehydration and weight loss. She indicated there was no documented monitoring of intake</p>			

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	<p>amounts. She further indicated the day service had not communicated to her the lack of client A's food and fluid intake for the past two week when they decreased.</p> <p>This federal tag relates to complaint #IN00104501.</p> <p>9-3-6(a)</p>			