

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G392		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 11/21/2013	
NAME OF PROVIDER OR SUPPLIER CARDINAL SERVICES INC OF INDIANA				STREET ADDRESS, CITY, STATE, ZIP CODE 308 W MAIN ST SILVER LAKE, IN 46982			
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W000000	<p>This visit was for a fundamental recertification and state licensure survey.</p> <p>Dates of Survey: November 18, 19, 20, and 21, 2013.</p> <p>Surveyor: Tim Shebel, LSW</p> <p>Facility number: 000906 Provider number: 15G392 AIM number: 100235160</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed November 26, 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 to implement their abuse/neglect policy to have evidence of a thorough investigation for 4 of 4 reviewed injuries of unknown origin involving 1 of 4 sampled clients (client #4) and 1 additional client (client #6).</p> <p>Findings include:</p> <p>The facility's records were reviewed on 11/18/13 at 11:11 A.M. The following incidents of injuries of unknown origin were reviewed:</p> <p>1. "Injured Party's Name: [Client #6], Date of Accident: 11/2/2013, Narrative: When [client #6] got up Saturday morning 11/02/13, she had two scratches on the right side of her face. Its (sic) believed that she scratched her face. The previous night she had makeup on for a Halloween party and it was making her face itch. Staff looked at her nails and they were long and a couple were jaged (sic). Staff clipped [client #6's] nails and cleaned the scratches with soap and water. Staff need to make sure [client #6's] nails stay trimmed and filed so that she does not make scratch marks on herself."</p>	W000149	<p>149The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Cardinal Services Inc. is committed to providing an environment free from abuse and neglect for the people that we support. To ensure that all injuries of unknown origin are thoroughly investigated all Residential Managers received training by December 6, 2013 outlining the proper protocol to follow when an injury of unknown origin has been reported. (See Attachment A)</p> <p>To ensure this deficiency does not occur again, the Department Coordinator will monitor all Cardinal Services Accident/Injury Reports in addition to the BDDS Incident Reports to assure that all injuries of unknown origin have been thoroughly investigated.</p> <p>Residential Manager and Residential Coordinator Responsible</p>	12/21/2013			

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	<p>2. Unknown bruise, "Injured Party's Name: [Client #4], Date of Accident: 7/2/2013, Narrative: [Client #4] is known to swing around to her right while sitting in her chair to look in the refrigerator when the door is closed while eating or when getting up from her chair. The bruise is consistent with [client #4] turning in her seat to the right with her arm up. Staff will try putting [client #4] at the other end of the table so she will have a clear site (sic) of the refrigerator and will not have to turn to see the contents."</p> <p>3. "Injured Party's Name: [Client #4], Date of Accident: 5/19/2013, Narrative: When [client #4] woke this morning, staff saw 2 small bruises between her wrist and forearm. She had slept with her bracelets on the night before which resulted in the bruises on her arm. Staff needs to make sure that [client #4] takes her bracelets off before bedtime."</p> <p>4. Unknown bruise, "Injured Party's Name: [Client #4], Date of Accident: 3/31/2013, Narrative: On Friday evening [client #4] was very obsessive about getting into the refrigerator and it is believed the bruise was caused by her turning quickly to see what was in the refrigerator during dinner. The corner of</p>			

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	<p>the chair is the same height as the bruise under her arm. [Client #4] sits to her back to the refrigerator and would turn to the right to see the food inside the refrigerator. [Client #4] is under a psychiatrist's care for her obsessions and staff will continue to monitor her closely to try to get her to slow down and to relax when she is intense and obsessing over food."</p> <p>Review of the aforementioned injuries of unknown origin failed to indicate evidence of thorough investigations which would include staff and client interviews and historical reviews of previous injuries or behaviors which would support the investigations' conclusions.</p> <p>House manager #1 was interviewed on 11/19/13 at 7:09 A.M. House manager #1 indicated she was the person who conducted the investigations on the 11/2/13, 7/2/13, 5/19/13, and the 3/31/13 injuries of unknown origin involving clients #4 and #6. House manager #1 indicated she did interview staff and was aware of client historical information that added to the investigations' conclusions but did not add the information to her investigative findings.</p> <p>The facility's records were further</p>						

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	<p>reviewed on 11/19/13 at 1:58 P.M. Review of the facility's "Incident/Abuse/Neglect Policy", (no date), indicated, in part, the following: "...incidents will be reported and thoroughly investigated as outlined in this policy." 9-3-2(a)</p>						

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W000154	<p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based on record review and interview, the facility failed to have evidence of a thorough investigation for 4 of 4 reviewed injuries of unknown origin involving 1 of 4 sampled clients (client #4) and 1 additional client (client #6).</p> <p>Findings include:</p> <p>The facility's records were reviewed on 11/18/13 at 11:11 A.M. The following incidents of injuries of unknown origin were reviewed:</p> <p>1. "Injured Party's Name: [Client #6], Date of Accident: 11/2/2013, Narrative: When [client #6] got up Saturday morning 11/02/13, she had two scratches on the right side of her face. Its (sic) believed that she scratched her face. The previous night she had makeup on for a Halloween party and it was making her face itch. Staff looked at her nails and they were long and a couple were jagged (sic). Staff clipped [client #6's] nails and cleaned the scratches with soap and water. Staff need to make sure [client #6's] nails stay trimmed and filed so that she does not make scratch marks on herself."</p>	W000154	W154The facility must have evidence that all alleged violations are thoroughly investigated.	12/21/2013			

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	<p>2. Unknown bruise, "Injured Party's Name: [Client #4], Date of Accident: 7/2/2013, Narrative: [Client #4] is known to swing around to her right while sitting in her chair to look in the refrigerator when the door is closed while eating or when getting up from her chair. The bruise is consistent with [client #4] turning in her seat to the right with her arm up. Staff will try putting [client #4] at the other end of the table so she will have a clear site (sic) of the refrigerator and will not have to turn to see the contents."</p> <p>3. "Injured Party's Name: [Client #4], Date of Accident: 5/19/2013, Narrative: When [client #4] woke this morning, staff saw 2 small bruises between her wrist and forearm. She had slept with her bracelets on the night before which resulted in the bruises on her arm. Staff needs to make sure that [client #4] takes her bracelets off before bedtime."</p> <p>4. Unknown bruise, "Injured Party's Name: [Client #4], Date of Accident: 3/31/2013, Narrative: On Friday evening [client #4] was very obsessive about getting into the refrigerator and it is believed the bruise was caused by her turning quickly to see what was in the refrigerator during dinner. The corner of the chair is the same height as the bruise</p>		<p>of unknown origin have been thoroughly investigated.</p> <p>Residential Manager and Residential Coordinator Responsible</p>				

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	<p>under her arm. [Client #4] sits to her back to the refrigerator and would turn to the right to see the food inside the refrigerator. [Client #4] is under a psychiatrist's care for her obsessions and staff will continue to monitor her closely to try to get her to slow down and to relax when she is intense and obsessing over food."</p> <p>Review of the aforementioned injuries of unknown origin failed to indicate evidence of thorough investigations which would include staff and client interviews and historical reviews of previous injuries or behaviors which would support the investigations' conclusions.</p> <p>House manager #1 was interviewed on 11/19/13 at 7:09 A.M. House manager #1 indicated she was the person who conducted the investigations on the 11/2/13, 7/2/13, 5/19/13, and 3/31/13 injuries of unknown origin involving clients #4 and #6. House manager #1 indicated she did interview staff and was aware of client historical information that added to the investigations' conclusions but did not add this information to her investigative findings.</p> <p>9-3-2(a)</p>						

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W000276	<p>483.450(b)(1)(i) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR</p> <p>Policies and procedures that govern the management of inappropriate client behavior must specify all facility approved interventions to manage inappropriate client behavior.</p> <p>Based on record review and interview, the facility failed to assure specific restraint methods/techniques utilized by the facility were specified in the facility's policy and procedures regarding behavior management for 1 of 4 sampled clients (client #2).</p> <p>Findings include:</p> <p>The facility's incident reports were reviewed on 11/18/13 at 11:11 A.M. The review indicated the following two incidents of client #2 being physically restrained by facility staff:</p> <p>1. "Date: 06/24/13, Name: [client #2], Narrative: 06/24/2013, 08:50am, [client #2] was placed in an HRC (Human Rights Committee) approved support hold (physical restraint). The support hold was implemented after unsuccessful attempts to redirect. Behavior plan was implemented at first signs of agitation and was followed throughout incident. Behavior occurred as [client #2] arrived at (facility owned) day services with loose</p>	W000276	<p>W276 Policies and procedures that govern the management of inappropriate client behavior must specify all facility approved interventions to manager inappropriate client behavior. The Self-Management Policy that governs the management of inappropriate client behavior has been revised to include specific restraint methods/techniques that have been approved for use. (See attachment C) QDP's have been trained on the revised Self-Management Policy. (See attachment D) QDP's have been trained to include specific restraint methods/techniques in Individualized Self-Management Plans. (See attachment D) To ensure ongoing compliance, the Self-Management Policy is reviewed annually by management. All staff receive training and are required to sign off on the Self-Management Policy annually. Director, Coordinator, and QDP Responsible.</p>	12/21/2013	

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	<p>stools. She soiled through three sets of clothing and wanted to leave the restroom unclothed due to not liking the last set of clothes offered. [Client #2] became physically aggressive to staff as they redirected her to dress, with behavior progressively intensifying and including hitting, pinching, biting, hair pulling, screaming. Staff infused humor, explanation of dignity and respect and why clothing was needed. [Client #2] continued to escalate and staff explained a support hold would be needed if she couldn't calm and not hurt others. At approximately 10:05 am [client #2] was placed in a support hold for approximately 2 minutes. Due to [client #2's] physical aggression and soiled floor, staff was forced to release for both of their protection. Approximately 3 minutes later, [client #2] continued to escalate and again was placed in a support hold for an additional 2 minutes. [Client #2] indicated that she would calm and dress, and support hold was released. [Client #2] worked with staff and QDP (Qualified Developmental Professional) to dress and no further incidences occurred. The support hold that staff is taught to use to support [client #2] is not named. To describe the hold, staff stands behind [client #2] and places the 'V' web of their right thumb/forefinger just above [client #2's] right elbow and guides [client</p>			

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	<p>#2's] right forearm across the front of her body. Staff then puts their left forearm under [client #2's] left arm and gently but firmly grasp (sic) [client #2's] right wrist. Staff explain what they are doing and why during the process. As soon as [client #2's] body relaxes or she says she feels calmer, staff releases [client #2]. Plan to Resolve: Staff will continue working with [client #2] and will report to her team as needed."</p> <p>2. "Date: 06/10/13, Name: [client #2], Narrative: At 4:40pm on 6/10/2013, [client #2] became obsessed about another peer's shoes for an unknown reason. [Client #2] was attempting to bite her peer and the staff who was standing between [client #2] and her peer. Attempts were made to show other ways for [client #2] to show her anger and to use humor to try to redirect her but these attempts failed. [Client #2] continued to try to bite her peer and for her peer's protection, [client #2] was place (sic) in a Human Rights Committee approved support hold (physical restraint) until her peer could be moved to a safe location. The support hold that staff is taught to support [client #2] is not named. To describe the hold, staff stands behind [client #2] and places the 'V' web of their right thumb/forefinger just above [client #2's] right elbow and</p>						

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NAME OF PROVIDER OR SUPPLIER CARDINAL SERVICES INC OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 308 W MAIN ST SILVER LAKE, IN 46982
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	<p>guides [client #2's] right forearm across the front of her body. Staff then puts their left forearm under [client #2's] left arm and gently but firmly grasp (sic) [client #2's] right wrist. [Client #2] was in the support hold for approximately one minute and received no injuries. [Client #2] continued to obsess about this peer for about 1.5 hours until she eventually calmed and continued with her evening routines. [Client #2's] Self Management Plan was followed for her and her peer's safety. Plan to Resolve: [Client #2] is under a psychiatrist's care for her explosive and obsessive behavior and will continued (sic) to be monitored closely by staff. All concerns will be reported to the Residential Manager and QDP."</p> <p>Client #2's record was reviewed on 11/19/13 at 8:19 A.M. Client #2's 4/1/13 Self-Management Plan indicated the client demonstrated targeted behaviors of throwing objects and physical aggression. The 4/1/13 self-management plan indicated if client #2 posed a threat to herself or others, and all other non physical supports to manage the client's behavior have been exhausted, staff were to respond by utilizing a "support hold." The support hold in client #2's self-management plan was described in the plan as: "When a person needs support (i.e. lifting, dizzy, weak throwing</p>			

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	<p>items) approach the person from the back and from your dominant side (right for most of us). Using the athletic position (unknown position of stance) cup your dominant hand and forming a 'V', place it above their (client #2's) right elbow near the tricep. Guide that forearm, reaching around the individual with your other hand and take hold of [client #2's] right forearm in your left hand gently but firmly. Let go with your right hand at the elbow. Slide that same hand between [client #2's] arm and body. If possible gently but firmly hold [client #2's] left forearm with your right hand to stabilize her."</p> <p>The facility's records were reviewed on 11/19/13 at 10:07 A.M. A review the facility's "Self-Management Policy," no date, failed to indicate the specific restraint methods/techniques utilized by the facility in managing client behaviors.</p> <p>Adult Services Director #1 was interviewed on 11/19/13 at 11:45 A.M. Adult Services Director #1 affirmed the facility's "Self-Management Policy" did not indicate the specific restraint methods/techniques utilized by the facility.</p> <p>9-3-5(a)</p>				

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