

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G680	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 06/12/2013
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W000000	<p>This visit was for the investigation of Complaint #IN00129816.</p> <p>Complaint #IN00129816: Substantiated, Federal and state deficiencies related to the allegations are cited at W104 and W189.</p> <p>Dates of Survey: 6/11/13 and 6/12/13</p> <p>Facility number: 001085 Provider number: 15G680 AIM number: 100245530</p> <p>Surveyor: Paula Chika, QIDP-TC</p> <p>These federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 6/18/13 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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W000104	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, interview and record review for 3 of 3 sampled clients (A, B and C) and for 3 additional clients (D, E and F), the governing body failed to exercise general policy and operating direction over the facility to ensure the facility developed a comprehensive policy in regard to bed bugs which addressed how the facility would handle, address and/or monitor to prevent the spread of the bed bugs.</p> <p>Findings include:</p> <p>The facility reportable incident reports and/or investigations were reviewed on 6/11/13 at 11:00 AM. The facility's 5/22/13 reportable incident report indicated "[Client A] was picked up [name of workshop] (sic) due to complaints of itching. Staff completed a body observation on [client A] and noticed that she had what appeared to be a rash. Staff inspected [client A's] bed and found bedbugs. [Client A's] bed was removed from the site and she was taken to [name of medical center] to be evaluated. All of the individuals in the home are safe. [Client A] was released from [name of medical center] with</p>	W000104	<p>W104:</p> <ul style="list-style-type: none"> -The facility will develop a comprehensive policy in regards to bed bugs which addresses how the facility will handle, address and/or monitor to prevent the spread of the bed bugs. - The facility policy on bed bugs has been updated to include staff training on how to identify bed bugs and signs of infestations. - The facility will be professionally assessed on a quarterly base for any sign of an infestation. - The facility will immediately contact a professional exterminator, if there are any signs of an infestation observed at the home and all individuals will be relocated while the home is being treated. - Staff will be trained on completing daily skin observations on each client residing in the home and documenting each observation on the MAR. - Staff will be trained on notifying their PC and nurse of any symptoms of irritated and/or inflamed skin including itching, 	07/12/2013	

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	<p>instructions to use hydrocortisone cream (itching). She was prescribed Zyrtec (allergic reaction) and a medrol dose pack (steroid). A home inspection was completed and no bed bugs were located anywhere else in the home. All of clients had body observation completed with no indication that they had been exposed to bed bugs. [Name of bug termination company] came on the following morning to spray the home for bed bugs. Staff will continue to monitor."</p> <p>The facility's 5/22/13 Incident Report (IR) indicated "...Entire home is inspected for bedbugs. No other area except [client A's] bed was found. House treated professionally by [name of bug termination company]. Monitoring of all clients and rooms will continue."</p> <p>Client A's record was reviewed on 6/11/13 at 1:30 PM. Client A's Medical Consult Report indicated "Dx (diagnosis): Multiple Bites (with) Skin Reaction..." The report indicated the doctor ordered a steroid for 6 days, a cream for itch and an allergy medication for the client's reaction to the bed bug bites.</p> <p>During the 6/11/13 observation period between 4:50 AM and 7:30 AM, at the group home, client A's mattress had been replaced with a plastic covered mattress.</p>		<p>pain and/or swelling.</p> <p>- Staff will be trained on completing nightly home inspections and to follow change of command for reporting, if any signs of bed bugs are observed.</p> <p>-The Program Coordinator or designee will be trained on completing weekly skin observations of each client residing in the home and documenting each observation on the body observation checklist.</p> <p>-The Program Coordinator or designee will be trained on completing weekly home inspections and to follow change of command for reporting, if any signs of bed bugs are observed.</p> <p>- The Operation Manager will be trained on completing home inspections during their monthly OM audits and to follow change of command for reporting, if any signs of bed bugs are observed.</p> <p>Persons Responsible: Staff, Program Coordinator</p>		

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	<p>Client A had 2 pillows on her bed. One pillow had a covering and a pillow case and the second pillow was just in a regular pillow case with no protective covering.</p> <p>The facility's policy and procedures were reviewed on 6/11/13 at 12:30 PM. The facility's 5/23/13 policy entitled "Bed Bugs" indicated the following:</p> <p>"PROCEDURE:</p> <ol style="list-style-type: none"> 1.) Check mattress, box springs, and bed frame, as well as crack and crevices that the bed bugs may hide in during the day or when digesting a blood meal. Windows and door frames, floor cracks, carpet tack boards, base boards, electrical boxes, furniture, pictures, wall hangings, drapery pleats, loosened wallpaper, cracks in plaster, and ceiling moldings. 2.) Frequently vacuuming the mattress and premises, laundering bedding and clothing in hot water, cleaning and sanitizing dwellings. Place the vacuum cleaner bag in a plastic bag, seal tightly and discard in a container outdoors. 3.) After the mattress is vacuumed or scrubbed, it can be enclosed in a zippered mattress cover such as that used for dust mites. Leave the cover in place for a year. 4.) All clothes and linens will be washed and dried at the hottest setting. 			

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	<p>5.) In event bed bugs are suspected [name of termination company] will be contacted for a consult and treatment.</p> <p>6.) The Medical Director will be notified of bed bugs. Medical Director recommends only treat of symptoms from the bites which may cause the skin to become irritated and inflamed (sic). A small, hard, swollen, white welt may develop at the site of each bite."</p> <p>The facility's 5/23/13 policy did not specifically indicate how/what the facility would do with the clients, specifically indicate how the facility would address, monitor and/or indicate what the facility would do to prevent the spread of the bedbugs throughout clients B, C, D, E and F's bedrooms/group home.</p> <p>Interview with staff #1 on 6/11/13 at 7:10 AM indicated client A had bed bugs. Staff #1 indicated she did not see the bed bugs and did not know what one looked like. Staff #1 indicated client A had gone on a home visit and then shortly after bed bugs were found. Staff #1 indicated the group home had been sprayed and they were told they no longer had any bed bugs.</p> <p>Interview with the Director of Health Services (DSS) and the the Executive Director (ED) on 6/11/13 at 12:20 PM</p>				

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	<p>indicated the group home had been treated/sprayed for bed bugs on 5/23/13. The DHS indicated the bug termination company would be back again on 6/12/13. The ED indicated the clients' clothes were all laundered/washed, client A's bed was removed from the group home and new mattress purchased. The ED and the DHS indicated the bed bugs were only found in client A's bedroom and no bed bugs were located in the rest of the house. The DHS indicated client A's bites were on her arms/wrists. The ED and the DHS indicated client A got the bed bugs while on a home visit with her mother. The ED and DHS indicated no additional bed bugs had been seen. The ED and DHS indicated they needed to add more information to their 5/23/13 policy regarding bed bugs as the policy did not indicate how the facility would monitor/check for bed bugs and/or what the facility would do to prevent the spread of the bed bugs.</p> <p>This federal tag relates to complaint #IN00129816.</p> <p>9-3-1(a)</p>						

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W000189	<p>483.430(e)(1) STAFF TRAINING PROGRAM The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on interview and record review for 1 of 3 sampled clients (A), the facility failed to ensure staff were trained in regard to bed bugs to prevent the spread of the bed bugs.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 6/11/13 at 11:00 AM. The facility's 5/22/13 reportable incident report indicated "[Client A] was picked up [name of workshop] (sic) due to complaints of itching. Staff completed a body observation on [client A] and noticed that she had what appeared to be a rash. Staff inspected [client A's] bed and found bedbugs. [Client A's] bed was removed from the site and she was taken to [name of medical center] to be evaluated. All of the individuals in the home are safe. [Client A] was released from [name of medical center] with instructions to use hydrocortisone cream (itching). She was prescribed Zyrtec (allergic reaction) and a medrol dose pack (steroid). A home inspection was</p>	W000189	<p>W189:</p> <p>-The facility will ensure that each employee receives initial and continued training that enables the employees to perform his or her duties effectively, efficiently and completely.</p> <p>-All staff within the operation will be trained on the updated bed bug policy.</p> <p>-The Training Director will ensure that new hires will be trained on the new policy.</p> <p>Persons Responsible: Program Director, Director of Health Services, Property Manager Training Director</p>	07/12/2013			

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	<p>completed and no bed bugs were located anywhere else in the home. All of clients had body observation completed with no indication that they had been exposed to bed bugs. [Name of bug termination company] came on the following morning to spray the home for bed bugs. Staff will continue to monitor."</p> <p>The facility's 5/22/13 Incident Report (IR) indicated "...Entire home is inspected for bedbugs. No other area except [client A's] bed was found. House treated professionally by [name of bug termination company]. Monitoring of all clients and rooms will continue."</p> <p>Interview with staff #1 on 6/11/13 at 7:10 AM indicated client A had bed bugs. Staff #1 indicated she did not see the bed bugs and did not know what one looked like. Staff #1 indicated client A had gone on a home visit and then shortly after bed bugs were found. Staff #1 indicated the group home had been sprayed and they were told they no longer had any bed bugs.</p> <p>Interview with the Director of Health Services (DSS) and the the Executive Director (ED) on 6/11/13 at 12:20 PM indicated the group home had been treated/sprayed for bed bugs on 5/23/13. The DHS indicated the bug termination</p>						

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	<p>company would be back again on 6/12/13.</p> <p>The ED and the DHS indicated facility staff had not been trained in regard to bed bugs, what to look for/monitor, and/or how too prevent the bed bugs from spreading.</p> <p>This federal tag relates to complaint #IN00129816.</p> <p>9-3-3(a)</p>				