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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G101 | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | X3) DATE SURVEY COMPLETED 11/08/2013 |
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| W000000 | <p>This visit was a fundamental recertification and state licensure survey.</p> <p>Dates of Survey: October 30, 31, and November 5 and 8, 2013.</p> <p>Facility number: 000639 Provider number: 15G101 AIM number: 100234030</p> <p>Surveyor: Amber Bloss, QIDP</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 11/21/13 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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| W000149 | <p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based on record review and interview for 1 of 2 sampled clients (#1), the facility failed to implement its written policies and procedures to report injuries of unknown origin to BDDS (Bureau of Developmental Disabilities Services) and to thoroughly investigate the bruises of unknown origin.</p> <p>Findings include:</p> <p>On 10/31/13 at 10:43 AM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal Incident/Accident (I/A) Reports from 10/31/12 to 10/31/13 were reviewed. The facility's I/A reports indicated the following:</p> <p>-4/23/13 report indicated at 7:15 PM staff "noticed a bruise under her right butt cheek (sic) when washing her back side." The staff indicated the bruise measured "4" (inches) by 3" wide." The staff indicated the bruise was "dark purple." The report indicated staff called the nurse. Staff indicated in the report "staff working stated [Client #1] was behaviorly (sic) challenged. Consumer fell on 4-21-13 and rolled to her butt hard to get up." The report indicated no BDDS report was filed and no investigation was completed.</p> <p>-5/22/13 report indicated at 8:50 AM, staff "noticed bruises on [Client #1]'s upper under arm." The report indicated "staff had [QIDP (Qualified Intellectual Disabilities Professional)] come to look at arm. Staff measure bruises as best we could as [Client #1] wouldn't let us. Staff</p> | W000149 | Tag 149 The QIDP will review all internal incident reports daily as received for injuries of unknown origin and forward all incidents of injuries of unknown origins to the investigator to ensure all unknown origin injuries are investigated. The QIDP will review all internal incident reports daily for injuries of unknown origin and report per BDDS guidelines within 24 hours of knowledge. Internal incident reports are logged daily as received and reviewed for trends by QIDP. Group home staff will be retrained on reportable incidents of unknown origin by December 8, 2013. Health & safety Specialist will do a weekly review of incidents of injuries of unknown origins have been investigated and reported as received. Qualified Supervisor staff will complete a weekly Quality Inspection to ensure the safety of the consumers. Consumer issue and injuries will be discussed monthly with staff. Health & Safety Specialist will conduct an inspection of the home monthly for any environmental issues that could cause an injury of unknown origin. | 12/08/2013 | | | |

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| | <p>counted up to 11 bruises on Rt. (right) arm. There may be more on that arm. Staff while checking [Client #1] noticed some bruising on other arm also, counted up to 4 (left arm). [Client #1] would not let us measure." The report indicated no BDDS report was filed and no investigation was completed.</p> <p>-7/5/13 report indicated day service staff "noticed two pea size round bruises on her right forearm." The report indicated Client #1 was "in a great mood today." The report indicated staff "said [Client #1] was pinching herself. Appears to be the cause of bruising." The report indicated the bruises were "pea size" and "round" with the color of "dark blue." The report indicated no further investigation was completed.</p> <p>-8/15/13 report indicated "staff was helping [Client #1]" and "notice (sic) bruising on her left inner and outer side of arm." The report indicated "self inflicted" as "root cause." The report diagram indicated a bruise "2 x (by) 2 long", one bruise which was "1", and one bruise "1.0 x 1.5 long". The report did not indicate if measurements were inches or centimeters in size. The report indicated the bruises were "round/oval" and "blue/purple" in color. Documentation indicated no BDDS report was filed and no investigation was completed for the bruises.</p> <p>-10/5/13 report indicated "staff noticed 2 bruises on [Client #1]'s stomach when assisting her to get dressed" which were "one on her left side and one on her right side." The report indicated "staff tried to get the size but [Client #1] refused." The report indicated "appears to be the result of the seatbelt. Staff were unaware that consumer required seat protectors when transporting." The report indicated one bruise was "6 in. (inches) long" by "1/2 wide" and the other one being "1 in." by "1/2</p> | | | | |

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| | <p>(sic) wide." Documentation indicated no BDDS report was filed and no further investigation was completed.</p> <p>-10/8/13 report indicated "[Client #1] was being toileted and when she pulled her pants up I (staff) untucked her shirt and noticed a bruise on her stomach." The report indicated "root cause" was "seatbelt." The report indicated the bruise was "5 in (inches)" in the shape of a "line" of the color "red, purple, blue, yellow." The report indicated no BDDS report was filed and no further investigation was completed.</p> <p>On 11/5/13 at 1:12 PM during an interview, the group home Service Coordinator Assistant (SCA) stated usually "staff who work with consumers will probably find the root cause" of injuries of unknown origin. The SCA indicated the QIDP (Qualified Intellectual Disabilities Professional) would determine which injuries would be considered an "injury of unknown origin" and would then be reported to BDDS (Bureau of Developmental Disabilities Services) as such.</p> <p>On 11/5/13 at 2:30 PM during an interview, the QIDP indicated the internal reports of bruises on Client #1 dated 4/23/13, 5/22/13, 7/5/13, and 8/15/13 were not investigated as injury of unknown origin. The QIDP indicated those reports should have been investigated as injury of unknown origin. The QIDP indicated when a bruise or injury is discovered the nurse is usually called. The QIDP indicated the nurse was aware of the policies and procedures on injury of unknown origin. The QIDP indicated she should have been immediately contacted if an injury of unknown origin was suspected. The QIDP indicated the reports dated 10/5/13 and 10/8/13 which indicated Client #1 had bruises caused potentially by use or misuse of her transportation</p> | | | | | | |

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| | <p>seatbelt should have been investigated further and corrective action put into place to prevent recurrence of bruising.</p> <p>On 10/31/13 at 10:02 AM, the facility policy on "Abuse and Neglect" dated 3/26/13 was received from the SCA as current. The facility policy indicated "services shall be provided in safe, secure and supportive environments." The policy indicated "all forms of abuse, neglect, exploitation, and mistreatment and violation of any rights of an individual are prohibited, including:6.b. Failure to provide a safe, clean and sanitary environment...". The policy indicated in the "Protocol on Investigating on Abuse and/or Neglect" section of the facility abuse policy that "...the Service Specialist will file an Incident Report in accordance with BDDS/Division of Aging/APS (Adult Protective Services) reporting guidelines." The protocol on investigation indicated "...the Adult Services Manager will assign someone to complete the investigation...". The policy indicated BDDS reportable incidents included "...12. Any injury to an individual when the cause is unknown and the injury could be indicative of abuse, neglect, or exploitation."</p> <p>9-3-2(a)</p> | | | | |

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| W000153 | <p>483.420(d)(2) STAFF TREATMENT OF CLIENTS The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures.</p> <p>Based on interview and record review for 6 of 6 reports of injury of unknown origin, the facility failed to report the injuries of unknown origin to the BDDS (Bureau of Developmental Disabilities Services) per 460 IAC 9-3-1(b)(5) and to Adult Protective Services (APS) per IC 12-10-3 for 1 of 2 sampled clients (Client #1).</p> <p>Findings include:</p> <p>On 10/31/13 at 10:43 AM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal Incident/Accident (I/A) Reports from 10/31/12 to 10/31/13 were reviewed. The facility's I/A reports indicated the following:</p> <p>-4/23/13 report indicated at 7:15 PM staff "noticed a bruise under her right butt cheek (sic) when washing her back side." The staff indicated the bruise measured "4" (inches) by 3" wide." The staff indicated the bruise was "dark purple." The report indicated staff called the nurse. Staff indicated in the report "staff working stated [Client #1] was behaviorly (sic) challenged. Consumer fell on 4-21-13 and rolled to her butt hard to get up." The report indicated the bruise was not reported to BDDS.</p> <p>-5/22/13 report indicated at 8:50 AM, staff "noticed bruises on [Client #1]'s upper under arm." The report indicated "staff had [QIDP (Qualified Intellectual Disabilities Professional)]</p> | W000153 | Tag 153 The QIDP will review all internal incident reports daily as received for injuries of unknown origin and forward all incidents of injuries of unknown origins to the investigator to ensure all unknown origin injuries are investigated. The QIDP will review all internal incident reports daily for injuries of unknown origin and report per BDDS guidelines within 24 hours of knowledge. Internal incident reports are logged daily as received and reviewed for trends by QIDP. Group home staff will be retrained on reportable incidents of unknown origin by December 8, 2013. Health & safety Specialist will do a weekly review of incidents of injuries of unknown origins have been investigated and reported as received. Qualified Supervisor staff will complete a weekly Quality Inspection to ensure the safety of the consumers. Consumer issue and injuries will be discussed monthly with staff. Health & Safety Specialist will conduct an inspection of the home monthly for any environmental issues that could cause an injury of unknown origin. | 12/08/2013 | | | |

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| | <p>come to look at arm. Staff measure bruises as best we could as [Client #1] wouldn't let us. Staff counted up to 11 bruises on Rt. (right) arm. There may be more on that arm. Staff while checking [Client #1] noticed some bruising on other arm also, counted up to 4 (left arm). [Client #1] would not let us measure." The report indicated no BDDS report was filed.</p> <p>-7/5/13 report indicated day service staff "noticed two pea size round bruises on her right forearm." The report indicated Client #1 was "in a great mood today." The report indicated staff "said [Client #1] was pinching herself. Appears to be the cause of bruising." The report indicated the bruises were "pea size" and "round" with the color of "dark blue." The report indicated no BDDS report was filed.</p> <p>-8/15/13 report indicated "staff was helping [Client #1]" and "notice (sic) bruising on her left inner and outer side of arm." The report indicated "self inflicted" as "root cause." The report diagram indicated a bruise "2 x (by) 2 long", one bruise which was "1", and one bruise "1.0 x 1.5 long". The report did not indicate if measurements were inches or centimeters in size. The report indicated the bruises were "round/oval" and "blue/purple" in color. The report indicated no BDDS report was filed.</p> <p>-10/5/13 report indicated "staff noticed 2 bruises on [Client #1]'s stomach when assisting her to get dressed" which were "one on her left side and one on her right side." The report indicated "staff tried to get the size but [Client #1] refused." The report indicated "appears to be the result of the seatbelt. Staff were unaware that consumer required seat protectors when transporting." The report indicated one bruise was "6 in. (inches) long" by "1/2 wide" and the other one being "1 in." by "1/2</p> | | | | | | |

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| W000154 | <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on record review and interview for 1 of 2 sampled clients (#1), the facility failed to investigate injuries of unknown origin for 6 of 6 reports of injury of unknown origin.</p> <p>Findings include:</p> <p>On 10/31/13 at 10:43 AM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal Incident/Accident (I/A) Reports from 10/31/12 to 10/31/13 were reviewed. The facility's I/A reports indicated the following:</p> <p>-4/23/13 report indicated at 7:15 PM staff "noticed a bruise under her right butt cheek (sic) when washing her back side." The staff indicated the bruise measured "4" (inches) by 3" wide." The staff indicated the bruise was "dark purple." The report indicated staff called the nurse. Staff indicated in the report "staff working stated [Client #1] was behaviorly challenged. Consumer fell on 4-21-13 and rolled to her butt hard to get up." The report indicated no further investigation was completed.</p> <p>-5/22/13 report indicated at 8:50 AM, staff "noticed bruises on [Client #1]'s upper under arm." The report indicated "staff had [QIDP (Qualified Intellectual Disabilities Professional)] come to look at arm. Staff measure bruises as best we could as [Client #1] wouldn't let us. Staff counted up to 11 bruises on Rt. (right) arm. There may be more on that arm. Staff while checking [Client #1] noticed some bruising on other arm also, counted up to 4 (left arm). [Client #1] would</p> | W000154 | Tag 154 The QIDP will review all internal incident reports daily as received for injuries of unknown origin and forward all incidents of injuries of unknown origins to the investigator to ensure all unknown origin injuries are investigated. The QIDP will review all internal incident reports daily for injuries of unknown origin and report per BDDS guidelines within 24 hours of knowledge. Internal incident reports are logged daily as received and reviewed for trends by QIDP. Group home staff will be retrained on reportable incidents of unknown origin by December 8, 2013. Health & safety Specialist will do a weekly review of incidents of injuries of unknown origins have been investigated and reported as received. Qualified Supervisor staff will complete a weekly Quality Inspection to ensure the safety of the consumers. Consumer issue and injuries will be discussed monthly with staff. Health & Safety Specialist will conduct an inspection of the home monthly for any environmental issues that could cause an injury of unknown origin. | 12/08/2013 | | | |

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| | <p>not let us measure." The report indicated no investigation was completed.</p> <p>-7/5/13 report indicated day service staff "noticed two pea size round bruises on her right forearm." The report indicated Client #1 was "in a great mood today." The report indicated staff "said [Client #1] was pinching herself. Appears to be the cause of bruising." The report indicated the bruises were "pea size" and "round" with the color of "dark blue." The report indicated no further investigation was completed.</p> <p>-8/15/13 report indicated "staff was helping [Client #1]" and "notice (sic) bruising on her left inner and outer side of arm." The report indicated "self inflicted" as "root cause." The report diagram indicated a bruise "2 x (by) 2 long", one bruise which was "1", and one bruise "1.0 x 1.5 long". The report did not indicate if measurements were inches or centimeters in size. The report indicated the bruises were "round/oval" and "blue/purple" in color. The report indicated no investigation was completed.</p> <p>-10/5/13 report indicated "staff noticed 2 bruises on [Client #1]'s stomach when assisting her to get dressed" which were "one on her left side and one on her right side." The report indicated "staff tried to get the size but [Client #1] refused." The report indicated "appears to be the result of the seatbelt. Staff were unaware that consumer required seat protectors when transporting." The report indicated one bruise was "6 in. (inches) long" by "1/2 wide" and the other one being "1 in." by "1/2 (sic) wide." Documentation indicated no investigation was completed.</p> <p>-10/8/13 report indicated "[Client #1] was being toileted and when she pulled her pants up I (staff) untucked her shirt and noticed a bruise on her</p> | | | | | | |

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| | <p>stomach." The reported indicated "root cause" was "seatbelt." The report indicated the bruise was "5 in (inches)" in the shape of a "line" of the color "red, purple, blue, yellow." The report indicated no further investigation was completed.</p> <p>On 11/5/13 at 1:12 PM during an interview, the group home Service Coordinator Assistant (SCA) stated usually "staff who work with consumers will probably find the root cause" of injuries of unknown origin. The SCA indicated the QIDP (Qualified Intellectual Disabilities Professional) would determine which injuries would be considered an "injury of unknown origin" and would then be reported to BDDS (Bureau of Developmental Disabilities Services) as such. The SCA indicated she wasn't sure who investigates injuries of unknown origin.</p> <p>On 11/5/13 at 2:30 PM during an interview, the QIDP indicated the internal reports of bruises on Client #1 dated 4/23/13, 5/22/13, 7/5/13, and 8/15/13 were not investigated as injury of unknown origin. The QIDP indicated those reports should have been investigated as injury of unknown origin. The QIDP indicated when a bruise or injury is discovered the nurse is usually called. The QIDP indicated the nurse was aware of the policies and procedures on injury of unknown origin. The QIDP indicated she should have been immediately contacted if an injury of unknown origin was suspected. The QIDP indicated the reports dated 10/5/13 and 10/8/13 which indicated Client #1 had bruises caused potentially by use or misuse of her transportation seatbelt also should have been investigated further to rule out neglect and to prevent recurrence but were not investigated.</p> <p>9-3-2(a)</p> | | | | | | |

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| W000336 | <p>483.460(c)(3)(iii) NURSING SERVICES</p> <p>Nursing services must include, for those clients certified as not needing a medical care plan, a review of their health status which must be on a quarterly or more frequent basis depending on client need. Based on record review and interview, the facility nurse failed for 2 of 2 sampled clients (clients #1 and #2), to develop/maintain a record keeping system to document medical information in the client's record in regards to nursing quarterlies.</p> <p>Findings include:</p> <ol style="list-style-type: none"> On 11/5/13 at 11:32 PM, record review indicated Client #1's diagnoses included, but were not limited to, profound intellectual disabilities, seizure disorder, anxiety, physical and verbal aggression, mood disorder and chronic allergies. <p>Record review indicated Client #1 had nursing quarterlies dated 1/8/13, 4/1/13, and 7/1/13. Record review indicated no current nursing quarterlies for Client #1.</p> <ol style="list-style-type: none"> On 11/5/13 at 12:27 PM, record review indicated Client #2's diagnoses included, but were not limited to, intellectual disabilities, urinary incontinence, psychotic disorder, | W000336 | <p>Tag 336The agency nurse will ensure that assessments are completedquarterly. Agency nurse will review issues daily as received and ensure anyassessments are completed more frequently based on the consumer needs. Theagency nurse will ensure that the nursing assessments are provided to the grouphome within 48 hours of the assessment. The group home assistant will scheduleassessments and follow-up with agency nurse to ensure assessments are completedand received in a timely manner (within 48 hours of completion). The group homeSupervisor will ensure that a completecheck of the group home consumer books have the nursing assessments up todate by December 8, 2013. The group homesupervisor will do a quarterly audit of the group home consumer books to ensureassessments are in the books. The group home Supervisor will review allassessments provided by nurse on a quarterly basis or as the assessment hasbeen provided.</p> | 12/08/2013 | |

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| | <p>dementia, and depression.</p> <p>Record review indicated Client #2 had nurse quarterlies dated 1/8/13, 4/1/13, and 7/1/13. Record review indicated no current nursing quarterly for Client #2.</p> <p>During an interview on 11/5/13 at 1:12 PM, the group home Service Coordinator Assistant (SCA) indicated the nurse had completed Client #1 and #2's current nursing quarterly due on 10/1/13 but had not yet provided the facility with a copy.</p> <p>During an interview on 11/5/13 at 2:30 PM, the QIDP (Qualified Intellectual Disabilities Professional) indicated Client #1 and #2's current nursing quarterly due on 10/1/13 had been completed but was not available yet for review. The QIDP indicated the nursing quarterly should have been available for review.</p> <p>9-3-6(a)</p> | | | | |