

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G493	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 07/17/2012
NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA			STREET ADDRESS, CITY, STATE, ZIP CODE 4160 N CAMPBELL AVE INDIANAPOLIS, IN 46220		
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W0000	<p>This visit was for an extended annual recertification and state licensure survey which resulted in an Immediate Jeopardy.</p> <p>Survey Dates: 7/9/12, 7/10/12, 7/11/12, 7/12/12, 7/13/12, 7/16/12 and 7/17/12.</p> <p>Facility Number: 001007 Provider Number: 15G493 AIM Number: 100245090</p> <p>Surveyor: Keith Briner, Medical Surveyor III</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 7/23/12 by Ruth Shackelford, Medical Surveyor III.</p>	W0000			

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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W0104	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on record review and interview for 4 of 4 sampled clients (#1, #2, #4 and #7) plus 3 additional clients (#3, #5 and #6), the governing body failed to exercise general policy and operating direction over the facility to prevent physical aggression and/or intimidation toward clients #2, #3, #4, #5, #6 and #7. The governing body failed to exercise general policy and operating direction over the facility to investigate injuries of unknown origin for client #1 and client #7. The governing body failed to exercise general policy and operating direction over the facility to ensure client #7 did not purchase his adaptive equipment.</p> <p>Findings include:</p> <p>1. The facility's IIRs (Internal Incident Report) and BDDS (Bureau of Developmental Disabilities Services) reports were reviewed on 7/9/12 at 4:25 PM. The review indicated the following:</p> <p>-BDDS report dated 3/15/12 indicated on 3/15/12, "[Client #1] was in her room. Staff did not hear [client #1] come into the common area of the house and [client #1] came from behind as [client #2]</p>	W0104	<p>CORRECTION: <i>The governing body must exercise general policy, budget, and operating direction over the facility. Specifically, Specifically, the facility has implemented one to one, arms length staff observation of Client #1 to prevent physical aggression and intimidation toward Client #1's housemates. Additionally, the facility will complete investigations into client #1's injuries of unknown origin that were discovered on 2/29/12, 3/2/12, 5/3/12 and 5/7/12 and Client#7's injury of unknown origin that was discovered on 5/7/12.</i></p> <p>PREVENTION: The QDDPD and Home Manager will each conduct active treatment observations on each shift no less than twice weekly to assure staff implement Client #1's support plan as written. Members of Operations and Quality Assurance Teams will monitor active treatment sessions as needed but no less than monthly to provide oversight and on-the-job coaching. The Quality Assurance Manager has established a tracking system to assure all investigations occur for all injuries of unknown origin. The status of all current investigation will be posted in a confidential manner to provide for follow-up</p>	08/16/2012			

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	<p>walked to the medication room. [Client #1] slapped [client #2] in the back."</p> <p>-IRR, 3/16/12 at 9:36 PM, "While sitting on on (sic) couch doing progress notes. [Client #5] sitting on the other one (couch) (sic). [Client #1] comes out sits next to [client #5], then get up and goes to head (sic) to room stop and slaps [client #5] really hard in face."</p> <p>-BDDS report dated 3/17/12 indicated on 3/16/12 client #1 slapped client #5.</p> <p>-IRR, 3/24/12 at 5:40 PM, "[Client #2] was yelling in her room she got up come to the living room in (sic) staff that [client #1] came in her room hit her on the upper right leg. No bruise at this time or pain. [Client #1] was redirected to her room, [client #1] kept coming out trying to hit other clients...."</p> <p>-IRR, 3/24/12 at 5:55 PM, "[Client #1] hit [client #6] in her right upper arm. Right after first hit [client #1] attempted to hit [client #6] again in same location."</p> <p>-IRR, 3/24/12 at 8:36 PM, "[Client #1] walked up behind [client #7], who was watching TV (Television) in living room and hit him in the back."</p> <p>-BDDS report dated 3/25/12 indicated on</p>		<p>with facility supervisory staff as needed. The Quality Assurance Team will audit completed investigations to all components of a thorough investigation have been completed. Responsible Parties: QDDPD, Support Associates, Operations Team, Quality Assurance Team</p>				

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	<p>3/24/12, "[Client #1] walked past [client #6] and hit her on her right arm.... [Client #1] then walked to the back of the house and shortly thereafter [client #2] approached staff and began yelling that [client #1] had come into her bedroom and hit her in the right leg." The BDDS report indicated, "[Client #1] continued coming out of her room and targeting her housemates." The BDDS report indicated, "[Client #1] remained agitated... and at 8:36 PM [client #1] walked up behind [client #7] and hit him in the back."</p> <p>-BDDS report dated 5/6/12 indicated on 5/5/12, "[Client #1] left the medication room and while passing through the living room hit [client #7] on the back of his head with her forearm."</p> <p>-BDDS report dated 5/6/12 indicated on 5/5/12, "Staff heard [client #2] yell from her bedroom. When staff entered [client #2]'s bedroom they saw [client #1] hitting [client #2] on her leg. [Client #2] reported to staff that she had hit [client #1] back."</p> <p>-BDDS report dated 6/1/12 indicated on 5/31/12, "Staff was in the laundry room and heard [client #2] yell 'stop'. Staff went to [client #1] and [client #2]'s bedroom and saw [client #1] leaving the bedroom. Staff redirected [client #1] to go to the living room and noted that her wrist was</p>			

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	<p>red. The team has initiated an investigation into this incident of apparent client to client aggression."</p> <p>-BDDS report dated 6/11/12 indicated 6/10/12, "[Client #2] was passing [client #1] in the bedroom hallway when [client #1] hit [client #2] on her left arm. [Client #2] turned and hit [client #1] in the stomach."</p> <p>-IRR, 6/26/12 at unspecified time, "I was coming out (sic) the bathroom going into the living room and [client #1] went into [client #2's] room and [client #2] yells 'stop' [expletive] and [client #2] hit [client #1] back."</p> <p>-BDDS report dated 6/26/12, "Staff was coming out of the bathroom and observed [client #1] entering a housemate's bedroom and heard [client #2] yell 'stop'. As staff entered the room [client #2] hit [client #1]. [Client #1] was not injured but [client #2] sustained a reddened area on the left side of her face."</p> <p>-BDDS report dated 6/30/12 indicated on 6/30/12, "Staff came out of the bathroom and [client #3] said that he hit [client #1] because she had hit him first. [Client #1] approached [client #3], screamed and attempted to hit him but staff was able to keep the two individuals separated.</p>						

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	<p>[Client #1] sustained a bruise along the side of her right eye as a result of the altercation."</p> <p>Client #1's Interdisciplinary Diagnostic and Evaluation Center Form dated 6/22/10 was reviewed on 7/12/12 at 11:27 AM. The form indicated, "It was noted that her housemates often complain and generally tend to avoid [client #1]. [Client #1] often will keep them up all night and can be very aggressive and her constant screaming is very disconcerting to everyone. It was observed that a housemates (sic) who came home from some type of activity during the midmorning was almost wincing listening to [client #1] yell in another room and put her hands over her ears... [Client #1] can become aggressive and she will have very persistent screaming... [Client #1's] maladaptive behaviors are screaming and growling or even a high pitched scream that can go on for hours for up to 18 hours. [Client #1] is potentially dangerous to both herself and others... [Client #1] will grab staff and others around the neck. [Client #1] has been known to bite, kick and scratch staff. [Client #1] also has been noted to become physically aggressive towards more fragile individuals with whom she comes in contact with. [Client #1] is seen frequently by her psychiatrist and</p>			

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	<p>medications have been adjusted and changed with limited positive results. [Client #1's] behavior continues to be problematic in both group home and elsewhere. [Client #1's] constant screaming and periodic physical aggression are not only stressful for her and staff but also affecting the quality of life of her housemates. [Client #1] will ride with staff if her behavior is somewhat controlled but she is potentially dangerous to the driver if she is agitated.</p> <p>Recommendations:</p> <p>1. [Client #1] needs an alternative residential placement where [Client #1] can be supervised 24/7 that does not require participation in daily activities since [Client #1] resists these. Since [Client #1] can be aggressive towards others it would be best if [Client #1] were not around other individuals who are fragile and unable to protect themselves...</p> <p>3. Continued efforts need to be made to modify [Client #1's] behavior or treat it medically. Despite significant and ongoing efforts to address her behaviors [Client #1] is continuously disruptive to the group home and cannot be taken out into the community except perhaps going through a drive through at a restaurant. At times [Client #1] is not safe to be driven by another person to appointments because of her agitation...."</p>						

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	<p>Client #1's Daily Progress Notes were reviewed on 7/12/12 at 11:27 AM. The review indicated the following:</p> <p>-4/1/12, "[Client #1] had a rough evening-physically aggressive and very agitated. Threw things at clients and staff."</p> <p>-4/7/12, "[Client #1] has been screaming, yelling and throwing shoes today. Trying to hit clients and staff."</p> <p>-4/9/12, "[Client #1] was having a behavior after transport where she keeps running into another staff. Room (sic) hitting on clients staff redirected [client #1] back to her room. [Client #1] then got up and ran back in clients' rooms. [Client #1] did this several times."</p> <p>-4/19/12, "Trying to hit people with (her) cast clients and staff."</p> <p>-4/20/12, "[Client #1] has been screaming all day."</p> <p>-4/21/12, "Screaming."</p> <p>-4/22/12, "Screaming."</p> <p>-4/27/12, "[Client #1] was throwing her shoes at the clients."</p>						

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	<p>-4/28/12, "Screaming."</p> <p>-4/29/12, "[Client #1] was throwing objects (sic) staff got all objects out of [client #1]'s reach so [client #1] started to scream then was hitting herself in the face with her arm that she has the cast on...."</p> <p>5/3/12, "[Client #1] was screaming and yelling (sic) she was also trying to hit staff and clients with her cast and also with her right arm. [Client #1] was screaming and hitting at another staff with both hand and cast. [Client #1] was having a fit. [Client #1] started knocking things off the table and throwing things."</p> <p>-5/4/12, "Screaming."</p> <p>-5/6/12, "Screaming (sic) trying to hit staff."</p> <p>-5/7/12, "[Client #1] keeps coming out (sic) the room trying to hit staff and clients then she goes back to the room."</p> <p>-5/8/12, "...was screaming and throwing stuff at staff. Was slapping herself and tried to hit another client."</p> <p>-5/8/12, "[Client #1] was slapping self (sic) hitting at clients and punching."</p> <p>-5/8/12, "[Client #1] screaming, punching</p>						

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	<p>self, swinging cast at clients and staff."</p> <p>-5/9/12, "...trying to hit staff."</p> <p>-5/10/12, "Yelled all night long."</p> <p>-5/12/12, "Screaming."</p> <p>-5/13/12, "Trying to hit people and screaming."</p> <p>-5/14/12, "Yelling and trying to hit staff."</p> <p>-5/16/12, "Screaming and hitting at staff."</p> <p>-5/22/12, "[Client #1] didn't sleep to (sic) well. Screamed and tried to fight staff all night. Also walked in a client's room and tried to hit them."</p> <p>-5/22/12, "Keeps screaming and trying to hit staff and clients all night."</p> <p>-5/26/12, "Didn't sleep at all. [Client #1] was screaming all night. When staff offered her something to drink she threw the cup. [Client #1] tried to go in some of the clients' rooms to attack them."</p> <p>-5/27/12, "Screaming all night. Tried to hit a client while that client was asleep. [Client #1] was redirected to the living room where [client #1] tried to fight with staff."</p>			

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	<p>-5/31/12, "[Client #1] was having behaviors this afternoon (sic) she was screaming and hitting self on legs hitting arms on chair. Staff redirected [client #1] to room but she refused to stay. [Client #1] is hitting clients and screaming."</p> <p>-6/1/12, "Up all night throwing things and trying to hit clients."</p> <p>-6/2/12, "Screaming and trying to hit other clients."</p> <p>-6/3/12, "[Client #1] became very agitated this afternoon and staring (sic) hitting binders numerous times. Could not determine what caused her to become upset. [Client #1] also tried to hit clients several times."</p> <p>-6/5/12, "Screaming and hitting at the staff."</p> <p>-6/6/12, "Screaming all day."</p> <p>-6/7/12, "[Client #1] had an okay night. [Client #1] stayed up half the night screaming (sic) throwing things swinging her right arm on staff. [Client #1] was frantic and upset."</p> <p>-6/9/12, "Up all night yelling and screaming."</p>			

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	<p>-6/10/12, "Agitated today, [client #1] was throwing objects and shoes at staff and other clients. [Client #1] and [client #2] got into a fight and [client #1] got scratches on the right side of her face and bruises on her stomach and her back from the fight."</p> <p>-6/19/12, "Up all night throwing things and trying to hit staff."</p> <p>-6/20/12, "Hit another client."</p> <p>-6/26/12, "[Client #1] was screaming at the clients also getting out of seat trying to hit other consumers."</p> <p>-6/26/12, "Yelling and screaming [client #1] went into the room and hit [client #2] when she was sleep (sic)."</p> <p>-6/27/12, "[Client #1] yelling and trying to hit staff and clients."</p> <p>-6/28/12, "Yelling and screaming."</p> <p>Client #1's record was reviewed on 7/12/12 at 11:27 AM. Client #1's IDT (Interdisciplinary Team) meeting notes indicated the following:</p> <p>-IDT 3/16/12 indicated staff will continue following client #1's BSP (Behavior</p>						

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	<p>Support Plan) to reduce the incidents of physical aggression toward her peers.</p> <p>-IDT 3/24/12, "[Client #1] continues to display physical aggression and her guardian believes that if she has a one on one staff this would help her reduce displaying physical aggression toward her housemates. However, in the past, [client #1] had a one on one staff and [client #1] continued to hit her housemates."</p> <p>-IDT 6/26/12 indicated the team discussed keeping client #1 busy and listening to music to address client #1's incidents of physical aggression.</p> <p>DSP (Direct Support Professional) #1 was interviewed on 7/11/12 at 6:51 AM. DSP #1 stated, "[Client #1] goes into the other clients' rooms at night. [Client #1] is aggressive with all of her peers. Transport is bad because [client #1] cannot sit beside anyone. There is only one staff on transport and so we can't stop things that happen on the van. I don't know if the clients are afraid of [client #1]; they seem to be agitated and on edge. I think they might be nervous or a little fearful. [Client #1] seems to target [client #2]. [Client #2] seems like she is afraid of [client #1] sometimes."</p> <p>DSP #2 was interviewed on 7/11/12 at</p>						

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	<p>7:00 AM. DSP #2 indicated client #1 was physically aggressive toward the other clients in the home. DSP #2 indicated client #1 got up during the night and tried to hit other clients while they were asleep. DSP #2 indicated client #1 screams at night and disrupts the other clients. When asked if the clients were afraid or intimidated by client #1, DSP #2 indicated client #6 was afraid. DSP #2 stated, "[Client #1] attacks people. We can just be sitting on the couch and she will just attack with no reason. The clients seem uncomfortable and nervous with her around." DSP #2 indicated the clients complained to her about client #1 keeping them awake at night with her screaming.</p> <p>QDDP #1 (Qualified Developmental Disabilities Professional) was interviewed on 7/11/12 at 7:10 AM. QDDP #1 indicated client #1 was disruptive to the other clients. QDDP #1 indicated client #1 hit the other clients without provocation and kept the house awake at night with her screaming.</p> <p>Client #2 was interviewed on 7/11/12 at 7:14 AM. Client #2 stated, "[Client #1] comes into my room at night. [Client #1] tries to hit me. I have to hit her back. I cannot just let her do that to me." Client #2 stated, "I don't like her. [Client #1] is always trying to hit me." When asked if</p>			

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	<p>she was afraid or intimidated by client #1, client #2 stated, "Yes."</p> <p>Client #4 was interviewed on 7/11/12 at 7:19 AM. Client #4 indicated client #1 had tried to hit him. Client #4 indicated client #1 had kept him up at night with her screaming.</p> <p>Client #5 was interviewed on 7/11/12 at 7:20 AM. Client #5 stated, "[Client #1] tried to hit me. [Client #1] swung her arms at me and tried to hit me three times."</p> <p>Client #7 was interviewed on 7/11/12 at 7:23 AM. Client #7 indicated client #1 had hit him. Client #7 indicated he was unable to sleep at night due to client #1's screaming. Client #7 indicated client #1 screamed throughout the night. Client #7 indicated client #1 tried to go into clients' rooms at night and fight them.</p> <p>Client #6 was interviewed on 7/11/12 at 7:35 AM. Client #6 indicated client #1 had attempted to hit her.</p> <p>Administrative staff #1 was interviewed on 7/12/12 at 3:00 PM. Administrative staff #1 stated, "[Client #1] has a pattern of physical aggression toward her peers." Administrative staff #1 indicated facility staff had been unable to prevent client #1</p>			

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	<p>from aggressing toward her peers.</p> <p>Administrative staff #1 indicated there were no additional IDTs to review.</p> <p>Administrative staff #1 indicated the team did not implement an one on one staff after the 3/16/12 IDT due to previous experience with a one to one and client #1.</p> <p>2. The facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal investigations were reviewed on 7/9/12 at 4:25 PM. The review indicated the following:</p> <p>-BDDS report dated 5/8/12 indicated on 5/7/12, "While assisting [client #7] staff noted a 6 inch bruise on his middle back. [Client #7] was not able to explain how he sustained the injury."</p> <p>-BDDS report dated 5/8/12 indicated on 5/7/12, "While performing a routine physical assessment on [client #1], staff noted a bruise on his left thumb, a red area under her right breast that appeared to be a result of contact with her undergarment and apple sized purple bruise on her right upper thigh."</p> <p>-BDDS report dated 5/4/12 indicated on 5/3/12, "During weekly body assessment staff noticed a 4.5 centimeter light purple bruise on the right elbow of [client #1]."</p>						

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	<p>-BDDS report dated 3/3/12 indicated on 3/2/12, "[Staff #1] was assisting [client #1] with getting ready for bed. [Staff #1] discovered a 4 inch purple/blue bruise above [client #1]'s left knee. [Staff #1] asked [client #1] what happened to her her leg. [Client #1] said she didn't know."</p> <p>-BDDS report dated 2/29/12 indicated on 2/29/12, "When staff woke [client #1] to administer her 5:00 AM medication no bruising or bleeding was noted. When staff returned to assist [client #1] with her morning routine at 6:00 AM staff discovered a 1 inch laceration on her right forearm. The supervisor and nurse were notified per protocol and staff performed first aid to the affected area. [Client #1] lacks functional verbal skills and could not say how she received the injury."</p> <p>The review did not indicate investigations regarding these injuries of unknown origin were conducted.</p> <p>PD #1 (Program Director) was interviewed on 7/13/12 at 11:40 AM. PD #1 indicated she had been on vacation the during the time of the 5/8/12 and 5/4/12 incidents regarding clients #1 and #7. PD #1 indicated she had not completed an investigation for the incidents regarding clients #1 and client #7 for the 5/8/12 and</p>			

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	<p>5/4/12 incidents. PD #1 indicated she was not assigned to the home at the time of the 2/29/12 and 3/3/12 incidents of injury of unknown origin for client #1. PD #1 indicated the incidents of injury of unknown origin should be investigated. PD #1 indicated there were no additional investigations available for review.</p> <p>3. Client #7's financial record was reviewed on 7/13/12 at 1:54 PM. Client #7's RFMS (Resident Financial Management System) form dated 2/27/12 indicated a check in the amount of \$74.89 was issued for a shower chair. Client #7's receipt dated 3/14/12 indicated the purchase of an adaptive shower chair in the amount of \$74.89.</p> <p>Interview with QAM #1 (Quality Assurance Manager) on 7/13/12 at 4:00 PM indicated client #7 had purchased an adaptive shower chair. QAM #1 indicated client #7 should not purchase adaptive equipment. QAM #1 indicated client #7's personal account should be reimbursed the \$74.89.</p> <p>9-3-1(a)</p>						

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W0122	<p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met.</p> <p>Based on record review and interview, the facility failed to meet the Condition of Participation: Client Protections for 4 of 4 sampled clients (#1, #2, #3 and #4) plus 3 additional clients (#5, #6 and #7). The facility failed to implement its policy and procedure to prevent neglect of clients in regards to monitoring/supervising client #1 to prevent physical aggression and/or intimidation towards clients #2, #3, #4, #5, #6 and #7. The facility failed to implement its policy and procedure to complete an investigation in regards to client #7's injury of unknown origin on his back and four separate incidents of injury of unknown origin for client #1.</p> <p>This noncompliance resulted in an Immediate Jeopardy. The Immediate Jeopardy began on 3/16/12. The Immediate Jeopardy was identified on 7/12/12. The Operations Managers and the Quality and Licensure Coordinator were notified of the Immediate Jeopardy on 7/12/12 at 3:09 PM regarding the facility's system failure to prevent physical aggression and/or intimidation towards clients #2, #3, #4, #5, #6 and #7. On 7/16/12 at 12:38 PM the facility submitted the following plan of action to</p>	W0122	<p>CORRECTION: <i>The facility must ensure that specific client protections requirements are met. Specifically, the facility has implemented one to one, arms length staff observation of Client #1 to prevent physical aggression and intimidation toward Client #1's housemates. Additionally, the facility will complete investigations into client #1's injuries of unknown origin that were discovered on 2/29/12, 3/2/12, 5/3/12 and 5/7/12 and Client #7's injury of unknown origin that was discovered on 5/7/12. PREVENTION: The QDDPD and Home Manager will each conduct active treatment observations on each shift no less than twice weekly to assure staff implement Client #1's support plan as written. Members of Operations and Quality Assurance Teams will monitor active treatment sessions as needed but no less than monthly to provide oversight and on-the-job coaching. The Quality Assurance Manager has established a tracking system to assure all investigations occur for all injuries of unknown origin. The status of all current investigation will be posted in a confidential manner to provide for follow-up with facility supervisory staff as needed. The Quality Assurance</i></p>	08/16/2012			

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	<p>remove the Immediate Jeopardy: "The interdisciplinary team has added the following additional supports for [client #1]:</p> <ol style="list-style-type: none"> [Client #1]'s Behavior Support Plan has been modified to include arm's length one to one observation between (sic) while she is awake. One to one staff will remain assigned to [client #1] overnight and when she is asleep. During periods of sleep, one to one staff will remain outside of [client #1]'s bedroom door listening to an audio monitor and will resume arm's length observation when she is awake. [Client #1] will continue to have her own bedroom to eliminate the possibility of night time aggression toward a roommate. <p>Direct Support staff at [client #1]'s residence have been trained on her current training, behavioral (sic). Direct support staff from other facilities who will be assisting with [client #1]'s transition have been trained on the revisions to her Behavior Support Plan."</p> <p>Through monitoring observations on 7/13/12 from 3:20 PM through 4:20 PM and 7/16/12 from 6:08 AM through 7:00</p>		<p>Team will audit completed investigations to all components of a thorough investigation have been completed. Responsible Parties: QDDPD, Support Associates, Operations Team, Quality Assurance Team</p>				

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	<p>AM, the one to one staffing protocol was in place. Record review of staff training and IDTs indicated training regarding client #1's one to one staffing protocol and Behavior Support Plan had occurred with staff. Client #1's revised Behavior Support Plan was reviewed on 7/13/12 at 12:12 PM and included the current preventative observation supports being implemented. The Quality Assurance and Licensure Manager was notified of the removal of the Immediate Jeopardy on 7/16/12 at 12:11 PM. While the Immediate Jeopardy was removed on 7/16/12, the facility remained out of compliance at the Condition level because the facility needed to demonstrate ongoing implementation of the added safeguards to address client #1's physical aggression.</p> <p>Findings include:</p> <p>1. The facility failed to implement its policy and procedure to prevent neglect of clients in regards to monitoring/supervising client #1 to prevent physical aggression and/or intimidation towards clients #2, #3, #4, #5, #6 and #7. The facility failed to implement its policy and procedure to complete an investigation in regards to client #7's injury of unknown origin on his back and four separate incidents of</p>			

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	<p>injury of unknown origin for client #1. Please see W149.</p> <p>2. The facility failed to complete an investigation in regards to client #7's injury of unknown origin on his back. The facility failed to complete an investigation in regard to four separate incidents of injury of unknown origin for client #1. Please see W154.</p> <p>9-3-2(a)</p>				

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W0149	<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.</p> <p>Based on interview and record review for 4 of 4 sampled clients (#1, #2, #4 and #7) plus 3 additional clients (#3, #5 and #6), the facility failed to implement its policy and procedure to prevent neglect of clients in regards to monitoring/supervising client #1 to prevent physical aggression and/or intimidation towards clients #2, #3, #4, #5, #6 and #7. The facility failed to implement its policy and procedure to complete an investigation in regards to client #7's injury of unknown origin on his back and four separate incidents of injury of unknown origin for client #1.</p> <p>Findings include:</p> <p>1. The facility's IIRs (Internal Incident Report) and BDDS (Bureau of Developmental Disabilities Services) reports were reviewed on 7/9/12 at 4:25 PM. The review indicated the following:</p> <p>-BDDS report dated 3/15/12 indicated on 3/15/12, "[Client #1] was in her room. Staff did not hear [client #1] come into the common area of the house and [client #1] came from behind as [client #2] walked to the medication room. [Client</p>	W0149	<p>CORRECTION: The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Specifically, the facility has implemented one to one, arms length staff observation of Client #1 to prevent physical aggression and intimidation toward Client #1's housemates. Additionally, the facility will complete investigations into client #1's injuries of unknown origin that were discovered on 2/29/12, 3/2/12, 5/3/12 and 5/7/12 and Client #7's injury of unknown origin that was discovered on 5/7/12.</p> <p>PREVENTION: The QDDPD and Home Manager will each conduct active treatment observations on each shift no less than twice weekly to assure staff implement Client #1's support plan as written. Members of Operations and Quality Assurance Teams will monitor active treatment sessions as needed but no less than monthly to provide oversight and on-the-job coaching. The Quality Assurance Manager has established a tracking system to assure all investigations occur for all injuries of unknown origin. The status of all current investigation will be posted in a confidential manner to provide for follow-up</p>	08/16/2012			

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	<p>#1] slapped [client #2] in the back."</p> <p>-IRR, 3/16/12 at 9:36 PM, "While sitting on on (sic) couch doing progress notes. [Client #5] sitting on the other one (couch) (sic). [Client #1] comes out sits next to [client #5], then get up and goes to head (sic) to room stop and slaps [client #5] really hard in face."</p> <p>-BDDS report dated 3/17/12 indicated on 3/16/12 client #1 slapped client #5.</p> <p>-IRR, 3/24/12 at 5:40 PM, "[Client #2] was yelling in her room she got up come to the living room in (sic) staff that [client #1] came in her room hit her on the upper right leg. No bruise at this time or pain. [Client #1] was redirected to her room, [client #1] kept coming out trying to hit other clients...."</p> <p>-IRR, 3/24/12 at 5:55 PM, "[Client #1] hit [client #6] in her right upper arm. Right after first hit [client #1] attempted to hit [client #6] again in same location."</p> <p>-IRR, 3/24/12 at 8:36 PM, "[Client #1] walked up behind [client #7], who was watching TV (Television) in living room and hit him in the back."</p> <p>-BDDS report dated 3/25/12 indicated on 3/24/12, "[Client #1] walked past [client</p>		with facility supervisory staff as needed. The Quality Assurance Team will audit completed investigations to all components of a thorough investigation have been completed. Responsible Parties: QDDPD, Support Associates, Operations Team, Quality Assurance Team				

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	<p>#6] and hit her on her right arm.... [Client #1] then walked to the back of the house and shortly thereafter [client #2] approached staff and began yelling that [client #1] had come into her bedroom and hit her in the right leg." The BDDS report indicated, "[Client #1] continued coming out of her room and targeting her housemates." The BDDS report indicated, "[Client #1] remained agitated... and at 8:36 PM [client #1] walked up behind [client #7] and hit him in the back."</p> <p>-BDDS report dated 5/6/12 indicated on 5/5/12, "[Client #1] left the medication room and while passing through the living room hit [client #7] on the back of his head with her forearm."</p> <p>-BDDS report dated 5/6/12 indicated on 5/5/12, "Staff heard [client #2] yell from her bedroom. When staff entered [client #2]'s bedroom they saw [client #1] hitting [client #2] on her leg. [Client #2] reported to staff that she had hit [client #1] back."</p> <p>-BDDS report dated 6/1/12 indicated on 5/31/12, "Staff was in the laundry room and heard [client #2] yell 'stop'. Staff went to [client #1] and [client #2]'s bedroom and saw [client #1] leaving the bedroom. Staff redirected [client #1] to go to the living room and noted that her wrist was red. The team has initiated an</p>			

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	<p>investigation into this incident of apparent client to client aggression."</p> <p>-BDDS report dated 6/11/12 indicated 6/10/12, "[Client #2] was passing [client #1] in the bedroom hallway when [client #1] hit [client #2] on her left arm. [Client #2] turned and hit [client #1] in the stomach."</p> <p>-IRR, 6/26/12 at unspecified time, "I was coming out (sic) the bathroom going into the living room and [client #1] went into [client #2's] room and [client #2] yells 'stop' [expletive] and [client #2] hit [client #1] back."</p> <p>-BDDS report dated 6/26/12, "Staff was coming out of the bathroom and observed [client #1] entering a housemate's bedroom and heard [client #2] yell 'stop'. As staff entered the room [client #2] hit [client #1]. [Client #1] was not injured but [client #2] sustained a reddened area on the left side of her face."</p> <p>-BDDS report dated 6/30/12 indicated on 6/30/12, "Staff came out of the bathroom and [client #3] said that he hit [client #1] because she had hit him first. [Client #1] approached [client #3], screamed and attempted to hit him but staff was able to keep the two individuals separated. [Client #1] sustained a bruise along the</p>			

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	<p>side of her right eye as a result of the altercation."</p> <p>Client #1's Interdisciplinary Diagnostic and Evaluation Center Form dated 6/22/10 was reviewed on 7/12/12 at 11:27 AM. The form indicated, "It was noted that her housemates often complain and generally tend to avoid [client #1]. [Client #1] often will keep them up all night and can be very aggressive and her constant screaming is very disconcerting to everyone. It was observed that a housemates (sic) who came home from some type of activity during the midmorning was almost wincing listening to [client #1] yell in another room and put her hands over her ears... [Client #1] can become aggressive and she will have very persistent screaming... [Client #1's] maladaptive behaviors are screaming and growling or even a high pitched scream that can go on for hours for up to 18 hours. [Client #1] is potentially dangerous to both herself and others... [Client #1] will grab staff and others around the neck. [Client #1] has been known to bite, kick and scratch staff. [Client #1] also has been noted to become physically aggressive towards more fragile individuals with whom she comes in contact with. [Client #1] is seen frequently by her psychiatrist and medications have been adjusted and</p>			

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	<p>changed with limited positive results. [Client #1's] behavior continues to be problematic in both group home and elsewhere. [Client #1's] constant screaming and periodic physical aggression are not only stressful for her and staff but also affecting the quality of life of her housemates. [Client #1] will ride with staff if her behavior is somewhat controlled but she is potentially dangerous to the driver if she is agitated.</p> <p>Recommendations:</p> <p>1. [Client #1] needs an alternative residential placement where [Client #1] can be supervised 24/7 that does not require participation in daily activities since [Client #1] resists these. Since [Client #1] can be aggressive towards others it would be best if [Client #1] were not around other individuals who are fragile and unable to protect themselves...</p> <p>3. Continued efforts need to be made to modify [Client #1's] behavior or treat it medically. Despite significant and ongoing efforts to address her behaviors [Client #1] is continuously disruptive to the group home and cannot be taken out into the community except perhaps going through a drive through at a restaurant. At times [Client #1] is not safe to be driven by another person to appointments because of her agitation...."</p> <p>Client #1's Daily Progress Notes were</p>						

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	<p>reviewed on 7/12/12 at 11:27 AM. The review indicated the following:</p> <p>-4/1/12, "[Client #1] had a rough evening-physically aggressive and very agitated. Threw things at clients and staff."</p> <p>-4/7/12, "[Client #1] has been screaming, yelling and throwing shoes today. Trying to hit clients and staff."</p> <p>-4/9/12, "[Client #1] was having a behavior after transport where she keeps running into another staff. Room (sic) hitting on clients staff redirected [client #1] back to her room. [Client #1] then got up and ran back in clients' rooms. [Client #1] did this several times."</p> <p>-4/19/12, "Trying to hit people with (her) cast clients and staff."</p> <p>-4/20/12, "[Client #1] has been screaming all day."</p> <p>-4/21/12, "Screaming."</p> <p>-4/22/12, "Screaming."</p> <p>-4/27/12, "[Client #1] was throwing her shoes at the clients."</p> <p>-4/28/12, "Screaming."</p>						

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	<p>-4/29/12, "[Client #1] was throwing objects (sic) staff got all objects out of [client #1]'s reach so [client #1] started to scream then was hitting herself in the face with her arm that she has the cast on..."</p> <p>5/3/12, "[Client #1] was screaming and yelling (sic) she was also trying to hit staff and clients with her cast and also with her right arm. [Client #1] was screaming and hitting at another staff with both hand and cast. [Client #1] was having a fit. [Client #1] started knocking things off the table and throwing things."</p> <p>-5/4/12, "Screaming."</p> <p>-5/6/12, "Screaming (sic) trying to hit staff."</p> <p>-5/7/12, "[Client #1] keeps coming out (sic) the room trying to hit staff and clients then she goes back to the room."</p> <p>-5/8/12, "...was screaming and throwing stuff at staff. Was slapping herself and tried to hit another client."</p> <p>-5/8/12, "[Client #1] was slapping self (sic) hitting at clients and punching."</p> <p>-5/8/12, "[Client #1] screaming, punching self, swinging cast at clients and staff."</p>			

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	-5/9/12, "...trying to hit staff."			
	-5/10/12, "Yelled all night long."			
	-5/12/12, "Screaming."			
	-5/13/12, "Trying to hit people and screaming."			
	-5/14/12, "Yelling and trying to hit staff."			
	-5/16/12, "Screaming and hitting at staff."			
	-5/22/12, "[Client #1] didn't sleep to (sic) well. Screamed and tried to fight staff all night. Also walked in a client's room and tried to hit them."			
	-5/22/12, "Keeps screaming and trying to hit staff and clients all night."			
	-5/26/12, "Didn't sleep at all. [Client #1] was screaming all night. When staff offered her something to drink she threw the cup. [Client #1] tried to go in some of the clients' rooms to attack them."			
	-5/27/12, "Screaming all night. Tried to hit a client while that client was asleep. [Client #1] was redirected to the living room where [client #1] tried to fight with staff."			

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	<p>-5/31/12, "[Client #1] was having behaviors this afternoon (sic) she was screaming and hitting self on legs hitting arms on chair. Staff redirected [client #1] to room but she refused to stay. [Client #1] is hitting clients and screaming."</p> <p>-6/1/12, "Up all night throwing things and trying to hit clients."</p> <p>-6/2/12, "Screaming and trying to hit other clients."</p> <p>-6/3/12, "[Client #1] became very agitated this afternoon and staring (sic) hitting binders numerous times. Could not determine what caused her to become upset. [Client #1] also tried to hit clients several times."</p> <p>-6/5/12, "Screaming and hitting at the staff."</p> <p>-6/6/12, "Screaming all day."</p> <p>-6/7/12, "[Client #1] had an okay night. [Client #1] stayed up half the night screaming (sic) throwing things swinging her right arm on staff. [Client #1] was frantic and upset."</p> <p>-6/9/12, "Up all night yelling and screaming."</p>			

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	<p>-6/10/12, "Agitated today, [client #1] was throwing objects and shoes at staff and other clients. [Client #1] and [client #2] got into a fight and [client #1] got scratches on the right side of her face and bruises on her stomach and her back from the fight."</p> <p>-6/19/12, "Up all night throwing things and trying to hit staff."</p> <p>-6/20/12, "Hit another client."</p> <p>-6/26/12, "[Client #1] was screaming at the clients also getting out of seat trying to hit other consumers."</p> <p>-6/26/12, "Yelling and screaming [client #1] went into the room and hit [client #2] when she was sleep (sic)."</p> <p>-6/27/12, "[Client #1] yelling and trying to hit staff and clients."</p> <p>-6/28/12, "Yelling and screaming."</p> <p>Client #1's record was reviewed on 7/12/12 at 11:27 AM. Client #1's IDT (Interdisciplinary Team) meeting notes indicated the following:</p> <p>-IDT 3/16/12 indicated staff will continue following client #1's BSP (Behavior Support Plan) to reduce the incidents of</p>						

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	<p>physical aggression toward her peers.</p> <p>-IDT 3/24/12, "[Client #1] continues to display physical aggression and her guardian believes that if she has a one on one staff this would help her reduce displaying physical aggression toward her housemates. However, in the past, [client #1] had a one on one staff and [client #1] continued to hit her housemates."</p> <p>-IDT 6/26/12 indicated the team discussed keeping client #1 busy and listening to music to address client #1's incidents of physical aggression.</p> <p>DSP (Direct Support Professional) #1 was interviewed on 7/11/12 at 6:51 AM. DSP #1 stated, "[Client #1] goes into the other clients' rooms at night. [Client #1] is aggressive with all of her peers. Transport is bad because [client #1] cannot sit beside anyone. There is only one staff on transport and so we can't stop things that happen on the van. I don't know if the clients are afraid of [client #1]; they seem to be agitated and on edge. I think they might be nervous or a little fearful. [Client #1] seems to target [client #2]. [Client #2] seems like she is afraid of [client #1] sometimes."</p> <p>DSP #2 was interviewed on 7/11/12 at 7:00 AM. DSP #2 indicated client #1 was</p>				

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	<p>physically aggressive toward the other clients in the home. DSP #2 indicated client #1 got up during the night and tried to hit other clients while they were asleep. DSP #2 indicated client #1 screams at night and disrupts the other clients. When asked if the clients were afraid or intimidated by client #1, DSP #2 indicated client #6 was afraid. DSP #2 stated, "[Client #1] attacks people. We can just be sitting on the couch and she will just attack with no reason. The clients seem uncomfortable and nervous with her around." DSP #2 indicated the clients complained to her about client #1 keeping them awake at night with her screaming.</p> <p>QDDP #1 (Qualified Developmental Disabilities Professional) was interviewed on 7/11/12 at 7:10 AM. QDDP #1 indicated client #1 was disruptive to the other clients. QDDP #1 indicated client #1 hit the other clients without provocation and kept the house awake at night with her screaming.</p> <p>Client #2 was interviewed on 7/11/12 at 7:14 AM. Client #2 stated, "[Client #1] comes into my room at night. [Client #1] tries to hit me. I have to hit her back. I cannot just let her do that to me." Client #2 stated, "I don't like her. [Client #1] is always trying to hit me." When asked if she was afraid or intimidated by client #1,</p>			

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	<p>client #2 stated, "Yes."</p> <p>Client #4 was interviewed on 7/11/12 at 7:19 AM. Client #4 indicated client #1 had tried to hit him. Client #4 indicated client #1 had kept him up at night with her screaming.</p> <p>Client #5 was interviewed on 7/11/12 at 7:20 AM. Client #5 stated, "[Client #1] tried to hit me. [Client #1] swung her arms at me and tried to hit me three times."</p> <p>Client #7 was interviewed on 7/11/12 at 7:23 AM. Client #7 indicated client #1 had hit him. Client #7 indicated he was unable to sleep at night due to client #1's screaming. Client #7 indicated client #1 screamed throughout the night. Client #7 indicated client #1 tried to go into clients' rooms at night and fight them.</p> <p>Client #6 was interviewed on 7/11/12 at 7:35 AM. Client #6 indicated client #1 had attempted to hit her.</p> <p>Administrative staff #1 was interviewed on 7/12/12 at 3:00 PM. Administrative staff #1 stated, "[Client #1] has a pattern of physical aggression toward her peers." Administrative staff #1 indicated facility staff had been unable to prevent client #1 from aggressing toward her peers.</p>			

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	<p>Administrative staff #1 indicated there were no additional IDTs to review.</p> <p>Administrative staff #1 indicated the team did not implement a one on one staff after the 3/16/12 IDT due to previous experience with a one to one and client #1.</p> <p>2. The facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal investigations were reviewed on 7/9/12 at 4:25 PM. The review indicated the following:</p> <p>-BDDS report dated 5/8/12 indicated on 5/7/12, "While assisting [client #7] staff noted a 6 inch bruise on his middle back. [Client #7] was not able to explain how he sustained the injury."</p> <p>-BDDS report dated 5/8/12 indicated on 5/7/12, "While performing a routine physical assessment on [client #1], staff noted a bruise on his left thumb, a red area under her right breast that appeared to be a result of contact with her undergarment and apple sized purple bruise on her right upper thigh."</p> <p>-BDDS report dated 5/4/12 indicated on 5/3/12, "During weekly body assessment staff noticed a 4.5 centimeter light purple bruise on the right elbow of [client #1]."</p>			

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	<p>-BDDS report dated 3/3/12 indicated on 3/2/12, "[Staff #1] was assisting [client #1] with getting ready for bed. [Staff #1] discovered a 4 inch purple/blue bruise above [client #1]'s left knee. [Staff #1] asked [client #1] what happened to her leg. [Client #1] said she didn't know."</p> <p>-BDDS report dated 2/29/12 indicated on 2/29/12, "When staff woke [client #1] to administer her 5:00 AM medication no bruising or bleeding was noted. When staff returned to assist [client #1] with her morning routine at 6:00 AM staff discovered a 1 inch laceration on her right forearm. The supervisor and nurse were notified per protocol and staff performed first aid to the affected area. [Client #1] lacks functional verbal skills and could not say how she received the injury."</p> <p>The review did not indicate investigations regarding these injuries of unknown origin were conducted.</p> <p>PD #1 (Program Director) was interviewed on 7/13/12 at 11:40 AM. PD #1 indicated she had been on vacation the during the time of the 5/8/12 and 5/4/12 incidents regarding clients #1 and #7. PD #1 indicated she had not completed an investigation for the incidents regarding clients #1 and client #7 for the 5/8/12 and 5/4/12 incidents. PD #1 indicated she was</p>						

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	<p>not assigned to the home at the time of the 2/29/12 and 3/3/12 incidents of injury of unknown origin for client #1. PD #1 indicated the incidents of injury of unknown origin should be investigated. PD #1 indicated there were no additional investigations available for review.</p> <p>The facility's policy and procedures were reviewed on 7/12/12 at 5:25 PM. The facility's 9/14/07 policy and procedure entitled Abuse, Neglect, Exploitation operating standard 1.26 indicated, "Following [agency] protocol for the exact process to report incidents, once the suspicion has been reported to the supervisor and/or PD (Program Director), the PD will report, within 24 hours, the suspected abuse, neglect or exploitation as follows:</p> <p>G. "To the BDDS central office...."</p> <p>"All allegations or occurrences of abuse, neglect and exploitation shall be reported to the appropriate authorities through the appropriate supervisory channels and will be thoroughly investigated under the polices of Adept, ResCare, and local, state and federal guidelines."</p> <p>"Emotional/physical neglect: failure to provide goods and/or services necessary for the individual to avoid physical harm.</p>			

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	<p>Failure to provide the support necessary to an individual's psychological and social well being...." Program intervention neglect is defined as, "failure to provide good and/or services necessary for the individual to avoid physical harm. Failure to implement a support plan, inappropriate application of intervention without a qualified person notification/review.</p> <p>Intimidation/Emotional abuse: the act or failure to act that results or could result in emotional injury to an individual...</p> <p>Discouraging or inhibiting behavior by threatening both actual and implied.</p> <p>Attitude or actions that interfere with the psychological and social well being of an individual...."</p> <p>9-3-2(a)</p>			

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W0154	<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 for 5 of 30 incidents of abuse, neglect or injuries of unknown origin reviewed for 2 of 4 sampled clients (#1 and #7), the facility failed to complete an investigation in regards to client #7's injury of unknown origin on his back. The facility failed to complete an investigation in regard to four separate incidents of injury of unknown origin for client #1.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal investigations were reviewed on 7/9/12 at 4:25 PM. The review indicated the following:</p> <p>-BDDS report dated 5/8/12 indicated on 5/7/12, "While assisting [client #7] staff noted a 6 inch bruise on his middle back. [Client #7] was not able to explain how he sustained the injury."</p> <p>-BDDS report dated 5/8/12 indicated on 5/7/12, "While performing a routine physical assessment on [client #1], staff noted a bruise on his left thumb, a red area under her right breast that appeared</p>	W0154	<p>CORRECTION: <i>The facility must have evidence that all alleged violations are thoroughly investigated.</i> Specifically, the facility will complete investigations into client #1's injuries of unknown origin that were discovered on 2/29/12, 3/2/12, 5/3/12 and 5/7/12 and Client #7's injury of unknown origin that was discovered on 5/7/12.</p> <p>PREVENTION: The Quality Assurance Manager has established a tracking system to assure all investigations occur for all injuries of unknown origin. The status of all current investigation will be posted in a confidential manner to provide for follow-up with facility supervisory staff as needed. The Quality Assurance Team will audit completed investigations to all components of a thorough investigation have been completed. Responsible Parties: QDDPD, Support Associates, Operations Team, Quality Assurance Team</p>	08/16/2012

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NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA				STREET ADDRESS, CITY, STATE, ZIP CODE 4160 N CAMPBELL AVE INDIANAPOLIS, IN 46220			
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	<p>to be a result of contact with her undergarment and apple sized purple bruise on her right upper thigh."</p> <p>-BDDS report dated 5/4/12 indicated on 5/3/12, "During weekly body assessment staff noticed a 4.5 centimeter light purple bruise on the right elbow of [client #1]."</p> <p>-BDDS report dated 3/3/12 indicated on 3/2/12, "[Staff #1] was assisting [client #1] with getting ready for bed. [Staff #1] discovered a 4 inch purple/blue bruise above [client #1]'s left knee. [Staff #1] asked [client #1] what happened to her her leg. [Client #1] said she didn't know."</p> <p>-BDDS report dated 2/29/12 indicated on 2/29/12, "When staff woke [client #1] to administer her 5:00 AM medication no bruising or bleeding was noted. When staff returned to assist [client #1] with her morning routine at 6:00 AM staff discovered a 1 inch laceration on her right forearm. The supervisor and nurse were notified per protocol and staff performed first aid to the affected area. [Client #1] lacks functional verbal skills and could not say how she received the injury."</p> <p>The review did not indicate investigations were conducted regarding these injuries of unknown origin.</p>						

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	<p>PD #1 (Program Director) was interviewed on 7/13/12 at 11:40 AM. PD #1 indicated she had been on vacation the during the time of the 5/8/12 and 5/4/12 incidents regarding clients #1 and #7. PD #1 indicated she had not completed an investigation for the incidents regarding client #1 and client #7 for the 5/8/12 and 5/4/12 incidents. PD #1 indicated she was not assigned to the home during at the time of the 2/29/12 and 3/3/12 incidents of injury of unknown origin for client #1. PD #1 indicated the incidents of injury of unknown origin should be investigated. PD #1 indicated there were no additional investigations available for review.</p> <p>9-3-2(a)</p>				

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W0259	<p>483.440(f)(2) PROGRAM MONITORING & CHANGE At least annually, the comprehensive functional assessment of each client must be reviewed by the interdisciplinary team for relevancy and updated as needed.</p> <p>Based on record review and interview for 1 of 4 sampled clients (#7), the facility failed to ensure client #7 had a current CFA (Comprehensive Functional Assessment) completed annually.</p> <p>Findings include:</p> <p>Client #7's record was reviewed on 7/13/12 at 10:47 AM. Client #7's CFA was dated 2/2011.</p> <p>QMRP (Qualified Mental Retardation Professional) #1 and #2 were interviewed on 7/13/12 at 11:40 AM. QMRP #2 indicated client #7 did not have a more current CFA. QMRP #2 indicated client #7 should have a CFA completed or reviewed annually.</p> <p>9-3-4(a)</p>	W0259	<p>CORRECTION: <i>At least annually, the comprehensive functional assessment of each client must be reviewed by the interdisciplinary team for relevancy and updated as needed.</i> Specifically, the interdisciplinary team has updated Client #7's Comprehensive Functional Assessment. PREVENTION: Facility professional staff will be retrained regarding the need to update all relevant assessments as needed but no less than annually. Members of the Operations and Quality Assurance Teams will audit facility support documents on an ongoing basis to assure assessment data remains current. Operations and/or Quality Assurance audits will occur as needed but no less than monthly.</p> <p>Responsible Parties: QDDPD, Support Associates, Operations Team, Quality Assurance Team</p>	08/16/2012	

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W0436	<p>483.470(g)(2) SPACE AND EQUIPMENT</p> <p>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.</p> <p>Based on observation, record review and interview for 2 of 4 clients with adaptive equipment (#4 and #7), the facility failed to ensure client #4 had a pair of prescription eyeglasses. The facility failed to ensure client #7 did not purchase his adaptive equipment.</p> <p>Findings include:</p> <p>1. Observations were conducted at the group home on 7/10/12 from 5:15 PM through 6:15 PM and on 7/11/12 from 6:05 AM through 8:00 AM. Client #4 was observed in the group home throughout the observation periods. Client #4 did not wear eyeglasses during the observation periods.</p> <p>Client #4's record was reviewed on 7/13/12 at 11:25 AM. Client #4's Visual Care Progress Note dated 5/3/12 indicated a recommendation for prescription eyeglasses.</p> <p>QMRP (Qualified Mental Retardation</p>	W0436	<p>CORRECTION: <i>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. Specifically, the facility has located Client #4's eyeglasses and will develop a measurable training objective to support Client #4 in learning to make informed decisions about using his eyeglasses.</i></p> <p>PREVENTION: Professional staff will be retrained regarding the need to provide adaptive equipment for consumers as ordered. Members of the Operations and Quality Assurance Teams will review medical appointment documentation and adaptive equipment cleaning documentation to assure all recommended adaptive equipment is in place.</p> <p>Responsible Parties: QDDPD, Support Associates, Operations Team, Quality Assurance Team</p>	08/16/2012			

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	<p>Professional) #1 and #2 were interviewed on 7/13/12 at 11:40 AM. QMRP #1 stated, "No, I've never known [client #4] to have glasses." QMRP #2 indicated client #4 did not have a pair of eyeglasses. QMRP #2 indicated client #4 had a prescription for the eyeglasses but was unable to purchase the eyeglasses due to issues with his Medicaid funds. QMRP #2 indicated the facility was responsible for purchasing the eyeglasses.</p> <p>2. Client #7's financial record was reviewed on 7/13/12 at 1:54 PM. Client #7's RFMS (Resident Financial Management System) form dated 2/27/12 indicated a check in the amount of \$74.89 was issued for a shower chair. Client #7's receipt dated 3/14/12 indicated the purchase of an adaptive shower chair in the amount of \$74.89.</p> <p>Interview with QAM #1 (Quality Assurance Manager) on 7/13/12 at 4:00 PM indicated client #7 had purchased an adaptive shower chair. QAM #1 indicated client #7 should not purchase adaptive equipment.</p> <p>9-3-7(a)</p>						