

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G342		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 12/17/2013	
NAME OF PROVIDER OR SUPPLIER REM OCCAZIO LLC				STREET ADDRESS, CITY, STATE, ZIP CODE 1650 E JEFFERSON ST FRANKLIN, IN 46131			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE			
W000000	<p>This visit was for a fundamental recertification and state licensure survey.</p> <p>Survey Dates: December 10, 11, 12, and 17, 2013.</p> <p>Provider Number: 15G342 Aims Number: 100244140 Facility Number: 000858</p> <p>Surveyor: Mark Ficklin, QIDP</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed December 20, 2013 by Dotty Walton, QIDP.</p>	W000000					

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

TITLE

(X6) DATE

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

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W000149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview, the facility failed for 1 of 7 clients (#3) residing in the group home to ensure for 1 of 4 reportable incident investigations (alleged abuse) reviewed, the facility implemented its policy and procedures to complete the investigation in 5 working days.</p> <p>Findings include:</p> <p>Record review of facility reportable incidents was done on 12/11/13 at 1:42p.m. The incident reports and investigations indicated client #3 had a reportable alleged staff abuse incident report and investigation initiated on 11/11/13. The allegation involved the use of unauthorized behavior intervention techniques. The documentation indicated the investigation findings/summary had been completed and reported to the facility administrator on 11/21/13.</p> <p>Record review was done on 12/11/13 at 2:44p.m. of the facility's policy and procedures. The facility's policy titled "Suspected Abuse, Neglect and Exploitation Reporting" (dated 1/1/11) indicated: "The Suspected Abuse, Neglect</p>	W000149	<p>W149 Staff Treatment of Clients</p> <p>The facility failed to ensure for 1 of 4 reportable incident investigations (alleged abuse) reviewed to implement its policy and procedures to complete the investigation in five working days.</p> <p>What corrective action will be accomplished?</p> <p>PD and AD's will be trained regarding timely investigations.PD and AD's will</p>	01/16/2014

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	<p>or Exploitation Committee will complete its investigation within five business days of receipt of the initial oral report and report the results to the Director of Residential Operations."</p> <p>Professional staff #2 was interviewed on 12/11/13 at 3:10p.m. Staff #2 indicated the alleged abuse investigation for client #3 had begun on 11/11/13 and had been completed and submitted to the administrator on 11/21/13. Staff #2 indicated the facility had done a second round of interviews and had failed to complete the investigation within the facility's policy timeframe of 5 working days.</p> <p>9-3-2(a)</p>		<p>ensure investigations are completed and reported to the administration within 5 business days. Training was completed on 12-30-13 with the QIDP/PD regarding incident reporting and leveling of incidents according to Mentor practices. Retrain QIDP regarding BDDS reporting requirements and survey regulations as they relate to incident reporting (W149, W153, W154, W155, W156 and W157). The AD, Quality Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough and timely. Investigation findings will be forwarded to the Quality Assurance Director within five days of the allegation.</p>		

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			<p>How will we identify other residents</p> <p>having the potential to be affected by the same deficient practice and</p> <p>what corrective action will be taken?</p> <p>All residents have the potential to be affected</p> <p>by the same deficient practice.PD</p>	

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			<p>and AD's will be trained regarding timely investigations.PD and AD's will ensure investigations are completed and reported to the administration within 5 business days.Training was completed on 12-30-13 with the QIDP/PD regarding incident reporting and leveling of incidents according to Mentor practices.Retrain QIDP regarding BDDS reporting requirements and survey regulations as they relate to incident reporting (W149, W153, W154, W155, W156 and W157).The AD, Quality Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough and timely.Investigation findings will be forwarded to the Quality Assurance Director within five days of the allegation.</p>		

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			<p>What measures will be put into place</p> <p>or what systemic changes will be made to ensure that the deficient</p> <p>practice does not recur:</p>	

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			<p>PD and AD's will be trained regarding timely investigations.PD and AD's will ensure investigations are completed and reported to the administration within 5 business days.Training was completed on 12-30-13 with the QIDP/PD regarding incident reporting and leveling of incidents according to Mentor practices.Retrain QIDP regarding BDDS reporting requirements and survey regulations as they relate to incident reporting (W149, W153, W154, W155, W156 and W157).The AD, Quality Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough and timely.Investigation findings will be forwarded to the Quality Assurance Director within five days of the allegation.</p>		

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			<p>How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <p>Quality Assurance Director or their designee</p>		

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			<p>will review investigations to ensure timeliness of investigation. Abuse, neglect, mistreatment and exploitation</p> <p>investigations will be reviewed by the AD, Quality Specialist or their designee</p> <p>as they occur. The PD will monitor on a regular basis when they</p> <p>are in the home. The AD will monitor as they complete their audits.</p> <p>What is the date by which the systemic changes will be completed?</p>		

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W000156	<p>483.420(d)(4) STAFF TREATMENT OF CLIENTS The results of all investigations must be reported to the administrator or designated representative or to other officials in accordance with State law within five working days of the incident. Based on record review and interview, the facility failed for 1 of 4 reportable incident investigations reviewed (client #3) to ensure reportable incident investigation results were reported to the administrator within five working days.</p> <p>Findings include:</p> <p>Record review of facility reportable incidents was done on 12/11/13 at 1:42p.m. The incident reports and investigations indicated client #3 had a reportable alleged staff abuse incident report and investigation initiated on 11/11/13. The allegation involved the use of unauthorized behavior intervention techniques. The documentation indicated the investigation findings/summary had been reported to the facility administrator on 11/21/13.</p> <p>Professional staff #2 was interviewed on 12/11/13 at 3:10p.m. Staff #2 indicated the alleged abuse investigation for client #3 had begun on 11/11/13 and had been completed and submitted to the administrator on 11/21/13. Staff #2</p>	W000156	<p>W156 Staff Treatment of Clients</p> <p>The facility failed to ensure reportable incident investigation results were reported to the administrator within five working days.</p> <p>What corrective action will be accomplished?</p> <p>PD and AD's will be trained</p>	01/16/2014			

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	indicated the facility had done a second round of interviews and had failed to complete the investigation in 5 working days. 9-3-2(a)		regarding timely investigations.PD and AD's will ensure investigations are completed and reported to the administration within 5 business days.Training was completed on 12-30-13 with the QIDP/PD regarding incident reporting and leveling of incidents according to Mentor practices.Retrain QIDP regarding BDDS reporting requirements and survey regulations as they relate to incident reporting (W149, W153, W154, W155, W156 and W157).The AD, Quality Specialist or their designee will review and sign off on all abuse, neglect and exploitation investigations that are completed to ensure that the investigation is thorough and timely.Investigation findings will be forwarded to the Quality Assurance Director within five days of the allegation.		

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			<p>How will we identify other residents having the potential to be</p> <p>affected by the same deficient practice and what corrective action will be</p> <p>taken?</p> <p>All residents have the potential to</p>	

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			<p>be affected</p> <p>by the same deficient practice.PD and AD's will be trained regarding timely</p> <p>investigations.PD and AD's will ensure investigations are</p> <p>completed and reported to the administration within 5 business days.Training was completed on 12-30-13 with the</p> <p>QIDP/PD regarding incident reporting and leveling of incidents according to</p> <p>Mentor practices.Retrain QIDP regarding BDDS reporting</p> <p>requirements and survey regulations as they relate to incident reporting (W149, W153, W154, W155, W156 and W157).The AD, Quality Specialist or their designee</p> <p>will review and sign off on all abuse, neglect and exploitation investigations</p> <p>that are completed to ensure that the investigation is thorough and timely.Investigation findings will be forwarded to the</p> <p>Quality Assurance Director within five days of the allegation.</p>	

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			<p>What measures will be put into place or what systemic changes will</p> <p>be made to ensure that the deficient practice does not recur:</p>	

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			<p>How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <p>Quality Assurance Director or</p>	

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			<p>their designee</p> <p>will review investigations to ensure timeliness of investigation. Abuse, neglect, mistreatment and exploitation</p> <p>investigations will be reviewed by the AD, Quality Specialist or their designee</p> <p>as they occur. The PD will monitor on a regular basis when they</p> <p>are in the home. The AD will monitor as they complete their audits.</p> <p>What is the date by which the systemic changes will be completed?</p>		

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W000336	<p>483.460(c)(3)(iii) NURSING SERVICES</p> <p>Nursing services must include, for those clients certified as not needing a medical care plan, a review of their health status which must be on a quarterly or more frequent basis depending on client need. Based on record review and interview, the facility failed for 2 of 4 sampled clients (#1, #3) to provide the clients with quarterly health status reviews during the past twelve months (12/1/12 to 12/12/13).</p> <p>Findings include:</p> <p>1. The record of client #1 was reviewed on 12/12/13 at 12:41p.m. Client #1's documented quarterly nursing reviews indicated quarterly reviews were completed during 2/13 and 5/13. Client #1's 5/24/13 Physician's Orders indicated client #1 was not on a medical care plan.</p> <p>2. The record of client #3 was reviewed on 12/12/13 at 1:32p.m. Client #3's documented quarterly nursing reviews indicated quarterly reviews were completed during 2/13 and 5/13. Client #3's 5/16/13 Physician's Orders indicated client #3 was not on a medical care plan.</p> <p>Interview of professional staff #1 on 12/12/13 at 1:48p.m., indicated clients #1 and #3 were not on a medical care plan. Staff #1 indicated there was no</p>	W000336	<p>W336 Nursing Services</p> <p>The facility failed for Client 1</p> <p>and 3 to provide the clients with quarterly health status reviews during the</p>	01/16/2014			

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NAME OF PROVIDER OR SUPPLIER REM OCCAZIO LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 1650 E JEFFERSON ST FRANKLIN, IN 46131
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
			<p>Client 1 had quarterly physical on 12/30/2013. Client 3 has quarterly physical scheduled for</p> <p>1/9/2014. All client's appointments will be reviewed to</p> <p>ensure that they are done in a timely manner. The importance of scheduling nursing quarterlies</p> <p>on a quarterly basis will be reviewed with the Home Manager. The Home Manager will be provided with a</p>	

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			<p>tracking form to ensure that appointments are done in a timely manner. Nurse will review charts quarterly to ensure</p> <p>recommendations from physicians have been completed. Program Director will monitor appointment notes</p> <p>weekly to ensure recommendations have been completed.</p>	

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			How will we identify other residents having the potential to be	

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			<p>affected by the same deficient practice and what corrective action will be</p> <p>taken?</p>	

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			<p>All residents have the potential to be affected</p> <p>by the same deficient practice.All client's appointments will be reviewed to</p> <p>ensure that they are done in a timely manner.The importance of scheduling nursing quarterlies</p> <p>on a quarterly basis will be reviewed with the Home Manager.The Home Manager will be provided with a</p> <p>tracking form to ensure that appointments are done in a timely manner.Nurse will review charts quarterly to ensure</p> <p>recommendations from</p>		

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			<p>physicians have been completed. Program Director will monitor appointment notes</p> <p>weekly to ensure recommendations have been completed.</p>	

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			<p>What measures will be put into place or what systemic changes will</p> <p>be made to ensure that the deficient practice does not recur:</p>	

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			<p>All client's appointments will be reviewed to</p> <p>ensure that they are done in a timely manner. The importance of scheduling nursing quarterlies</p> <p>on a quarterly basis will be reviewed with the Home Manager. The Home Manager will be provided with a</p> <p>tracking form to ensure that appointments are done in a timely manner. Nurse will review charts quarterly to ensure</p>	

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			<p>recommendations from physicians have been completed. Program Director will monitor appointment notes</p> <p>weekly to ensure recommendations have been completed.</p>	

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			<p>How will the corrective action be monitored to ensure the</p> <p>deficient practice will not recur?</p>	

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			<p>The Home Manager will be provided with a</p> <p>tracking form to ensure that appointments are done in a timely manner. Nurse will review charts quarterly to ensure</p> <p>recommendations from physicians have been completed. Program Director will monitor appointment notes</p> <p>weekly to ensure recommendations have been completed. The Area Director will monitor as they complete</p> <p>their audits.</p>	

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			What is the date by which the systemic changes will be completed?	

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			January 16, 2014	

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W000382	<p>483.460(l)(2) DRUG STORAGE AND RECORDKEEPING The facility must keep all drugs and biologicals locked except when being prepared for administration. Based on observation and interview, the facility failed for 7 of 7 clients (#1, #2, #3, #4, #5, #6, #7) residing in the facility, to keep all drugs locked except during administration.</p> <p>Findings include:</p> <p>An observation was done at the facility on 12/12/13 from 6:02a.m. to 7:40a.m. At 6:36a.m., staff #5 was in the medication room, located between the living room and the kitchen. Staff #5 had the clients' (#1, #2, #3,#4, #5, #6, #7) medication cabinet unlocked. Staff #5 left the medication room unattended, out of any staff's sight, with the medication room door open and the medication cabinet unlocked to check on client #2. At 6:41a.m., staff #5 left client #2 unattended in the medication room with the medication cabinet unlocked. Staff #5 had gone to the kitchen to get needed items to complete client #2's medication pass. At 6:48a.m., staff #5 left the medication room with the door open and the medication cabinet unlocked. Staff #5 had gone to the hallway by the clients' bedrooms and no staff were able to visibly see the</p>	W000382	<p>W382 Drug Storage and Recordkeeping</p> <p>The facility failed for 7 of 7</p> <p>clients residing in the facility, to keep all drugs locked except during administration</p>	01/16/2014			

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	<p>medication room.</p> <p>Interview of professional staff #3 (nurse) was done on 12/12/13 at 12:31p.m. Staff #3 indicated staff were to never leave any medication unattended. Staff #3 indicated client medications should be kept locked unless they were being administered.</p> <p>9-3-6(a)</p>		<p>What corrective action will be accomplished?</p>		

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			<p>Formal Counseling with Staff 5 regarding</p> <p>procedures during medication administration. Training with all staff regarding procedures</p> <p>during medication administration on 1/7/2014. Medication practicum will be completed with</p> <p>Staff 5 to ensure that proper medication administration procedures are being</p> <p>followed. The Home Manager will complete random medication</p> <p>practicums monthly.</p>		

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			<p>How will we identify other residents having the potential to be</p> <p>affected by the same deficient practice and what corrective action will be</p> <p>taken?</p>	

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			<p>All residents have the potential to be affected</p> <p>by this practice. Training with all staff regarding procedures</p> <p>during medication administration on 1/7/2014. The Home Manager</p>	

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			<p>What measures will be put into place or what systemic changes will</p> <p>be made to ensure that the deficient practice does not recur:</p>	

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			<p>Training with all staff regarding procedures</p> <p>during medication administration on 1/7/2014. The Home Manager will complete random medication</p> <p>practicums monthly.</p>	

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			<p>How will the corrective action be monitored to ensure the</p> <p>deficient practice will not recur?</p>	

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NAME OF PROVIDER OR SUPPLIER REM OCCAZIO LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 1650 E JEFFERSON ST FRANKLIN, IN 46131
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			<p>Home Manager will perform at least one random</p> <p>med practicum monthly.PD and AD will review documentation of med</p> <p>practicums monthly.</p>	

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			What is the date by which the systemic changes will be	

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W000436	<p>483.470(g)(2) SPACE AND EQUIPMENT The facility must furnish, maintain in good repair, and teach clients to use and to make informed choices about the use of dentures, eyeglasses, hearing and other communications aids, braces, and other devices identified by the interdisciplinary team as needed by the client. Based on observation, record review and interview, the facility failed for 1 of 4 sampled clients (#3) with adaptive equipment, to provide client #3 with training for the refusal to wear her prescribed eyeglasses.</p> <p>Findings include:</p> <p>Observations were done at the group home on 12/11/13 from 3:18p.m. to 5:44p.m. and on 12/12/13 from 6:02a.m. to 7:40a.m. Client #3 did not wear nor was she prompted to wear eyeglasses during the observations.</p> <p>Record review of client #3 was done on 12/12/13 at 1:32p.m. Client #3's 12/3/12 eye exam indicated client #3 had prescribed eyeglasses. Client #3 had a 3/22/13 individual support plan (ISP). Client #3's ISP did not have documentation of a training program in place to address client #3's refusal to wear prescribed eyeglasses.</p> <p>Interview on 12/12/13 at 1:38p.m. of</p>	W000436	<p>W436 Space and Equipment</p> <p>The facility failed to provide Client 3 with training for the refusal to wear her prescribed eyeglasses.</p> <p>What corrective action will be accomplished?</p> <p>Formal programming with Client 3 regarding the importance of wearing eyeglasses. Staff will be retrained</p>	01/16/2014			

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	<p>professional staff #1 indicated client #3 had eyeglasses. Staff #1 indicated client #3 refused to wear her eyeglasses. Staff #1 indicated client #3 did not have a training program in place to address the refusal of wearing her eyeglasses.</p> <p>9-3-7(a)</p>		<p>during their team meeting on the importance of ensuring adaptive equipment is available, in good repair and to encourage the residents to utilize the equipment. Training with QIDP will be completed regarding addressing programmatic concerns as outlined in ISP and from recommendations from physicians.</p> <p>How will we identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p>		

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			<p>All residents have the potential to be affected</p> <p>by the same deficient practice. Staff will be retrained during their team</p> <p>meeting on the importance of ensuring adaptive equipment is available, in good</p> <p>repair and to encourage the residents to utilize the equipment. The residents IPOP assessments will be reviewed</p> <p>and updated as their needs change. Programming will be implemented based on the</p> <p>residents assessments and as their needs change. Training with QIDP will be completed regarding</p> <p>addressing programmatic concerns as outlined in ISP and from recommendations</p> <p>from physicians.</p>		

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			<p>What measures will be put into place or what systemic changes will</p> <p>be made to ensure that the deficient practice does not recur:</p> <p>Staff will be retrained during their team</p> <p>meeting on the importance of ensuring adaptive equipment is available, in good</p>		

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			<p>repair and to encourage the residents to utilize the equipment. The residents IPOP assessments will be reviewed</p> <p>and updated as their needs change. Programming will be implemented based on the</p> <p>residents assessments and as their needs change. Training with QIDP will be completed regarding</p> <p>addressing programmatic concerns as outlined in ISP and from recommendations</p> <p>from physicians.</p> <p>How will the corrective action be monitored to ensure the</p>	

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			<p>deficient practice will not recur?</p> <p>The HM will monitor on a daily basis when they are in the home. The PD will monitor when they are in the home. AD will monitor use of adaptive equipment during monthly home observation and recommend programmatic changes if necessary.</p> <p>What is the date by which the systemic changes will be completed?</p>		

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			January 16, 2014	

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W000438	<p>483.470(h)(1) EMERGENCY PLAN AND PROCEDURES The facility must develop and implement detailed written plans and procedures to meet all potential emergencies and disasters such as fire, severe weather, and missing clients. Based on record review and interview, the facility failed for 7 of 7 clients (#1, #2, #3, #4, #5, #6, #7) residing in the facility, to ensure practice drills were conducted for various weather conditions/emergencies (storm/tornado) from 12/12 through 12/12/13.</p> <p>Findings include:</p> <p>Record review of the facility's practice drills for clients #1, #2, #3, #4, #5, #6 and #7 was done on 12/12/13 at 12:51p.m. The facility practice drills were reviewed from 12/1/12 through 12/12/13. The facility had no documented storm/tornado drills during the reviewed time period.</p> <p>Staff #1 was interviewed on 12/12/13 at 12:51p.m. Staff #1 indicated the facility had not conducted a storm/tornado practice drill since 8/12. Staff #1 indicated the storm/tornado practice drills were scheduled to be implemented at least two times a year.</p> <p>9-3-7(a)</p>	W000438	<p>W438 Emergency Plan and Procedures</p> <p>The facility failed to ensure practice drills were conducted for various weather conditions/emergencies (storm/tornado) from 12/12 through 12/12/13.</p> <p>What corrective action will be accomplished?</p> <p>Home Managers will be trained on regulations</p>	01/16/2014			

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			<p>regarding evacuation drills.The importance of ensuring that evacuation</p> <p>drills (including storm/tornado) are ran according to federal guidelines will</p> <p>be reviewed with the staff during their team meeting.A drill tracking sheet will be utilized by the</p> <p>Home Managers to ensure that drills for each evacuation type are being</p> <p>conducted.</p> <p>How will we identify other residents having the potential to be</p> <p>affected by the same deficient practice and what corrective action will be</p>		

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			<p>taken?</p> <p>All clients have the potential to be affected by this deficient practice.Home Managers will be trained on regulations regarding evacuation drills.The importance of ensuring that evacuation drills (including storm/tornado) are ran according to federal guidelines will be reviewed with the staff during their team meeting.A drill tracking sheet will be utilized by the Home Managers to ensure that drills for each evacuation type are being conducted.</p>	

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			<p>What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur:</p> <p>Home Managers will be trained on regulations regarding evacuation drills. The importance of ensuring that evacuation drills (including storm/tornado) are ran according to federal guidelines will be reviewed with the staff during their team meeting. A drill tracking sheet will be utilized by the</p>	

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			<p>Home Managers to ensure that drills for each evacuation type are being conducted.</p> <p>How will the corrective action be monitored to ensure the deficient practice will not recur?</p> <p>AD and PD will review drills monthly to ensure drills are being properly run. The HM's will review monitor as they are in the</p>	

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			<p>home to ensure the drills are being conducted.</p> <p>What is the date by which the systemic changes will be completed?</p> <p>January 16, 2014</p>		