

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G623	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/28/2011
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NAME OF PROVIDER OR SUPPLIER KNOX COUNTY ARC - BICKNELL 2	STREET ADDRESS, CITY, STATE, ZIP CODE 410 LIBERTY BICKNELL, IN47512
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W0000	<p>This visit was for the investigation of complaint #IN00101309.</p> <p>Complaint #IN00101309-Unsubstantiated due to lack of evidence.</p> <p>Unrelated deficiencies cited.</p> <p>Dates of Survey: 12/21, 12/22 and 12/28/11</p> <p>Facility Number: 001182 Provider Number: 15G623 Aim Number: 100249470</p> <p>Surveyor: Paula Chika, Medical Surveyor III-Team Leader</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 12-30-11 by C. Neary, Program Coordinator.</p>	W0000		
W0104	<p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on interview and record review for 1 of 3 sampled clients (A), the governing body failed to exercise general policy and operating direction over the facility to ensure administrative staff monitored the group home to ensure clients' rights would not be violated and to ensure corrective</p>	W0104	<p>W104</p> <p>Plan of Correction: The QMRP-D, Administrative Assistant, Director of Residential Services, or Vice President of Program Services will be in the home, when consumers are in</p>	01/27/2012

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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	<p>measures/actions were put in place to ensure the successful placement of a client with a history of failed placements due to the client's aggression/behaviors.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 12/21/11 at 2:20 PM. 1. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors...." The facility's 12/19/11 follow-up report indicated "It was substantiated that [client A] did have the scissors and was threatening to cut the phone line. It was substantiated that [staff #2] did get cut in the process of trying to get the scissors from [client A]...."</p> <p>The facility's 12/14/11 Investigation Summary indicated client A was "...mad due to not being able to get items out of the safe...Staff G and I (facility identifiers) both stated that that (sic) [client A] was wanting in the safe that morning at 5 am and they tried to explain that they could not open the safe because they did not have the combination to the safe. That [client A] would have to wait for the afternoon staff to be able to open the safe, Staff J, N and M (facility identifiers) were</p>		<p>the home, a minimum of 4 days per week. This will be continued on a permanent basis. Staff will be retrained on the Consumer Rights policy and Abuse/Neglect Policy. A new behavior plan will be written for Client A. A behavior specialist will be consulted to assist with this plan and with the implementation of this plan. All staff will be properly trained on this plan.</p> <p>Preventive Action: The QMRP-D, Administrative Assistant, Director of Residential Services, or Vice President of Program Services will be in the home, when consumers are in the home, a minimum of 4 days per week. This will be continued on a permanent basis. Staff will be retrained on the Consumer Rights policy and Abuse/Neglect Policy. A new behavior plan will be written for Client A. A behavior specialist will be consulted to assist with this plan and with the implementation of this plan. All staff will be trained on this plan. The agency will continue to consult the behavior specialist on an as needed basis and continue to train staff as the behavior plan is updated.</p> <p>Monitoring: QMRP-D, Administrative Assistant, Director of Residential Services, or Vice President of Program Services will be in the home, when consumers are in the home, a</p>				

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	<p>all present at the time of the incident. Staff stated that she (client A) first asked for paper clips, and then she tried to use a butter knife to get into the safe. Staff J and N both stated that [client A] stated she was going to kill the staff. Staff H, I, K and P (facility identifiers) all stated previous incidents and what she would do...It was substantiated by 3 consumers and 4 staff that [client A] did have scissors and as staff was trying to take them she (staff #2) got cut..."</p> <p>The facility's hand written or typed witness statements indicated the following (not all inclusive):</p> <p>-client A's 12/9/11 witness statement indicated client A asked staff for the gifts she had purchased for her boyfriend. The 12/9/11 witness statement indicated staff #2 told client A "...you can't have it right now...She (staff #2) made me really mad & (and) I started throwing Christmas ornaments. I picked up scissors from the med room. Why did you pick them up? Because (sic) I wanted to call [administrative staff #2] & she (staff #2) wouldn't give me [administrative staff #2's] # (number). I told her I was going to cut the phone. the (sic) detergent liquid I squirted it all over the floor. I was going to my room (with) the scissors. [Staff #2] put her foot in front of the door. I was</p>		<p>minimum of 4 days per week. The agency will continue to consult the behavior specialist on an as needed basis.</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>				

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	<p>trying to shut the door. While I was going to my room, [staff #2] was asking me to give her the scissors. She (staff #2) pulled the scissors away from me & stabbed herself. I tried to get them away from her & I did push her. She took them away from me & hide (sic) them from me...."</p> <p>-staff #2's 12/9/11 witness statement indicated "...She (client A) demanded that we also give her her Christmas gifts. Another staff told us and her to keep them in safe so they don't get misplaced or stolen. Staff then shut office door because meds were being passed. [Client A] went in office grabbed the phone and said she was going to call on your a...." The 12/9/11 witness statement indicated client A cursed at staff, threatened to throw the phone and to cut the phone cord. The witness statement indicated client A was verbally redirected to go to her bedroom to put up her Christmas decorations. The witness statement indicated client A took the scissors back to her bedroom with staff following. The 12/9/11 witness statement indicated "...Staff followed because they did not know what else would happen. [Client A] then tried to slam the door on them (sic) started to kick and hit and lunged at staff with scissors saying she was going to kill staff. Staff grabbed scissors...." Staff #2's witness statement indicated client A</p>			

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	<p>"...has thrown things, threatened, raised fist at staff, yell (sic) cussed, scream. Chased people with chairs (sic) She will lock staff out of office (sic) invades space." The witness statement indicated client A would get upset if the client did not get what she wanted.</p> <p>-staff #3's 12/9/11 witness statement indicated "[Client A] was wanting to decorate her room. She (client A) asked staff to get her some paper clips to hang decor (decorations) on tree. Staff told [client A] they would after she done her IPPs (program plan objectives) and cleaned out lunch box. [Client A] sat down and finished IPPs but was told a few more times about the lunch box. She also put dirty containers from lunch in with clean dishes. [Client A] was asked to put them back in sink and ranch (sic) she got on door (sic). [Client A] got upset and asked again for clips. Staff got clips and gave them to her. [Client A] then asked staff for jewelry and gifts so she could keep in rooms (sic). Staff told [client A] that they were told to keep them in safe to keep them safe. [Client A] stated again she wanted them and that she didn't care. [Client A] then proceeded to go into office and get phone and said she was going to 'call on staffs a....' " The 12/9/11 witness statement indicated client A was directed to go to her bedroom to</p>				

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	<p>put up Christmas decorations, refused and grabbed scissors threatening to cut the phone line. The witness statement indicated staff #2 told staff #3 client A had "...lunged with scissors to cut staff's throat. Finger was cut blocking jab. [Client A] then started throwing decor/glass at staff. [Client A] then calmly grabbed detergent & shampoo and poured on floor. Whole time threatening to harm staff and called staff names... [Client A] followed staff when staff tried to get away. During this time pager phone was called and at some point 911 was called...." Staff #3 witness statement also indicated client A would get upset if her boyfriend broke up with her, if she was asked to clean her room up, refused to take showers and have her hair done. The witness statement indicated client A threw objects at staff, would threaten to physically harm staff and threaten to get them fired from their jobs.</p> <p>-staff #4's 12/9/11 witness statement indicated "When I (staff #4) came into work at 5:00 AM [client A] was already up and shouting, saying she wanted staff to open the safe, we do know the combination. [Client A] said she was going to break the safe, went into kitchen and got butter knife (sic) out of kitchen and hitting safe trying to open it. Staff told her that she would have to wait until</p>				

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	<p>evening staff came in...then she said she was going to hurt the evening staff when they came in." A second witness statement by staff #4 indicated on 12/9/11 on the evening shift, client A wanted staff to open the safe to get her Christmas presents out. The 12/9/11 witness statement indicated client A cursed staff, threw items and threatened to cut the phone line with scissors. The 12/9/11 witness statement indicated client A "...held scissors up and told staff she was going to kill them..." The witness statement indicated the police came to the group home and spoke with the client and explained to client A she could go to jail and if the police had to come back again, client A would be handcuffed and taken to jail.</p> <p>-staff #1's 12/9/11 witness statement indicated staff #2 called staff #1 and told staff #1 client A "...had just tried to stab her..." The 12/9/11 witness statement indicated staff #2 reported to staff #1 she had been injured/cut when staff #2 tried to get the scissors away from client A. Staff #1's 12/9/11 witness statement indicated staff #1 had locked client A's personal property in the group home's safe. The witness statement indicated client A had agreed to put the items in the safe and "...If she would have resisted then, I (staff #1) would not have put items</p>				

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	<p>in safe. I was hoping to prevent behaviors later as to when she might loose items, claim items were taken from others, someone bothered my stuff, etc. (Things she does in the past will happen again). I should have just hid them in the office so all staff could have been able to retrieve them for her...."</p> <p>-staff #5's undated witness statement indicated staff #5 had witnessed client A having the following behaviors "...slamming doors, throwing chairs, throwing food, refusing meds, cussing out staff and consumers and running out of the house and saying she's gonna run away."</p> <p>-staff #6's 12/12/11 witness statement indicated "I (staff #6) would very much like to transfer out of GH (group home) #11 as soon as possible. I have been slapt (sic), pinched, cussed out pretty much every shift...More than one consumer in that home has threaten to kill us staff."</p> <p>-staff #7's 12/12/11 witness statement indicated "Looking back through my notes in Accel (facility computer system) when I clocked in/out there are at least 5 times I wrote about big problems w/ (with) [client A]. At least 2 of which I said a contact note was sent in. 11/8 & 12/9 I sent notes. I don't remember if I</p>				

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	<p>did send notes or not on 10/6, 10/26, or 11/4 (2011). This last one on 12/9 started at 4:20 AM while I (staff #7) was the only staff. [Client A] was in my face yelling, cussing, calling me vulgar names and threatening me. If something would have happened there were no staff present to witness or get help. I (staff #7) am no longer comfortable being in the home by myself when [client A] is here. I am afraid she could hurt me or other consumers or get other consumers upset enough they could hurt her or themselves."</p> <p>- administrative staff #2's 12/9/11 witness statement indicated she called the group home on 12/9/11 and staff #2 "...was extremely argumentative. She (staff #2) had refused to give [client A] gifts [client A] had purchased for others. They were locked in the safe. [Staff #2] had the combination but refused to give them to her. Even after I (administrative staff #2) explained that we couldn't keep her things from her because it was considered a restriction and hadn't been properly approved, she (staff #2) continued to argue. She said it wasn't fair that [client A] always got her way. She said she was not hurt. She never mentioned [client A] trying to stab her. She said she was trying to get the scissors and her hand got cut. I (administrative staff #2) asked if the</p>			

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	<p>behavior plan was being followed. I specifically asked about the required 3 scheduled outings per week. [Staff #2] said they were not doing them because that wasn't fair to the other consumers...I told [staff #2] that her anger was showing and she needed to make sure [client A] did not see it. [Staff #2] mentioned several other behaviors that had been reported (throwing chairs, threatening staff, hitting staff, chasing staff with a chair). I informed her that I was not aware of any of the specific incidents she mentioned...." The 12/9/11 administrative staff #2's witness statement indicated administrative staff #2 spoke with staff #1 and staff #1 "...defended [staff #2] saying [client A] should not get more outings than the others...I told her we needed to discuss this further, and she was never to restrict consumers without approval. She (staff #1) had been the one who initially locked up [client A's] items. She (staff #1) said [client A] agreed to it. I explained that it didn't matter...." The 12/9/11 typed statement indicated administrative staff #2 informed staff #2 the facility staff would need to be at the office for training at 9:00 AM on 12/12/11.</p> <p>-administrative staff #2's 12/11/11 typed witness statement indicated "[Client A] called me from the hospital. She (client</p>				

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	<p>A) said she was very upset because staff had taken her things away from her and because she wasn't allowed to call me (administrative staff #2) when she was upset...She said she tried to apologize to staff, but they wouldn't accept her apology...."</p> <p>-administrative staff #2's 12/12/11 typed witness statement indicated administrative staff #2 was told the police thought client A should be put in jail. The 12/12/11 witness statement indicated administrative staff #2 spoke with the police officer. The note indicated the police officer told administrative staff #2 the facility staff and client A's family wanted the officer to arrest client A. The typed witness statement indicated the police officer thought client A "...needed medical intervention, not police intervention. He (police officer) also said he was disappointed in how staff handled part of the situation. He said [client A] apologized, and all three staff told her they didn't want to talk to her...." The 12/12/11 witness statement indicated administrative staff #2 told facility staff they were to allow client A to call administrative staff #2 "at least once a day" and they were to post administrative staff #2's phone number so the client could have access to the phone number.</p>				

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	<p>2. The facility's 11/12/11 reportable incident report indicated client A's boyfriend broke up with client A and client A became upset. The 11/12/11 reportable incident report indicated "[Client A] grabbed some scissors and threatened to kill herself with them. Staff tried to get her to give them the scissors but were unable to convince her to do so. Staff called 911. The 911 operator requested to speak with [client A]. The operator spoke with [client A] until she agreed to give up the scissors. The police arrived while [client A] was talking with the operator...." The reportable incident report indicated client A was sent to a local hospital for an evaluation. An 11/18/11 follow-up report indicated client A was not admitted to the hospital on 11/12/11. The follow-up report indicated client A was placed on a 24 hour suicide watch when returned where one staff was assigned to the client during each shift. The 11/18/11 follow-up report indicated client A saw her therapist on 11/15/11 and the therapist indicated client A needed to practice "stop-breathe-think." The follow-up report indicated "...the QMRP-D (Qualified Mental Retardation Professional-Designee) will be adding self-injurious behaviors to her behavior plan to prevent further issues...."</p> <p>Client A's record was reviewed on</p>				

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	<p>12/22/11 at 1:25 PM. Client A's 8/3/11 Individual Program plan (IPP) indicated client A was admitted to the group home on 7/12/11. Client A's 8/3/11 IPP and/or record did not indicate any documentation/contact notes in regard to the above mentioned behaviors which staff indicated client A demonstrated. Since client A was admitted on 7/12/11, the client had 2 contact notes in her record/chart. Client A had no contact notes in regard to the 12/9 and 11/12/11 behaviors/incidents.</p> <p>Client A's 7/12/11 Bureau of Developmental Disabilities Services (BDDS) Transition Plan indicated client A had been placed in several different and/or group homes since 2006. Client A's BDDS Transition Plan indicated client A's moves were a "...direct result of [client A] displaying verbal and physical aggression towards housemates and staff..." The transition plan indicated client A had been placed on probation for an assault charge while at a previous placement, and court ordered to a counseling program with a mental health agency.</p> <p>Client A's 8/3/11 IPP indicated the facility/governing body did not obtain and/or have a professional service, in regard to behavior management, complete</p>				

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	<p>a functional behavioral assessment in regard to the client's behaviors to assist and/or ensure success with client A's current placement.</p> <p>Client A's 9/1/11 Behavior Support Plan (BSP) indicated client A's diagnoses included, but were not limited to, Intermittent Explosive Disorder, Oppositional Defiant Disorder and Emotionally Handicapped. Client A's 9/1/11 BSP indicated client A demonstrated verbal aggression, physical aggression and property destruction which was defined as screaming, cursing, pacing the floor, kicking, hitting, punching, slamming items, stomping and slamming doors. Client A's 9/1/11 BSP indicated facility staff could utilize CPI (Crisis Prevention Intervention-behavior management techniques) of a one person and/or two person hold, if client A placed herself and/or others in danger. Client A's 9/1/11 BSP did not indicate when the police should be called/utilized. The BSP indicated client A was to receive scheduled community outings which were to be scheduled and planned in advanced. Client A's BSP indicated the scheduled outings were to be placed on the client's community calendar. Client A's 9/1/11 BSP indicated client A was on a reward program to earn a sticker per hours for no aggression and/or property destruction</p>				

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	<p>between the hours of 5 AM to 9 PM. The BSP indicated client A could could earn a weekly outing with staff to her location of choice. Client A's 9/1/11 BSP had not been updated to address the client's medication refusals and/or suicidal ideation. Client A's 8/3/11 IPP and/or 9/1/11 BSP did not indicate client A's personal possessions should be locked.</p> <p>The facility's training records were reviewed on 12/22/11 at 3:10 PM. The facility's Employee Training Record indicated CPI training was conducted on 7/26 and 7/27/11. The 7/26 and/or 7/27/11 training record indicated staff #1 and staff #7 had not been trained in regard to physical behavioral management techniques/restraints.</p> <p>Interview with client E on 12/21/11 at 5:02 PM indicated client A recently tried to stab staff. Client E indicated he would go outside and smoke a cigarette when client A started to get upset and yell at staff. Client E stated "I can't take it when she (client A) goes off." Staff E stated "I feel like helping staff. I don't want to hurt no one."</p> <p>Interview with client A on 12/21/11 at 5:50 PM indicated client A would sometimes get upset if she did not get her</p>				

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	<p>way. Client A indicated Christmas gifts she bought for her boyfriend were locked in the group home's safe. Client A indicated facility staff would not give her the gifts or let her call administrative staff #2 when she wanted to speak with her. Client A indicated she tried to go to her room to calm herself down, but staff #2 placed her foot in front of the door to keep client A from entering the room. Client A stated "That made me mad. I had scissors. I was upset. I wanted to call [administrative staff #2]." Client A indicated staff #2 got cut with the scissors when staff #2 grabbed the scissors to take them away from her. Client A indicated she felt the group home staff did not like her. Client A indicated she did not like to get bored. Client A stated she would have to "sneak to do things." When asked what she meant, client A stated she would "sneak" to put clothes in the dryer from the washer to help staff out. Client A stated she liked to be "busy" and she liked to go out in the community. Client A indicated she now gets to speak with/call administrative staff #2.</p> <p>Interview with staff #2 on 12/21/11 at 6:02 PM indicated client A was going to cut the phone cord on 12/9/11. Staff #2 stated "She (client A) lunged at staff with scissors & they grabbed them." Staff #2 indicated client A had not used a weapon</p>			

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	<p>before and had not been physically aggressive toward the other clients, only staff. Staff #2 indicated client A's behavior had improved since the client was hospitalized after the 12/9/11 incident.</p> <p>Interview with staff #3 on 12/21/11 at 6:11 PM stated client A could "easily get upset" over anything. Staff #3 indicated client A would get upset if the client did not get her way. Staff #3 indicated she worked the night client A got the scissors and threatened to cut the phone cord. Staff #3 stated she did not see the actual incident as she was in the kitchen cooking. Staff #3 stated client A had "scissors at throat lunging at staff. Staff had a nick on finger as they tried to grab the scissors." When asked if client A had used a weapon before, staff #3 stated "Yes." Staff #3 indicated client A tried to harm herself with a pair of scissors. Staff #3 indicated the client's aggression had been toward staff and not the other clients in the group home. Staff #3 indicated she thought the police had been called to the group home 3 times since the client was admitted in 7/11.</p> <p>Interview with staff #6 on 12/21/11 at 6:25 PM stated "She (client A) is very difficult." Staff #6 stated client A "demands all the attention. Her own</p>				

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	<p>family does not want her home for Christmas. Behavior is getting worse." Staff #6 stated she would have to "bribe her" to get the client out of having a behavior. Staff #6 stated client A "can become extremely violent. Does not understand no." Staff #6 stated client A had "choked staff" in a previous placement. Staff #6 indicated client A had cursed her and threatened her over the use of the phone. Staff #6 stated "I was here by myself, waiting for someone to help." Staff #6 indicated client A was a danger to others. Staff #6 stated client A had "attacked staff with scissors."</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM indicated the police had been called to the group home three times since the client was admitted to the group home in 7/11. Staff #1 stated client A called the police the first time when client A "pushed everyone outside and locked the doors." Staff #1 stated "She was trying to get staff arrested." Staff #1 indicated the second time the police came to the group home, client A had an incident with a visiting client. Staff #1 indicated the two clients were going to fight. Staff #1 indicated staff #1 placed herself in between the two clients and staff thought client A was going to hit staff #1 and they called the police. Staff #1 stated the police were called out a third time, when</p>				

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	"Staff thought they were going to be stabbed with scissors. Staff felt they were in danger. So, I called the police when I was in route." Staff #1 indicated client A calmed down once the police arrived and started back up once she thought the police was gone, but he was still outside. Staff #1 indicated once the officer placed his head back inside the door, the client calmed down. Staff #1 stated the police gave them 3 choices "the Psych ward, jail or guardian can come and get her. She went to psych ward." Staff #1 stated client A's behavior was "unexpected sometimes. We may have caused behavior a little bit." Staff #1 indicated client A did not demonstrate aggression toward the other clients, but only toward staff. Staff #1 indicated the police did not need to be called during the incident when she stood in between the 2 clients. Staff #1 stated facility staff were trained to do CPI if needed, but staff #1 had not been trained in the CPI techniques as she was "busy" the day of the training. Staff #1 indicated client A was to go out and participate in community activities, but there were no activities/places to visit in Bicknell. Staff #1 indicated they would have to drive to another town for the client to participate in community activities. Staff #1 stated "She (client A) controls schedule and activities in the house." Staff #1 stated facility staff "At				

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	<p>times get upset with her (client A). Example: One to one and a half hours to take meds." Staff #1 indicated client A's current BSP did not address the client's medication refusals, suicidal threats and/or the use of the police. Staff #1 indicated she was in the process of revising client A's behavior plan to address the client's current behavioral needs. When asked if the facility had a behavior specialist working with the client and/or interdisciplinary team, staff #1 indicated the facility did not utilize behavior specialist in the group homes. When asked how facility staff were to document clients' behaviors, staff #1 indicated staff should fill out a contact note/sheet when behaviors occurred. Staff #1 indicated until recently she had not turned in the contact notes as she did not know what she was to do with them.</p> <p>Interview with administrative staff #1, #2, #3 on 12/22/11 at 3:22 PM indicated client A had been placed in several different group homes until the client was moved/placed in the Knox County ARC (Association for Retarded Citizens) group home. Administrative staff #2 stated the client had an "inappropriate level of care for the house she was in." Administrative staff #2 stated client A was part of a court ordered program for individuals with developmental disabilities "who broke the</p>				

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	<p>law." Administrative staff #2 indicated client A became involved in the judicial process/courts after the client hit a staff person in the face and was arrested. Administrative staff #1 and #2 indicated client A was placed on probation for 3 years and ordered to go through a court ordered program. Administrative staff #2 and #3 indicated they were not aware of the client's behaviors at the group home until the 12/9/11 incident was investigated. Administrative staff #2 and #3 indicated no contact notes had been forwarded to them. Administrative staff #2 and #3 indicated only 2 contact notes were found for client A on 12/21/11. Administrative staff #2 indicated the staff should be documenting the behaviors on contact notes when they occur. Administrative staff #2 and #3 indicated they were not sure if staff were filling the contact notes out. Administrative staff #1 and #2 indicated client A had not been successful with previous placements. Administrative staff #2 stated the facility was told the placements were not successful as her "behaviors were almost always triggered by staff. Too demanding. Too controlling." Administrative staff #2 indicated client A did not attempt to stab staff. Administrative staff #2 indicated facility staff got cut trying to take the scissors away from client A. Administrative staff</p>				

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	<p>#2 indicated the facility staff should not have placed client A's personal property/gifts in the safe. Administrative staff #2 indicated client A first became upset during the morning shift, but the staff did not have access to the safe combination. Administrative staff #2 indicated the evening shift did, but would not open the safe and give the client her items as requested. Administrative staff #2 indicated the facility staff should not have locked the client's personal possessions as the restriction was not approved by the interdisciplinary team and/or human rights committee. Administrative staff #2 indicated client A could be redirected if you talk with her. Administrative staff #2 indicated facility staff were retrained in regard to client rights and the client's behavior plan on 12/12/11. Administrative staff #2 stated client A's behavior plan was in the process of being revised and calling the police would be added to the client's plan for situations where the client was threatening harm to others and/or a "dangerous" situation existed. Administrative staff #1, #2 and #3 indicated facility staff had been trained in regard to CPI. Administrative staff #2 indicated client A's current behavior plan did not address the client's suicidal ideation. Administrative staff #2 indicated the facility staff did not implement client A's current IPP/behavior</p>			

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	<p>plan as written. Administrative staff #2 indicated client A was to go on three planned/scheduled outings a week. Administrative staff #2 indicated they learned through investigating the 12/9/11 incident, facility staff were not taking the client out on the outings. Administrative staff indicated she was told the staff did not think it was fair to the other clients so they did not take client A on her outings. When asked what the facility/administrative staff was doing to ensure client A had a successful placement, administrative staff #1 and #2 stated the facility would be making some staff changes in the group home as they were "trying to get thorough Christmas." Administrative staff #1 and #2 indicated they were aware some staffing changes would need to be done at the group home. Administrative staff #2 stated one staff was "afraid" of client A and some "Staff are not going to change or see things the way they need to see it." Administrative staff #2 stated the "QD (QMRP-D) and staff were extremely dramatic over situation. It gets larger each time it's told." Administrative staff #1 and #2 indicated one staff had asked to be transferred and another staff had turned in their notice of resignation. Administrative staff #2 indicated administrative staff #2 was now speaking with client A daily at 7:00 PM on issues</p>				

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W0137	<p>and concerns. Administrative staff #2 indicated if client A did not call her at 7:00 PM, administrative staff #2 would call the group home to see how client A was doing and/or speak with the client. Administrative staff #2 indicated the QMRP-D was now responsible for scheduling client A's 3 outings a week to ensure they were completed. Administrative staff #1 and #2 indicated the facility had not sought the services of a behavior specialist to assess and/or assist with the development of a behavior plan to assist/aid the client in having a successful placement. Administrative staff #2 indicated the facility had a behavior specialist the facility utilized in a different program and with one other group home client. Administrative staff #2 stated, "That is an option."</p> <p>9-3-1(a) The facility must ensure the rights of all clients. Therefore, the facility must ensure that clients have the right to retain and use appropriate personal possessions and clothing.</p> <p>Based on interview and record review for 1 of 3 sampled clients (A), the facility failed to ensure a client's personal possessions were not locked.</p> <p>Findings include: The facility's reportable incident reports</p>	W0137	<p>W137</p> <p>Plan of Correction: All staff will be retrained on the Consumer Rights Policy, Human Rights Procedure, and restrictions (locking items). The consumers' belongings will not be locked without proper approvals.</p>	01/27/2012			

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	<p>and/or investigations were reviewed on 12/21/11 at 2:20 PM. 1. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors...."</p> <p>The facility's 12/14/11 Investigation Summary indicated client A was "...mad due to not being able to get items out of the safe...Staff G and I (facility identifiers) both stated that that (sic) [client A] was wanting in the safe that morning at 5 am and they tried to explain that they could not open the safe because they did not have the combination to the safe. That [client A] would have to wait for the afternoon staff to be able to open the safe, Staff J, N and M (facility identifiers) were all present at the time of the incident. Staff stated that she (client A) first asked for paper clips, and then she tried to use a butter knife to get into the safe...."</p> <p>The facility's hand written or typed witness statements indicated the following (not all inclusive):</p> <p>-client A's 12/9/11 witness statement indicated client A asked staff for the gifts she had purchased for her boyfriend. The 12/9/11 witness statement indicated staff #2 told client A "...you can't have it right</p>		<p>Preventive Action: All staff will be retrained on the Consumer Rights Policy, Human Rights Procedure and restrictions (locking items).</p> <p>Monitoring: The QMRP-D, Administrative Assistant, Director of Director, or Vice President of Program Services will be in the home, when consumers are in the home, a minimum of 4 days per week. During this time, administration will monitor the successful implementation of the training.</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>	

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	<p>now...."</p> <p>-staff #2's 12/9/11 witness statement indicated "...She (client A) demanded that we also give her her Christmas gifts. Another staff told us and her to keep them in safe so they don't get misplaced or stolen...."</p> <p>-staff #3's 12/9/11 witness statement indicated "...[Client A] then asked staff for jewelry and gifts so she could keep in rooms (sic). Staff told [client A] that they were told to keep them in safe to keep them safe. [Client A] stated again she wanted them and that she didn't care. [Client A] then proceeded to go into office and get phone and said she was going to 'call on staffs a....' "</p> <p>-staff #4's 12/9/11 witness statement indicated "When I (staff #4) came into work at 5:00 AM [client A] was already up and shouting, saying she wanted staff to open the safe, we do know the combination. [Client A] said she was going to break the safe, went into kitchen and got butter knive (sic) out of kitchen and hitting safe trying to open it. Staff told her that she would have to wait until evening staff came in...then she said she was going to hurt the evening staff when they came in." A second witness statement by staff #4 indicated on 12/9/11</p>				

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	<p>on the evening shift, client A wanted staff to open the safe to get her Christmas presents out.</p> <p>-staff #1's 12/9/11 witness statement indicated staff #1 had locked client A's personal property in the group home's safe. The witness statement indicated client A had agreed to put the items in the safe and "...If she would have resisted then, I (staff #1) would not have put items in safe. I was hoping to prevent behaviors later as to when she might loose items, claim items were taken from others, someone bothered my stuff, etc. (Things she does in the past will happen again). I should have just hid them in the office so all staff could have been able to retrieve them for her..."</p> <p>- administrative staff #2's 12/9/11 witness statement indicated she called the group home on 12/9/11 and staff #2 "...was extremely argumentative. She (staff #2) had refused to give [client A] gifts [client A] had purchased for others. They were locked in the safe. [Staff #2] had the combination but refused to give them to her. Even after I (administrative staff #2) explained that we couldn't keep her things from her because it was considered a restriction and hadn't been properly approved, she (staff #2) continued to argue. She said it wasn't fair that [client</p>				

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	<p>A] always got her way...." The 12/9/11 administrative staff #2's witness statement indicated "...She (staff #1) had been the one who initially locked up [client A's] items. She (staff #1) said [client A] agreed to it. I explained that it didn't matter...."</p> <p>-administrative staff #2's 12/11/11 typed witness statement indicated "[Client A] called me from the hospital. She (client A) said she was very upset because staff had taken her things away from her...."</p> <p>Client A's record was reviewed on 12/22/11 at 1:25 PM. Client A's 8/3/11 Individual Program plan (IPP) did not indicate client A's personal possessions should be locked.</p> <p>Interview with client A on 12/21/11 at 5:50 PM indicated client she had bought Christmas gifts for her boyfriend and the gifts had been locked in the safe at the group home. Client A indicated facility staff would not give her the gifts or let her call administrative staff #2 when she wanted to speak with her.</p> <p>Interview with administrative staff #2 on 12/22/11 at 3:22 PM indicated the facility staff should not have placed client A's personal property/gifts in the safe. Administrative staff #2 indicated client A</p>				

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W0149	<p>first became upset during the morning shift, but the staff did not have access to the safe combination. Administrative staff #2 indicated the evening shift did, but would not open the safe and give the client her items as requested.</p> <p>Administrative staff #2 indicated the facility staff should not have locked the client's personal possessions as the restriction was not approved by the interdisciplinary team and/or human rights committee.</p> <p>9-3-2(a) The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on interview and record review for 1 of 3 sampled clients (A), the facility failed to implement its policy and procedures to prevent neglect of client A in regard to the client's aggressive behavior. The facility failed to implement its policy and procedures to prevent neglect/abuse of a client in regard to implementation of the client's behavior plan, and/or to ensure the client's rights would not be violated to prevent the escalation of client A's behavior.</p> <p>Findings include: The facility's reportable incident reports and/or investigations were reviewed on</p>	W0149	<p>W149</p> <p>Plan of Correction:</p> <p>Plan of Correction: The QMRP-D, Administrative Assistant, Director of Residential Services, or Vice President of Program Services will be in the home when consumers are in the home a minimum of 4 days per week. This will be continued on a permanent basis. Staff will be retrained on the Consumer Rights policy and Abuse/Neglect Policy. A new behavior plan will be written for Client A. A behavior specialist will be consulted to assist with this plan and with the implementation of this plan. All staff will be properly trained on</p>	01/27/2012	

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	<p>12/21/11 at 2:20 PM. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors...." The facility's 12/19/11 follow-up report indicated "It was substantiated that [client A] did have the scissors and was threatening to cut the phone line. It was substantiated that [staff #2] did get cut in the process of trying to get the scissors from [client A]...."</p> <p>The facility's 12/14/11 Investigation Summary indicated client A was "...mad due to not being able to get items out of the safe...Staff G and I (facility identifiers) both stated that that (sic) [client A] was wanting in the safe that morning at 5 am and they tried to explain that they could not open the safe because they did not have the combination to the safe. That [client A] would have to wait for the afternoon staff to be able to open the safe, Staff J, N and M (facility identifiers) were all present at the time of the incident. Staff stated that she (client A) first asked for paper clips, and then she tried to use a butter knife to get into the safe. Staff J and N both stated that [client A] stated she was going to kill the staff. Staff H, I, K and P (facility identifiers) all stated previous incidents and what she would do...It was substantiated by 3 consumers</p>		<p>this plan.</p> <p>Preventive Action: The QMRP-D, Administrative Assistant, Director of Residential Services, or Vice President of Program Services will be in the home, when consumers are in the home, a minimum of 4 days per week. This will be continued on a permanent basis. Staff will be retrained on the Consumer Rights policy and Abuse/Neglect Policy. A new behavior plan will be written for Client A. A behavior specialist will be consulted to assist with this plan and with the implementation of this plan. All staff will be trained on this plan. The agency will continue to consult the behavior specialist on an as needed basis and continue to train staff as the behavior plan is updated.</p> <p>Monitoring: QMRP-D, Administrative Assistant, Director of Residential Services, or Vice President of Program Services will be in the home, when consumers are in the home, a minimum of 4 days per week. The agency will continue to consult the behavior specialist on an as needed basis.</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>		

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	<p>and 4 staff that [client A] did have scissors and as staff was trying to take them she (staff #2) got cut...."</p> <p>The facility's hand written or typed witness statements indicated the following (not all inclusive):</p> <p>-client A's 12/9/11 witness statement indicated client A asked staff for the gifts she had purchased for her boyfriend. The 12/9/11 witness statement indicated staff #2 told client A "...you can't have it right now...She (staff #2) made me really mad & (and) I started throwing Christmas ornaments. I picked up scissors from the med room. Why did you pick them up? Because (sic) I wanted to call [administrative staff #2] & she (staff #2) wouldn't give me [administrative staff #2's] # (number). I told her I was going to cut the phone. the (sic) detergent liquid I squirted it all over the floor. I was going to my room (with) the scissors. [Staff #2] put her foot in front of the door. I was trying to shut the door. While I was going to my room, [staff #2] was asking me to give her the scissors. She (staff #2) pulled the scissors away from me & stabbed herself. I tried to get them away from her & I did push her. She took them away from me & hide (sic) them from me...."</p> <p>-staff #2's 12/9/11 witness statement</p>				

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	<p>indicated "...She (client A) demanded that we also give her her Christmas gifts. Another staff told us and her to keep them in safe so they don't get misplaced or stolen. Staff then shut office door because meds were being passed. [Client A] went in office grabbed the phone and said she was going to call on your a...." The 12/9/11 witness statement indicated client A cursed at staff, threatened to throw the phone and to cut the phone cord. The witness statement indicated client A was verbally redirected to go to her bedroom to put up her Christmas decorations. The witness statement indicated client A took the scissors back to her bedroom with staff following. The 12/9/11 witness statement indicated "...Staff followed because they did not know what else would happen. [Client A] then tried to slam the door on them (sic) started to kick and hit and lunged at staff with scissors saying she was going to kill staff. Staff grabbed scissors. [Client A] threw phone on ground and threw battery at staff. Staff fixed phone and called pager. Pager said to call supervisor because they did not know [client A] well. Supervisor called her supervisor and police. [Client A] then started to throw things off tables, dump out laundry soap, shampoo and dryer sheets onto the floor. She threw plates off the counter and glass bulbs off the Christmas tree, Staff gave</p>				

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	<p>[client A] her items...." The witness statement indicated client A would get upset if the client did not get what she wanted.</p> <p>-staff #3's 12/9/11 witness statement indicated "[Client A] was wanting to decorate her room. She (client A) asked staff to get her some paper clips to hang decor (decorations) on tree. Staff told [client A] they would after she done her IPPs (program plan objectives) and cleaned out lunch box. [Client A] sat down and finished IPPs but was told a few more times about the lunch box. She also put dirty containers from lunch in with clean dishes. [Client A] was asked to put them back in sink and ranch (sic) she got on door (sic). [Client A] got upset and asked again for clips. Staff got clips and gave them to her. [Client A] then asked staff for jewelry and gifts so she could keep in rooms (sic). Staff told [client A] that they were told to keep them in safe to keep them safe. [Client A] stated again she wanted them and that she didn't care. [Client A] then proceeded to go into office and get phone and said she was going to 'call on staffs a....' " The 12/9/11 witness statement indicated client A was directed to go to her bedroom to put up Christmas decorations, refused and grabbed scissors threatening to cut the phone line. The witness statement</p>				

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	<p>indicated staff #2 told staff #3 client A had "...lunged with scissors to cut staff's throat. Finger was cut blocking jab. [Client A] then started throwing decor/glass at staff. [Client A] then calmly grabbed detergent & shampoo and poured on floor. Whole time threatening to harm staff and called staff names... [Client A] followed staff when staff tried to get away. During this time pager phone was called and at some point 911 was called...."</p> <p>-staff #4's 12/9/11 witness statement indicated "When I (staff #4) came into work at 5:00 AM [client A] was already up and shouting, saying she wanted staff to open the safe, we do know the combination. [Client A] said she was going to break the safe, went into kitchen and got butter knife (sic) out of kitchen and hitting safe trying to open it. Staff told her that she would have to wait until evening staff came in...then she said she was going to hurt the evening staff when they came in." A second witness statement by staff #4 indicated on 12/9/11 on the evening shift, client A wanted staff to open the safe to get her Christmas presents out. The 12/9/11 witness statement indicated client A cursed staff, threw items and threatened to cut the phone line with scissors. The 12/9/11 witness statement indicated client A</p>				

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	<p>"...held scissors up and told staff she was going to kill them...." The witness statement indicated the police came to the group home and spoke with the client and explained to client A she could go to jail and if the police had to come back again, client A would be handcuffed and taken to jail.</p> <p>-staff #1's 12/9/11 witness statement indicated staff #2 called staff #1 and told staff #1 client A "...had just tried to stab her...." The 12/9/11 witness statement indicated staff #2 reported to staff #1 she had been injured/cut when staff #2 tried to get the scissors away from client A. Staff #1's 12/9/11 witness statement indicated staff #1 had locked client A's personal property in the group home's safe. The witness statement indicated client A had agreed to put the items in the safe and "...If she would have resisted then, I (staff #1) would not have put items in safe. I was hoping to prevent behaviors later as to when she might loose items, claim items were taken from others, someone bothered my stuff, etc. (Things she does in the past will happen again). I should have just hid them in the office so all staff could have been able to retrieve them for her...."</p> <p>- administrative staff #2's 12/9/11 witness statement indicated she called the group</p>				

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	<p>home on 12/9/11 and staff #2 "...was extremely argumentative. She (staff #2) had refused to give [client A] gifts [client A] had purchased for others. They were locked in the safe. [Staff #2] had the combination but refused to give them to her. Even after I (administrative staff #2) explained that we couldn't keep her things from her because it was considered a restriction and hadn't been properly approved, she (staff #2) continued to argue. She said it wasn't fair that [client A] always got her way. She said she was not hurt. She never mentioned [client A] trying to stab her. She said she was trying to get the scissors and her hand got cut. I (administrative staff #2) asked if the behavior plan was being followed. I specifically asked about the required 3 scheduled outings per week. [Staff #2] said they were not doing them because that wasn't fair to the other consumers...I told [staff #2] that her anger was showing and she needed to make sure [client A] did not see it...." The 12/9/11 administrative staff #2's witness statement indicated administrative staff #2 spoke with staff #1 and staff #1 "...defended [staff #2] saying [client A] should not get more outings than the others...I told her we needed to discuss this further, and she was never to restrict consumers without approval. She (staff #1) had been the one who initially locked up [client A's] items.</p>						

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	<p>She (staff #1) said [client A] agreed to it. I explained that it didn't matter...." The 12/9/11 typed statement indicated administrative staff #2 informed staff #2 the facility staff would need to be at the office for training at 9:00 AM on 12/12/11.</p> <p>-administrative staff #2's 12/11/11 typed witness statement indicated "[Client A] called me from the hospital. She (client A) said she was very upset because staff had taken her things away from her and because she wasn't allowed to call me (administrative staff #2) when she was upset...She said she tried to apologize to staff, but they wouldn't accept her apology...."</p> <p>-administrative staff #2's 12/12/11 typed witness statement indicated administrative staff #2 was told the police thought client A should be put in jail. The 12/12/11 witness statement indicated administrative staff #2 spoke with the police officer. The note indicated the police officer told administrative staff #2 the facility staff and client A's family wanted the officer to arrest client A. The typed witness statement indicated the police officer thought client A "...needed medical intervention, not police intervention. He (police officer) also said he was disappointed in how staff handled part of</p>				

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	<p>the situation. He said [client A] apologized, and all three staff told her they didn't want to talk to her...." The 12/12/11 witness statement indicated administrative staff #2 told facility staff they were to allow client A to call administrative staff #2 "at least once a day" and they were to post administrative staff #2's phone number so the client could have access to the phone number.</p> <p>Client A's record was reviewed on 12/22/11 at 1:25 PM. Client A's 8/3/11 Individual Program plan (IPP) indicated client A was admitted to the group home on 7/12/11. Client A's 8/3/11 IPP and/or record did not indicate any documentation/contact notes in regard to the above mentioned 12/9/11 incident.</p> <p>Client A's 9/1/11 Behavior Support Plan (BSP) indicated client A's diagnoses included, but were not limited to, Intermittent Explosive Disorder, Oppositional Defiant Disorder and Emotionally Handicapped. Client A's 9/1/11 BSP indicated client A demonstrated verbal aggression, physical aggression and property destruction which was defined as screaming, cursing, pacing the floor, kicking, hitting, punching, slamming items, stomping and slamming doors. Client A's 9/1/11 BSP indicated facility staff could utilize CPI (Crisis</p>				

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	<p>Prevention Intervention-behavior management techniques) of a one person and/or two person hold, if client A placed herself and/or others in danger. Client A's 9/1/11 BSP did not indicate when the police should be called/utilized. The BSP indicated client A was to receive scheduled community outings which were to be scheduled and planned in advanced. Client A's BSP indicated the scheduled outings were to be placed on the client's community calendar. Client A's 9/1/11 BSP indicated client A was on a reward program to earn a sticker per hours for no aggression and/or property destruction between the hours of 5 AM to 9 PM. The BSP indicated client A could could earn a weekly outing with staff to her location of choice. Client A's 8/3/11 IPP and/or 9/1/11 BSP did not indicate client A's personal possessions should be locked.</p> <p>The facility's training records were reviewed on 12/22/11 at 3:10 PM. The facility's Employee Training Record indicated CPI training was conducted on 7/26 and 7/27/11. The 7/26 and/or 7/27/11 training record indicated staff #1 and staff #7 had not been trained in regard to physical behavioral management techniques/restraints.</p> <p>Interview with client E on 12/21/11 at</p>						

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	<p>5:02 PM indicated client A recently tried to stab staff. Client E indicated he would go outside and smoke a cigarette when client A started to get upset and yell at staff. Client E stated "I can't take it when she (client A) goes off." Staff E stated "I feel like helping staff. I don't want to hurt no one."</p> <p>Interview with client A on 12/21/11 at 5:50 PM indicated client A would sometimes get upset if she did not get her way. Client A indicated Christmas gifts she bought for her boyfriend were locked in the group home's safe. Client A indicated facility staff would not give her the gifts or let her call administrative staff #2 when she wanted to speak with her. Client A indicated she tried to go to her room to calm herself down, but staff #2 placed her foot in front of the door to keep client A from entering the room. Client A stated "That made me mad. I had scissors. I was upset. I wanted to call [administrative staff #2]." Client A indicated staff #2 got cut with the scissors when staff #2 grabbed the scissors to take them away from her. Client A indicated she felt the group home staff did not like her. Client A indicated she did not like to get bored. Client A stated she would have to "sneak to do things." When asked what she meant, client A stated she would "sneak" to put clothes in the dryer from</p>				

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	<p>the washer to help staff out. Client A stated she liked to be "busy" and she liked to go out in the community. Client A indicated she now gets to speak with/call administrative staff #2.</p> <p>Interview with staff #2 on 12/21/11 at 6:02 PM indicated client A was going to cut the phone cord on 12/9/11. Staff #2 stated "She (client A) lunged at staff with scissors & they grabbed them." Staff #2 indicated client A had not used a weapon before and had not been physically aggressive toward the other clients, only staff.</p> <p>Interview with staff #3 on 12/21/11 at 6:11 PM stated client A could "easily get upset" over anything. Staff #3 indicated client A would get upset if the client did not get her way. Staff #3 indicated she worked the night client A got the scissors and threatened to cut the phone cord. Staff #3 stated she did not see the actual incident as she was in the kitchen cooking. Staff #3 stated client A had "scissors at throat lunging at staff. Staff had a nick on finger as they tried to grab the scissors."</p> <p>Interview with staff #6 on 12/21/11 at 6:25 PM stated "She (client A) is very difficult." Staff #6 stated client A "demands all the attention. Her own</p>			

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	<p>family does not want her home for Christmas. Behavior is getting worse." Staff #6 stated she would have to "bribe her" to get the client out of having a behavior. Staff #6 stated client A "can become extremely violent. Does not understand no." Staff #6 indicated client A was a danger to others. Staff #6 stated client A had "attacked staff with scissors."</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM indicated the police had been called to the group home three times since the client was admitted to the group home in 7/11. Staff #1 stated client A called the police the first time when client A "pushed everyone outside and locked the doors." Staff #1 stated "She was trying to get staff arrested." Staff #1 indicated the second time the police came to the group home, client A had an incident with a visiting client. Staff #1 indicated the two clients were going to fight. Staff #1 indicated staff #1 placed herself in between the two clients and staff thought client A was going to hit staff #1 and they called the police. Staff #1 stated the police were called out a third time, when "Staff thought they were going to be stabbed with scissors. Staff felt they were in danger. So, I called the police when I was in route." Staff #1 indicated client A calmed down once the police arrived and started back up once she thought the</p>				

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	<p>police was gone, but he was still outside. Staff #1 indicated once the officer placed his head back inside the door, the client calmed down. Staff #1 stated the police gave them 3 choices "the Psych ward, jail or guardian can come and get her. She went to psych ward." Staff #1 stated client A's behavior was "unexpected sometimes. We may have caused behavior a little bit." Staff #1 stated facility staff were trained to do CPI if needed, but staff #1 had not been trained in the CPI techniques as she was "busy" the day of the training. Staff #1 indicated client A was to go out and participate in community activities, but there were no activities/places to visit in Bicknell. Staff #1 indicated they would have to drive to another town for the client to participate in community activities. Staff #1 stated "She (client A) controls schedule and activities in the house." Staff #1 stated facility staff "At times get upset with her (client A). Example: One and one half hours to take meds." When asked if the facility had a behavior specialist working with the client and/or interdisciplinary team, staff #1 indicated the facility did not utilize behavior specialist in the group homes. When asked how facility staff were to document clients' behaviors, staff #1 indicated staff should fill out a contact note/sheet when behaviors occurred. Staff #1 indicated until recently she had</p>			

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	<p>not turned in the contact notes as she did not know what she was to do with them.</p> <p>Interview with administrative staff #1, #2, #3 on 12/22/11 at 3:22 PM indicated no contact notes had been forwarded to them. Administrative staff #1 and #2 indicated only 2 contact notes were found for client A on 12/21/11 as the rest was for another client. Administrative staff #2 indicated the staff should be documenting the behaviors on contact notes when they occur. Administrative staff #1 and #2 indicated they were not sure if staff were filling the contact notes out. Administrative staff #2 indicated client A did not attempt to stab staff. Administrative staff #2 indicated facility staff got cut trying to take the scissors away from client A. Administrative staff #1 and #2 indicated client A had not been successful with previous placements. Administrative staff #2 stated the facility was told the placements were not successful as her "behaviors were almost always triggered by staff. Too demanding. Too controlling." Administrative staff #2 indicated the facility staff should not have placed client A's personal property/gifts in the safe. Administrative staff #2 indicated client A first became upset during the morning shift, but the staff did not have access to the safe combination. Administrative</p>			

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	<p>staff #2 indicated the evening shift did, but would not open the safe and give the client her items as requested.</p> <p>Administrative staff #2 indicated the facility staff should not have locked the client's personal possessions as the restriction was not approved by the interdisciplinary team and/or human rights committee. Administrative staff #2 indicated facility staff were retrained in regard to client rights and the client's behavior plan on 12/12/11.</p> <p>Administrative staff #2 stated client A's behavior plan was in the process of being revised and calling the police would be added to the client's plan for situations where the client was threatening harm to others and/or a "dangerous" situation existed. Administrative staff #1, #2 and #3 indicated facility staff had been trained in regard to CPI. Administrative staff #2 indicated the facility staff did not implement client A's current IPP/behavior plan as written. Administrative staff #2 indicated client A was to go on three planned/scheduled outings a week.</p> <p>Administrative staff #2 indicated they learned through investigating the 12/9/11 incident, facility staff were not taking the client out on the outings. Administrative staff indicated she was told the staff did not think it was fair to the other clients so they did not take client A on her outings. Administrative staff #2 stated the "QD</p>				

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	<p>(QMRP-D) and staff were extremely dramatic over situation. It gets larger each time it's told." Administrative staff #1 and #2 indicated the facility had not sought the services of a behavior specialist to assess and/or assist with the development of a behavior plan for client A.</p> <p>The facility's policy and procedures were reviewed on 12/22/11 at 10:35 AM. The facility's 12/1/11 policy and procedure entitled Neglect, Abuse, Battery, Exploitation Policy And Incident Reporting/Investigatory Procedure indicated "Abuse refers to the ill treatment, violation, to speak abusively, slanderous defamation, exploitation and/or otherwise disregard of a consumer, whether purposeful, or due to carelessness, inattentiveness, or omission of the perpetrator...." The facility's 12/1/11 policy indicated "...Neglect means failure to provide goods or services necessary to avoid physical or psychological harm. It is a situation that creates danger to an individual's physical or mental health because the caregiver is unable or failed to provide necessary support such as food, shelter, clothing, medical care, protection/safety, social-emotional needs, and developmental needs...." The policy indicated "...Any form of abuse, neglect,</p>			

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W0164	<p>battery, exploitation of consumers by staff or volunteers will not be tolerated. Abuse, neglect, battery or exploitation can include a broad range of actions. The following behaviors constitute abuse of consumers (This is not all inclusive): ...9.0 Psychological Abuse: ...d. Taking away personal items as a consequence of behavior, unless specifically addressed in the Individual Program Plan...10.0 Failure to follow the Individual Program plan: a. Failing to implement the recommendations of the Qualified Mental Retardation Professional or other management staff regarding the consumer's Individual Program Plan. b. Failing to implement and document Individual Program Plans including training/behavioral objectives, and behavioral programs...."</p> <p>9-3-2(a) Each client must receive the professional program services needed to implement the active treatment program defined by each client's individual program plan. Based on interview and record review for 1 of 3 sampled clients (A), the facility failed to ensure a behavior specialist was utilized to assess and/or assist with the development of a client's behavior plan who had a history of unsuccessful group home placements.</p>	W0164	<p>W 164</p> <p>Plan of Correction: A behavior specialist will be consulted to assist with the writing and with the implementation of Client A's plan. All staff will be trained on this plan. The agency will continue to consult the behavior specialist on an as needed basis</p>	01/27/2012			

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	<p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 12/21/11 at 2:20 PM. 1. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors...."</p> <p>The facility's 12/14/11 Investigation Summary indicated client A was "...mad due to not being able to get items out of the safe...Staff G and I (facility identifiers) both stated that that (sic) [client A] was wanting in the safe that morning at 5 am and they tried to explain that they could not open the safe because they did not have the combination to the safe. That [client A] would have to wait for the afternoon staff to be able to open the safe, Staff J, N and M (facility identifiers) were all present at the time of the incident. Staff stated that she (client A) first asked for paper clips, and then she tried to use a butter knife to get into the safe. Staff J and N both stated that [client A] stated she was going to kill the staff. Staff H, I, K and P (facility identifiers) all stated previous incidents and what she would do...It was substantiated by 3 consumers and 4 staff that [client A] did have scissors and as staff was trying to take</p>		<p>and continue to train staff as the behavior plan is updated.</p> <p>Preventive Action: Admin staff will be retrained to consider a behavior specialist when admitting new consumers who have a history of unsuccessful group home placements.</p> <p>Monitoring: The Admission form will be revised to include: "Does this consumer have a history of unsuccessful group home placements?" and "Has a behavior specialist been considered?"</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>		

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	<p>them she (staff #2) got cut...."</p> <p>The facility's hand written or typed witness statements indicated the following (not all inclusive):</p> <p>-client A's 12/9/11 witness statement indicated client A asked staff for the gifts she had purchased for her boyfriend. The 12/9/11 witness statement indicated staff #2 told client A "...you can't have it right now...She (staff #2) made me really mad & (and) I started throwing Christmas ornaments. I picked up scissors from the med room. Why did you pick them up? Because (sic) I wanted to call [administrative staff #2] & she (staff #2) wouldn't give me [administrative staff #2's] # (number). I told her I was going to cut the phone. the (sic) detergent liquid I squirted it all over the floor. I was going to my room (with) the scissors. [Staff #2] put her foot in front of the door. I was trying to shut the door. While I was going to my room, [staff #2] was asking me to give her the scissors. She (staff #2) pulled the scissors away from me & stabbed herself. I tried to get them away from her & I did push her. She took them away from me & hide (sic) them from me...."</p> <p>-staff #2's 12/9/11 witness statement indicated "...She (client A) demanded that we also give her her Christmas gifts.</p>				

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	<p>Another staff told us and her to keep them in safe so they don't get misplaced or stolen. Staff then shut office door because meds were being passed. [Client A] went in office grabbed the phone and said she was going to call on your a...." The 12/9/11 witness statement indicated client A cursed at staff, threatened to throw the phone and to cut the phone cord. The witness statement indicated client A was verbally redirected to go to her bedroom to put up her Christmas decorations. The witness statement indicated client A took the scissors back to her bedroom with staff following. The 12/9/11 witness statement indicated "...Staff followed because they did not know what else would happen. [Client A] then tried to slam the door on them (sic) started to kick and hit and lunged at staff with scissors saying she was going to kill staff. Staff grabbed scissors...." Staff #2's witness statement indicated client A "...has thrown things, threatened, raised fist at staff, yell (sic) cussed, scream. Chased people with chairs (sic) She will lock staff out of office (sic) invades space." The witness statement indicated client A would get upset if the client did not get what she wanted.</p> <p>-staff #3's 12/9/11 witness statement indicated "[Client A] was wanting to decorate her room. She (client A) asked</p>			

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	<p>staff to get her some paper clips to hang decor (decorations) on tree. Staff told [client A] they would after she done her IPPs (program plan objectives) and cleaned out lunch box. [Client A] sat down and finished IPPs but was told a few more times about the lunch box. She also put dirty containers from lunch in with clean dishes. [Client A] was asked to put them back in sink and ranch (sic) she got on door (sic). [Client A] got upset and asked again for clips. Staff got clips and gave them to her. [Client A] then asked staff for jewelry and gifts so she could keep in rooms (sic). Staff told [client A] that they were told to keep them in safe to keep them safe. [Client A] stated again she wanted them and that she didn't care. [Client A] then proceeded to go into office and get phone and said she was going to 'call on staffs a....' " The 12/9/11 witness statement indicated client A was directed to go to her bedroom to put up Christmas decorations, refused and grabbed scissors threatening to cut the phone line. The witness statement indicated staff #2 told staff #3 client A had "...lunged with scissors to cut staff's throat. Finger was cut blocking jab. [Client A] then started throwing decor/glass at staff. [Client A] then calmly grabbed detergent & shampoo and poured on floor. Whole time threatening to harm staff and called staff names...</p>			

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	<p>[Client A] followed staff when staff tried to get away. During this time pager phone was called and at some point 911 was called...." Staff #3 witness statement also indicated client A would get upset if her boyfriend broke up with her, if she was asked to clean her room up, refused to take showers and have her hair done. The witness statement indicated client A threw objects at staff, would threaten to physically harm staff and threaten to get them fired from their jobs.</p> <p>-staff #4's 12/9/11 witness statement indicated "When I (staff #4) came into work at 5:00 AM [client A] was already up and shouting, saying she wanted staff to open the safe, we do know the combination. [Client A] said she was going to break the safe, went into kitchen and got butter knife (sic) out of kitchen and hitting safe trying to open it. Staff told her that she would have to wait until evening staff came in...then she said she was going to hurt the evening staff when they came in." A second witness statement by staff #4 indicated on 12/9/11 on the evening shift, client A wanted staff to open the safe to get her Christmas presents out. The 12/9/11 witness statement indicated client A cursed staff, threw items and threatened to cut the phone line with scissors. The 12/9/11 witness statement indicated client A</p>				

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	<p>"...held scissors up and told staff she was going to kill them...." The witness statement indicated the police came to the group home and spoke with the client and explained to client A she could go to jail and if the police had to come back again, client A would be handcuffed and taken to jail.</p> <p>-staff #1's 12/9/11 witness statement indicated staff #2 called staff #1 and told staff #1 client A "...had just tried to stab her...." The 12/9/11 witness statement indicated staff #2 reported to staff #1 she had been injured/cut when staff #2 tried to get the scissors away from client A. Staff #1's 12/9/11 witness statement indicated staff #1 had locked client A's personal property in the group home's safe. The witness statement indicated client A had agreed to put the items in the safe and "...If she would have resisted then, I (staff #1) would not have put items in safe. I was hoping to prevent behaviors later as to when she might loose items, claim items were taken from others, someone bothered my stuff, etc. (Things she does in the past will happen again). I should have just hid them in the office so all staff could have been able to retrieve them for her...."</p> <p>-staff #5's undated witness statement indicated staff #5 had witnessed client A</p>				

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	<p>having the following behaviors "...slamming doors, throwing chairs, throwing food, refusing meds, cussing out staff and consumers and running out of the house and saying she's gonna run away."</p> <p>-staff #6's 12/12/11 witness statement indicated "I (staff #6) would very much like to transfer out of GH (group home) #11 as soon as possible. I have been slapt (sic), pinched, cussed out pretty much every shift...More than one consumer in that home has threaten to kill us staff."</p> <p>-staff #7's 12/12/11 witness statement indicated "Looking back through my notes in Accel (facility computer system) when I clocked in/out there are at least 5 times I wrote about big problems w/ (with) [client A]. At least 2 of which I said a contact note was sent in. 11/8 & 12/9 I sent notes. I don't remember if I did send notes or not on 10/6, 10/26, or 11/4 (2011). This last one on 12/9 started at 4:20 AM while I (staff #7) was the only staff. [Client A] was in my face yelling, cussing, calling me vulgar names and threatening me. If something would have happened there were no staff present to witness or get help. I (staff #7) am no longer comfortable being in the home by myself when [client A] is here. I am afraid she could hurt me or other</p>				

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	<p>consumers or get other consumers upset enough they could hurt her or themselves."</p> <p>- administrative staff #2's 12/9/11 witness statement indicated she called the group home on 12/9/11 and staff #2 indicated client A threw chairs, threatened staff, demonstrated physical aggression and would chase staff with chairs.</p> <p>-administrative staff #2's 12/12/11 typed witness statement indicated administrative staff #2 was told the police thought client A should be put in jail. The 12/12/11 witness statement indicated administrative staff #2 spoke with the police officer. The note indicated the police officer told administrative staff #2 the facility staff and client A's family wanted the officer to arrest client A. The typed witness statement indicated the police officer thought client A "...needed medical intervention, not police intervention. He (police officer) also said he was disappointed in how staff handled part of the situation. He said [client A] apologized, and all three staff told her they didn't want to talk to her...."</p> <p>2. The facility's 11/12/11 reportable incident report indicated client A's boyfriend broke up with client A and client A became upset. The 11/12/11</p>				

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	<p>reportable incident report indicated "[Client A] grabbed some scissors and threatened to kill herself with them. Staff tried to get her to give them the scissors but were unable to convince her to do so. Staff called 911. The 911 operator requested to speak with [client A]. The operator spoke with [client A] until she agreed to give up the scissors. The police arrived while [client A] was talking with the operator...." The reportable incident report indicated client A was sent to a local hospital for an evaluation. An 11/18/11 follow-up report indicated client A was not admitted to the hospital on 11/12/11. The follow-up report indicated client A was placed on a 24 hour suicide watch when returned where one staff was assigned to the client during each shift. The 11/18/11 follow-up report indicated client A saw her therapist on 11/15/11 and the therapist indicated client A needed to practice "stop-breathe-think." The follow-up report indicated "...the QMRP-D (Qualified Mental Retardation Professional-Designee) will be adding self-injurious behaviors to her behavior plan to prevent further issues...."</p> <p>Client A's record was reviewed on 12/22/11 at 1:25 PM. Client A's 8/3/11 Individual Program plan (IPP) indicated client A was admitted to the group home on 7/12/11. Client A's 7/12/11 Bureau of</p>				

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	<p>Developmental Disabilities Services (BDDS) Transition Plan indicated client A had been placed in several different and/or group homes since 2006. Client A's BDDS Transition Plan indicated client A's moves were a "...direct result of [client A] displaying verbal and physical aggression towards housemates and staff..." The transition plan indicated client A had been placed on probation for an assault charge while at a previous placement, and court ordered to a counseling program with a mental health agency.</p> <p>Client A's 8/3/11 IPP and/or 9/1/11 Behavior Support Plan (BSP) indicated client A's diagnoses included, but were not limited to, Intermittent Explosive Disorder, Oppositional Defiant Disorder and Emotionally Handicapped. Client A's 8/3/11 IPP and/or 9/1/11 BSP indicated client A did not have a complete functional behavioral assessment by a professional (behavior specialist). Client A's 8/3/11 IPP and/or 9/1/11 BSP indicated the facility did not have a behavior specialist involved with the development of client A's behavior plan to assist and/or ensure success with client A's current placement.</p> <p>Interview with staff #3 on 12/21/11 at 6:11 PM stated client A could "easily get</p>				

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	<p>upset" over anything. Staff #3 indicated client A would get upset if the client did not get her way. Staff #3 indicated she worked the night client A got the scissors and threatened to cut the phone cord. Staff #3 stated she did not see the actual incident as she was in the kitchen cooking. Staff #3 stated client A had "scissors at throat lunging at staff. Staff had a nick on finger as they tried to grab the scissors." When asked if client A had used a weapon before, staff #3 stated "Yes." Staff #3 indicated client A tried to harm herself with a pair of scissors. Staff #3 indicated the client's aggression had been toward staff and not the other clients in the group home. Staff #3 indicated she thought the police had been called to the group home 3 times since the client was admitted in 7/11.</p> <p>Interview with staff #6 on 12/21/11 at 6:25 PM stated "She (client A) is very difficult." Staff #6 stated client A "demands all the attention. Her own family does not want her home for Christmas. Behavior is getting worse." Staff #6 stated she would have to "bribe her" to get the client out of having a behavior. Staff #6 stated client A "can become extremely violent. Does not understand no." Staff #6 stated client A had "choked staff" in a previous placement. Staff #6 indicated client A</p>				

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	<p>had cursed her and threatened her over the use of the phone. Staff #6 stated "I was here by myself, waiting for someone to help." Staff #6 indicated client A was a danger to others. Staff #6 stated client A had "attacked staff with scissors."</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM indicated the police had been called to the group home three times since the client was admitted to the group home in 7/11. Staff #1 stated client A called the police the first time when client A "pushed everyone outside and locked the doors." Staff #1 stated "She was trying to get staff arrested." Staff #1 indicated the second time the police came to the group home, client A had an incident with a visiting client. Staff #1 indicated the two clients were going to fight. Staff #1 indicated staff #1 placed herself in between the two clients and staff thought client A was going to hit staff #1 and they called the police. Staff #1 stated the police were called out a third time, when "Staff thought they were going to be stabbed with scissors. Staff felt they were in danger. So, I called the police when I was in route." Staff #1 indicated client A calmed down once the police arrived and started back up once she thought the police was gone, but he was still outside. Staff #1 indicated once the officer placed his head back inside the door, the client</p>				

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	<p>calmed down. Staff #1 stated the police gave them 3 choices "the Psych ward, jail or guardian can come and get her. She went to psych ward." Staff #1 stated client A's behavior was "unexpected sometimes. We may have caused behavior a little bit." Staff #1 indicated client A did not demonstrate aggression toward the other clients, but only toward staff. Staff #1 stated "She (client A) controls schedule and activities in the house." Staff #1 stated facility staff "At times get upset with her (client A). Example: One to one and a half hours to take meds." Staff #1 indicated she was in the process of revising client A's behavior plan to address the client's current behavioral needs. When asked if the facility had a behavior specialist working with the client and/or interdisciplinary team, staff #1 indicated the facility did not utilize behavior specialist in the group homes.</p> <p>Interview with administrative staff #1, #2, #3 on 12/22/11 at 3:22 PM indicated client A had been placed in several different group homes until the client was moved/placed in the Knox County ARC (Association for Retarded Citizens) group home. Administrative staff #2 stated the client had an "inappropriate level of care for the house she was in." Administrative staff #2 stated client A was part of a court</p>				

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	<p>ordered program for individuals with developmental disabilities "who broke the law." Administrative staff #2 indicated client A became involved in the judicial process/courts after the client hit a staff person in the face and was arrested. Administrative staff #1 and #2 indicated client A was placed on probation for 3 years and ordered to go through a court ordered program. Administrative staff #2 and #3 indicated they were not aware of the client's behaviors at the group home until the 12/9/11 incident was investigated. Administrative staff #2 and #3 indicated no contact notes had been forwarded to them. Administrative staff #1 and #2 indicated client A had not been successful with previous placements. Administrative staff #2 stated the facility was told the placements were not successful as her "behaviors were almost always triggered by staff. Too demanding. Too controlling." Administrative staff #2 stated client A's behavior plan was in the process of being revised and calling the police would be added to the client's plan for situations where the client was threatening harm to others and/or a "dangerous" situation existed. Administrative staff #1 and #2 indicated the facility had not sought the services of a behavior specialist to assess and/or assist with the development of a behavior plan to assist/aid the client in</p>				

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W0189	<p>having a successful placement. Administrative staff #2 indicated the facility had a behavior specialist the facility utilized in a different program and with one other group home client. Administrative staff #2 stated, "That is an option."</p> <p>9-3-3(a) 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. Based on interview and record review for 1 of 3 sampled clients (A), the facility failed to ensure all staff were trained in regards to physical behavior management techniques.</p> <p>Findings include: The facility's reportable incident reports and/or investigations were reviewed on 12/21/11 at 2:20 PM. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors..." The facility's 12/19/11 follow-up report indicated "It was substantiated that [client A] did have the scissors and was threatening to cut the phone line. It was substantiated that [staff #2] did get cut in the process of trying to</p>	W0189	<p>W189</p> <p>Plan of Correction: All staff will receive Crisis Prevention Intervention training.</p> <p>Preventive Action: Crisis Prevention Intervention will be added as a requirement to each new group home staff's professional development plan.</p> <p>Monitoring: The QMRP-D will monitor the completion of all training requirements on each staff's professional development plan.</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>	01/27/2012	

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	<p>get the scissors from [client A]...."</p> <p>The facility's 11/12/11 reportable incident report indicated client A's boyfriend broke up with client A and client A became upset. The 11/12/11 reportable incident report indicated "[Client A] grabbed some scissors and threatened to kill herself with them. Staff tried to get her to give them the scissors but were unable to convince her to do so. Staff called 911...."</p> <p>Client A's record was reviewed on 12/22/11 at 1:25 PM. Client A's 7/12/11 Bureau of Developmental Disabilities Services (BDDS) Transition Plan indicated client A had been placed in several different and/or group homes since 2006. Client A's BDDS Transition Plan indicated client A's moves were a "...direct result of [client A] displaying verbal and physical aggression towards housemates and staff..." The transition plan indicated client A had been placed on probation for an assault charge while at a previous placement.</p> <p>Client A's 9/1/11 Behavior Support Plan (BSP) indicated client A demonstrated verbal aggression, physical aggression and property destruction which was defined as screaming, cursing, pacing the floor, kicking, hitting, punching, slamming items, stomping and slamming doors.</p>			

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	<p>Client A's 9/1/11 BSP indicated facility staff could utilize CPI (Crisis Prevention Intervention-behavior management techniques) of a one person and/or two person hold, if client A placed herself and/or others in danger.</p> <p>Interview with administrative staff #1, #2, #3 on 12/22/11 at 3:22 PM indicated client A had been placed in several different group homes until the client was moved/placed in the Knox County ARC (Association for Retarded Citizens) group home. Administrative staff #2 stated the client had an "inappropriate level of care for the house she was in." Administrative staff #2 stated client A was part of a court ordered program for individuals with developmental disabilities "who broke the law." Administrative staff #2 indicated client A became involved in the judicial process/courts after the client hit a staff person in the face and was arrested. Administrative staff #1 and #2 indicated client A was placed on probation for 3 years and ordered to go through a court ordered program. Administrative staff #3 indicated she had asked for all staff to be trained in CPI at the Bicknell group home.</p> <p>The facility's training records were reviewed on 12/22/11 at 3:10 PM. The facility's Employee Training Record indicated CPI training was conducted on</p>				

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	<p>7/26 and 7/27/11. The 7/26 and/or 7/27/11 training record indicated staff #1 and staff #7 had not been trained in regard to physical behavioral management techniques/restraints.</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM indicated the police had been called to the group home three times since the client was admitted to the group home in 7/11. Staff #1 stated client A called the police the first time when client A "pushed everyone outside and locked the doors." Staff #1 stated "She was trying to get staff arrested." Staff #1 indicated the second time the police came to the group home, client A had an incident with a visiting client. Staff #1 indicated the two clients were going to fight. Staff #1 indicated staff #1 placed herself in between the two clients and staff thought client A was going to hit staff #1 and they called the police. Staff #1 stated the police were called out a third time, when "Staff thought they were going to be stabbed with scissors. Staff felt they were in danger. So, I called the police when I was in route." Staff #1 stated facility staff were trained to do CPI if needed, but staff #1 had not been trained in the CPI techniques as she was "busy" the day of the training.</p>				

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W0227	<p>9-3-3(a) The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section. Based on observation, interview and record review for 2 of 3 sampled clients (A and B), the clients' Individual Program Plans (IPPs) failed to address the clients' identified behavioral needs.</p> <p>Findings include:</p> <p>1. The facility's reportable incident reports and/or investigations were reviewed on 12/21/11 at 2:20 PM. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors...."</p> <p>The facility's 12/9/11 to 12/12/11 hand written or typed witness statements, from the 12/9/11 investigation, indicated facility staff reported client A demonstrated property destruction of throwing items at others, physical aggression toward staff, cursing, threatening staff, refused to take her medication, refused to bathe and/or refused to comb her hair since the client was admitted to the group home. The facility's witness statements also indicated</p>	W0227	<p>W227</p> <p>Plan of Correction: Client A's Behavior Plan will be revised to include all identified behaviors. Staff will be trained on this plan. Client B's Behavior Plan will be revised to include all identified behaviors. Staff will be trained on this plan.</p> <p>Preventive Action: The QMRP-D will be retrained on identifying what to address in a behavior plan and when to revise a behavior.</p> <p>Monitoring: The QMRP-D's training checklist will be revised to include what to address in a behavior plan and when to revise a behavior plan.</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>	01/27/2012	

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	<p>facility staff indicated client A had locked staff out of the office, chased staff with chairs, invaded space of others, threatened to leave the group home and/or threaten to get staff fired from their jobs.</p> <p>The facility's 11/12/11 reportable incident report indicated client A's boyfriend broke up with client A and client A became upset. The 11/12/11 reportable incident report indicated "[Client A] grabbed some scissors and threatened to kill herself with them. Staff tried to get her to give them the scissors but were unable to convince her to do so. Staff called 911...."</p> <p>An 11/18/11 follow-up report indicated client A was not admitted to the hospital on 11/12/11. The follow-up report indicated client A was placed on a 24 hour suicide watch when returned where one staff was assigned to the client during each shift. The 11/18/11 follow-up report indicated client A saw her therapist on 11/15/11 and the therapist indicated client A needed to practice "stop-breathe-think." The follow-up report indicated "...the QMRP-D (Qualified Mental Retardation Professional-Designee) will be adding self-injurious behaviors to her behavior plan to prevent further issues...."</p> <p>Interview with staff #3 on 12/21/11 at 6:11 PM indicated client A tried to harm herself with a pair of scissors in the past.</p>				

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	<p>Interview with staff #6 on 12/21/11 at 6:25 PM indicated client A would refuse to take her medications. Staff #6 indicated she did not know if client A's medication refusals had been addressed.</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM indicated Staff #1 stated facility staff "At times get upset with her (client A). Example: One to one and a half hours to take meds." Staff #1 indicated client A's current BSP did not address the client's medication refusals and/or suicidal threats. Staff #1 indicated she was in the process of revising client A's behavior plan to address the client's current behavioral needs.</p> <p>Interview with administrative staff #1, #2, #3 on 12/22/11 at 3:22 PM indicated they were not aware of client A's behaviors at the group home until the 12/9/11 incident was investigated. Administrative staff #1 and #2 indicated no contact notes had been forwarded to them. Administrative staff #1 and #2 indicated only 2 contact notes were found for client A on 12/21/11. Administrative staff #2 indicated client A's current behavior plan did not address the client's suicidal ideation. Administrative staff #2 indicated client A's behavior plan was in the process of being revised/written.</p>			

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	<p>Client A's record was reviewed on 12/22/11 at 1:25 PM. Client A's 9/1/11 Behavior Support Plan (BSP) indicated client A demonstrated verbal aggression, physical aggression and property destruction which was defined as screaming, cursing, pacing the floor, kicking, hitting, punching, slamming items, stomping and slamming doors. Client A's 9/1/11 BSP did not address client A's suicidal threats/ideation, medication refusals/refusals of tasks/hygiene, and/or recommendation to add "stop-breathe-think."</p> <p>2. During the 12/21/11 observation period between 3:42 PM and 6:45 PM, at the group home, client B started yelling, cursing and slamming the door to his bedroom when he arrived home from the day program. Client B went back to his bedroom and slammed the bedroom door which made a loud banging sound. Interview with staff #6 on 12/21/11 at 3:52 PM stated client B would "slam doors everyday and curse when he came home."</p> <p>Client B's record was reviewed on 12/22/11 at 1:00 PM. Client B's Contact Notes indicated the following (not all inclusive):</p>				

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	<p>-12/7/11 "[Client B] got upset, started cussing & (and) slamming doors...."</p> <p>-10/19/11 "...He (client B) then went into his room and slammed door in (client C's) face...."</p> <p>-10/2/11 between 8:55 AM and 9:30 AM, "[Client B] was upset slamming doors and cussing...slamed (sic) several doors very hard...."</p> <p>-10/2/11 between 1:30 AM and 3:30 AM, client B "...slammed his door very hard. Several hard. (sic)...."</p> <p>-9/26/11 client B became upset as another client would not tie client B's shoe. The note indicated client B started cursing, throwing things and slamming the front door repeatedly.</p> <p>-9/8/11 client B became upset as another client "was pacing." The note indicated client B started yelling, cursing and slamming doors.</p> <p>-9/6/11 "[Client B] was in a bad mood when got up (sic). Crying, slamming doors and cussing..." The note indicated the pager was called and client B started "...slamming more doors and crying...."</p> <p>Interview with client E on 12/21/11 at</p>				

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W0252	<p>5:02 PM indicated client B would slam doors. Client E stated "[Client B] is a problem when he goes off. He will slam doors." Client E stated "He slams the doors so hard you think they will break."</p> <p>Interview with staff #3 on 12/21/11 at 6:11 PM indicated client B demonstrated the behavior of slamming doors. Staff #3 stated "It is scary; can snap a finger off." When asked if client B had a behavior plan for slamming door, staff #3 stated "I think they are going to work on it."</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM stated there had been "a change of behavior" with client B. Staff #1 stated client B would come home from the day program "slamming doors and cussing." Staff #1 indicated she was in the process of revising client B's behavior plan to address the client's identified behavior of slamming doors.</p> <p>Client B's 9/1/11 BSP indicated client B's identified behavior of slamming doors had not been addressed.</p> <p>9-3-4(a) Data relative to accomplishment of the criteria specified in client individual program plan objectives must be documented in measurable terms. Based on interview and record review for</p>	W0252	W252	01/27/2012	

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	<p>1 of 3 sampled clients (A), the facility failed to document clients' behavioral incidents/data when they occurred.</p> <p>Findings include:</p> <p>The facility's reportable incident reports and/or investigations were reviewed on 12/21/11 at 2:20 PM. The facility's 12/9/11 reportable incident report indicated "It was reported to the Director of Residential Services that the police were called do (sic) to [client A's] severe behaviors...."</p> <p>The facility's 12/14/11 Investigation Summary indicated client A was "...mad due to not being able to get items out of the safe...Staff G and I (facility identifiers) both stated that that (sic) [client A] was wanting in the safe that morning at 5 am and they tried to explain that they could not open the safe because they did not have the combination to the safe. That [client A] would have to wait for the afternoon staff to be able to open the safe, Staff J, N and M (facility identifiers) were all present at the time of the incident. Staff stated that she (client A) first asked for paper clips, and then she tried to use a butter knife to get into the safe. Staff J and N both stated that [client A] stated she was going to kill the staff. Staff H, I, K and P (facility identifiers) all stated</p>		<p>Plan of Correction: New forms will be developed for the purpose of tracking behaviors. Staff will be trained on tracking behaviors and documenting correctly.</p> <p>Preventive Action: New forms will be developed for the purpose of tracking behaviors. Staff will be trained on tracking behaviors and documenting correctly.</p> <p>Monitoring: The Q-D will monitor the completion of appropriate behavior tracking forms.</p> <p>Date to Be Completed By: January 27, 2012 Responsible Party: QMRP-D, Director of Residential Services, Vice President</p>		

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	<p>previous incidents and what she would do...It was substantiated by 3 consumers and 4 staff that [client A] did have scissors and as staff was trying to take them she (staff #2) got cut...."</p> <p>The facility's hand written or typed witness statements indicated the following (not all inclusive):</p> <p>-staff #2's 12/9/11 witness statement indicated client A "...has thrown things, threatened, raised fist at staff, yell (sic) cussed, scream. Chased people with chairs (sic) She will lock staff out of office (sic) invades space." The witness statement indicated client A would get upset if the client did not get what she wanted.</p> <p>-staff #3's 12/9/11 witness statement indicated client A would get upset if her boyfriend broke up with her, if she was asked to clean her room up, refused to take showers and have her hair done. The witness statement indicated client A threw objects at staff, would threaten to physically harm staff and threaten to get them fired from their jobs.</p> <p>-staff #1's 12/9/11 witness statement indicated staff #2 called staff #1 and told staff #1 client A "...had just tried to stab her...." The 12/9/11 witness statement</p>				

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	<p>indicated staff #2 reported to staff #1 she had been injured/cut when staff #2 tried to get the scissors away from client A.</p> <p>-staff #5 undated witness statement indicated staff #5 had witnessed client A having the following behaviors "...slamming doors, throwing chairs, throwing food, refusing meds, cussing out staff and consumers and running out of the house and saying she's gonna run away."</p> <p>-staff #7's 12/12/11 witness statement indicated "Looking back through my notes in Accel (facility computer system) when I clocked in/out there are at least 5 times I wrote about big problems w/ (with) [client A]. At least 2 of which I said a contact note was sent in. 11/8 & 12/9 I sent notes. I don't remember if I did send notes or not on 10/6, 10/26, or 11/4 (2011). This last one on 12/9 started at 4:20 AM while I (staff #7) was the only staff. [Client A] was in my face yelling, cussing, calling me vulgar names and threatening me...."</p> <p>The facility's 11/12/11 reportable incident report indicated client A's boyfriend broke up with client A and client A became upset. The 11/12/11 reportable incident report indicated "[Client A] grabbed some scissors and threatened to kill herself with</p>				

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	<p>them. Staff tried to get her to give them the scissors but were unable to convince her to do so. Staff called 911...."</p> <p>Client A's record was reviewed on 12/22/11 at 1:25 PM. Client A's 8/3/11 Individual Program plan (IPP) and/or record did not indicate any documentation/contact notes in regard to the above mentioned behaviors/incidents which staff indicated client A demonstrated. Since client A was admitted on 7/12/11, the client had 2 contact notes in her record/chart. Client A had no contact notes in regard to the client's 12/4 and/or 11/12/11 behaviors/incidents.</p> <p>Interview with staff #3 on 12/21/11 at 6:11 PM stated client A could "easily get upset" over anything. Staff #3 indicated client A would get upset if the client did not get her way.</p> <p>Interview with staff #1 on 12/22/11 at 11:30 AM indicated it would take facility staff up to an hour and a half to get client A to take her medications as client A would refuse to take her medications. When asked how facility staff were to document clients' behaviors, staff #1 indicated staff should fill out a contact note/sheet when behaviors occurred.</p>				

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	<p>Interview with administrative staff #1, #2, #3 on 12/22/11 at 3:22 PM indicated they were not aware of the client's behaviors at the group home until the 12/9/11 incident was investigated. Administrative staff #2 and #3 indicated no contact notes had been forwarded to them. Administrative staff #2 and #3 indicated only 2 contact notes were found for client A on 12/21/11. Administrative staff #2 indicated the staff should be documenting the behaviors on contact notes when they occur. Administrative staff #2 and #3 indicated they were not sure if staff were filling the contact notes out when a behavior/incident occurred.</p> <p>9-3-4(a)</p>				