

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G738	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 06/01/2012
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NAME OF PROVIDER OR SUPPLIER AWS	STREET ADDRESS, CITY, STATE, ZIP CODE 3224 W 1100 N MARKLE, IN 46770
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W0000	<p>This visit was for the investigation of complaint #IN00108658.</p> <p>Complaint #IN00108658, SUBSTANTIATED.</p> <p>Federal and state deficiencies related to the allegations are cited at W249.</p> <p>Dates of Survey: May 31, and June 1, 2012.</p> <p>Provider number: 15G738 Facility number: 011501 AIM number: 200889040</p> <p>Surveyor: Kathy Wanner, Medical Surveyor III.</p> <p>The following federal deficiency also reflects a state finding in accordance with 460 IAC 9.</p> <p>Quality Review was completed on 6/7/12 by Tim Shebel, Medical Surveyor III.</p>	W0000		
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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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W0249	<p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>Based on record review and interview, a facility Extra Support Needs Staff (ENS) failed to follow the Behavior Support Plan (BSP) for 1 of 2 sampled clients (client A).</p> <p>Findings include:</p> <p>Facility records were reviewed on 5/31/12 at 11:20 A.M. including the Bureau of Developmental Services (BDDS) reports. The BDDS reports indicated the following:</p> <p>A BDDS report dated 5/17/12 for an incident on 5/16/12 at 10:10 A.M. indicated: "On 5/16/12 it was reported by an AWS staff (workshop) member that one of [client A's] staff person's (sic) (ESN #1) 'hit him' at the workshop on 5/16/12 at approximately 10:10 A.M. [Client A] had reportedly escalated at the workshop because he thought that another client was talking about him to a workshop supervisor. He (client A) then</p>	W0249	The staff who witnessed this incident of a coworker failing to follow the BSP on this occasion all followed proper protocol. All staff have received additional training on client A's Behavior Support Plan (BSP), proper Mandt techniques and the AWS Abuse and Neglect policy as a refresher to the existing staff. Post tests have been administered to ensure that the training has been effective. The staff will continue to be monitored by the manager and QMRP through spot checks for proper implementation of their training and this will be monitored by the director.	07/01/2012			

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	<p>ran over to [ESN #1] and hit her in the left side of her face (sic). The staff (workshop) alleged that [ESN #1] hit [client A] in return." The report indicated ESN #1 was immediately suspended pending the results of the investigation.</p> <p>A follow-up BDDS report dated 5/23/12 for the incident on 5/16/12 indicated "... [Client A] was reportedly sitting at a table across the workshop from the other ESN clients and was accompanied by [ESN #2]. All staff persons were consistent in reporting that [client A] was pacing and speaking in a loud tone of voice and then sprinted across the workshop towards [ESN #1]. All staff reported that [ESN #1] was bent over in a box getting materials when multiple staff called her name because they saw [client A] running towards her. [ESN #1] reportedly stood up and [client A] made contact three times with the left side of her face. Staff consistently reported that she (ESN #1) raised her hands in defense and then fell back against the box. All of the staff persons interviewed reported that [ESN #1] appeared angry at [client A] and was walking quickly towards him as he was walking towards the exit (Client A reportedly was being escorted out of the building by ESN #2 and ESN #3)...When questioned [ESN #1] reported that she was 'mad' about the incident but denied</p>			

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	<p>that she hit [client A]. In the interviews one staff person reported that [ESN #1] raised her hand to [client A] and hit him in the back, however she was sitting 20-35 feet from where the incident occurred. Ten other staff interviewed stated that she did not attempt to hit him. [Client A] was interviewed and reported [ESN #1] was 'mad at him' but that she did not hit him. Because all ten witnesses who were standing relatively close to [client A] reported that [ESN #1] did not hit [client A], combined with the fact that [client A] denied that [ESN #1] hit him the allegation was determined to be unsubstantiated. The staff person [ESN #1] was terminated from her position with AWS due to her walking after [client A] while she was angry, as well as not following the behavior plan in place for [client A]."</p> <p>Client A's record was reviewed on 5/31/12 at 12:00 P.M.. Client A's record indicated he had a BSP dated 3/1/12 which included preventive and deceleration interventions to address physical aggression. The interventions included but were not limited to, "provide as much physical space as needed to help him calm down, do not react to his behavior with a lot of attention because he is seeking a response from you, and the use of MANDT physical intervention</p>						

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	<p>techniques hierarchy as a guide in selecting the least restrictive but most effective technique appropriate."</p> <p>A review of the MANDT training program dated 2010, was completed on 5/31/12 at 12:48 P.M. and indicated "Stay calm. Remember your goal is to de-escalate and manage yourself so you can help the person to de-escalate."</p> <p>Interviews were conducted with ESN #2 and ESN #3 on 6/1/12 at 10:13 A.M. both ESN #2 and #3 indicated they were escorting (client A) out of the workshop on 5/16/12 and did not see any physical abuse occur from (ESN #1) towards (client A). Both ESN #2 and #3 stated they could "tell she (ESN #1) was angry." ESN #2 stating he thought it was just because she had been "hit so hard in the face, and that she had never reacted like that before."</p> <p>An interview was conducted with the Residential Director (RD) on 5/31/12 at 11:27 A.M.. The RD stated, "[ESN #1] was terminated from employment because she had failed to remain calm during the behavior, which was a main part of the MANDT training and of [client A's] BSP."</p> <p>9-3-4(a)</p>						

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