

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155481	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 02/27/2012
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NAME OF PROVIDER OR SUPPLIER ARBOR TRACE HEALTH & LIVING COMMUNITY	STREET ADDRESS, CITY, STATE, ZIP CODE 3701 HODGIN RD RICHMOND, IN 47374
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F0000	<p>This visit was for a Recertification and State Licensure survey.</p> <p>Survey dates: February 20, 21, 22, 23, 24, & 27 2012.</p> <p>Facility number: 000455 Provider number: 155481 AIM Number: 100291010</p> <p>Survey team: Angel Tomlinson, RN TC Sharon Lasher, RN Leslie Parrett, RN Barbara Gray, RN [February 27, 2012]</p> <p>Census bed type: SNF: 34 SNF/NF: 62 Residential: 35 Total: 131</p> <p>Census payor type: Medicare: 30 Medicaid: 36 Other: 65 Total: 131</p> <p>Sample: Stage two sample 17 Residential sample: 5</p>	F0000	<p>This plan of correction is to serve as Arbor Trace's credible allegation of compliance. Submission of this plan of correction does not constitute an admission by Arbor Trace or its management company that the allegations contained in the survey report are a true and accurate portrayal of the provision of nursing care and other services in this facility. Nor does this submission constitute and agreement or admission of the survey allegations.</p>	

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

TITLE

(X6) DATE

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

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	<p>These deficiencies reflect State findings cited in accordance with 410 IAC 16.2.</p> <p>Quality review completed on March 3, 2012 by Bev Faulkner, RN</p>				

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F0156 SS=B	<p>483.10(b)(5) - (10), 483.10(b)(1) NOTICE OF RIGHTS, RULES, SERVICES, CHARGES</p> <p>The facility must inform the resident both orally and in writing in a language that the resident understands of his or her rights and all rules and regulations governing resident conduct and responsibilities during the stay in the facility. The facility must also provide the resident with the notice (if any) of the State developed under §1919(e)(6) of the Act. Such notification must be made prior to or upon admission and during the resident's stay. Receipt of such information, and any amendments to it, must be acknowledged in writing.</p> <p>The facility must inform each resident who is entitled to Medicaid benefits, in writing, at the time of admission to the nursing facility or, when the resident becomes eligible for Medicaid of the items and services that are included in nursing facility services under the State plan and for which the resident may not be charged; those other items and services that the facility offers and for which the resident may be charged, and the amount of charges for those services; and inform each resident when changes are made to the items and services specified in paragraphs (5)(i)(A) and (B) of this section.</p> <p>The facility must inform each resident before, or at the time of admission, and periodically during the resident's stay, of services available in the facility and of charges for those services, including any charges for services not covered under Medicare or by the facility's per diem rate.</p> <p>The facility must furnish a written description of legal rights which includes:</p>				

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	<p>A description of the manner of protecting personal funds, under paragraph (c) of this section;</p> <p>A description of the requirements and procedures for establishing eligibility for Medicaid, including the right to request an assessment under section 1924(c) which determines the extent of a couple's non-exempt resources at the time of institutionalization and attributes to the community spouse an equitable share of resources which cannot be considered available for payment toward the cost of the institutionalized spouse's medical care in his or her process of spending down to Medicaid eligibility levels.</p> <p>A posting of names, addresses, and telephone numbers of all pertinent State client advocacy groups such as the State survey and certification agency, the State licensure office, the State ombudsman program, the protection and advocacy network, and the Medicaid fraud control unit; and a statement that the resident may file a complaint with the State survey and certification agency concerning resident abuse, neglect, and misappropriation of resident property in the facility, and non-compliance with the advance directives requirements.</p> <p>The facility must comply with the requirements specified in subpart I of part 489 of this chapter related to maintaining written policies and procedures regarding advance directives. These requirements include provisions to inform and provide written information to all adult residents concerning the right to accept or refuse medical or surgical treatment and, at the</p>			

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	<p>individual's option, formulate an advance directive. This includes a written description of the facility's policies to implement advance directives and applicable State law.</p> <p>The facility must inform each resident of the name, specialty, and way of contacting the physician responsible for his or her care.</p> <p>The facility must prominently display in the facility written information, and provide to residents and applicants for admission oral and written information about how to apply for and use Medicare and Medicaid benefits, and how to receive refunds for previous payments covered by such benefits.</p> <p>Based on interview and record review, the facility failed to give a detailed explanation for the reason residents were discharged from skilled services for 3 of 3 residents that met the criteria for liability notices and beneficiary appeal. (Resident #61, #100 and #138)</p> <p>Findings include</p> <p>1.) Review on 2/24/12 at 10:45 a.m., of Resident #61's discharge notice from skilled services, provided by the Office Manager dated, 12/8/11, indicated the resident was discharged due to "the effective date coverage of your current skilled nursing will end on 12/08/11." No further explanation was documented.</p>	F0156	<p>F156 - 483.10(b)NOTICE OF RIGHTS, RULES, SERVICES, CHARGES</p> <p>I.Residents #1, #100 and #138 were issued a "Notice of Medicare Provider Non-Coverage" which is CMS Form-10123, as required by CMS. Residents #1, #100 and #138 had these forms signed by their POA.</p> <p>II.Effective immediately each "Notice of Medicare Provider Non-Coverage" form will include a specific reason why Medicare coverage is not continuing.</p> <p>III.The systemic change is each "Notice of Medicare Provider Non-Coverage" will be completed by the Social Service Director and will include the reason the resident is no longer eligible for Medicare coverage. This reason will be reviewed with the resident and/or POA.</p> <p>IV.The Administrator (or</p>	03/14/2012	

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	<p>2.) Review on 2/24/12 at 10:45 a.m., of Resident #100's discharge notice from skilled services, provided by the Office Manager dated, 12/1/11, indicated the resident was discharged due to "the effective date coverage of your current skilled nursing will end on 12/01/11." No further explanation was documented.</p> <p>3.) Review on 2/24/12 at 10:45 a.m., of Resident #138's discharge notice from skilled services, provided by the Office Manager dated, 1/25/12, indicated the resident was discharged due to "the effective date coverage of your current skilled nursing will end on 1/25/12." No further explanation was documented.</p> <p>During interview on 2/24/12 at 11:08 a.m., the Business Office Manager indicated a detailed explanation on discharge notices were not provided to residents on their discharge from Skilled Services.</p> <p>3.1-4(a)</p>		<p>designee) will audit all "Notice of Medicare Provider Non-Coverage" forms for 60 days, then 1 time per week for 4 months, then 1 time per month to total 12 months of monitoring. The results of these reviews will be discussed at the monthly facility Quality Assurance Committee meeting and frequency and duration of reviews will be adjusted as needed.</p>		

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F0166 SS=D	<p>483.10(f)(2) RIGHT TO PROMPT EFFORTS TO RESOLVE GRIEVANCES</p> <p>A resident has the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.</p> <p>Based on observation, interview and record review, the facility failed to resolve an resident's grievance of requesting a roommate change for 1 of 1 resident' that met the criteria for grievances (Resident #120).</p> <p>Finding include:</p> <p>Interview with Resident #120 on 2-20-12 at 3:17 p.m., indicated she had concerns/problems with her roommate. Resident #120 indicated it was not that she disliked her roommate, but could not talk with her or ask her any questions. The resident indicated it had been stressful for her and her husband. The resident indicated her roommate kept her awake at night. The resident indicated it was effecting her life and she did not feel it was fair to her. The resident indicated the facility knew about it. The resident indicated she did not feel the facility had addressed her concerns satisfactorily.</p>	F0166	<p>F166 - 483.10(f)(2) RIGHT TO PROMPT EFFORTS TO RESOLVE GRIEVANCES</p> <p>I. Resident #120 has been moved to a private, dually certified bed. The resident's Medicaid was made effective on 02/27/2012 with the retroactive date of 12/01/2011. The date of 02/27/2012 was the final day of survey. There are no open semi-private rooms available in the community.</p> <p>II. The facility does not have any room move requests outstanding as of 03/12/2012</p> <p>III. The systemic change is the Social Service Director will notify the Administrator (or designee) of any room move requests in writing. The Social Services Director will log all room move requests to include the date a room move request was made, the dates open rooms are offered, and the resident or POAs acceptance or declination of the offered room.</p> <p>IV. The Administrator will audit the room move request log 5 times per week for 60 days, then 1 time per week for 4 months, then 1 time per month to total 12 months of monitoring. The results of these reviews will be discussed at</p>	03/14/2012
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	<p>During observation at this time, Resident #1 (Resident #120's roommate) was sitting in the room grunting loudly during this interview with Resident #120. Resident #120 indicated she had told staff numerous times and that they tell her there is no place for them to put her.</p> <p>Review on 2-23-12 at 9:00 a.m., of Resident # 120's clinical record indicated the resident's diagnoses included, but were not limited to, depression, muscle weakness, Cerebrovascular Accident (CVA), anxiety, hypertension and arthritis.</p> <p>The Activity assessment for Resident #120, dated 11-11-12, indicated the resident spouse spends most of the day with her including meal times they prefer spending time in her room watching TV and just time together. The resident also had other visitors.</p> <p>The Minimum Data Set (MDS) assessment, dated 1-11-12, for Resident #120 indicated the following: make self understood-understood, ability to understand others-understands and how important is it to do your favorite activities- very important.</p> <p>The progress note for Resident #120,</p>		the monthly facility Quality Assurance Committee meeting and frequency and duration of reviews will be adjusted as needed.		

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	<p>dated 1-10-12 at 6:15 a.m., indicated the resident stated she would like to be moved to a different room due to her roommates disturbing sounds and behaviors during a.m. care. Informed the resident she would let Social Service know her request.</p> <p>The progress note for Resident #120, dated 1-11-12 at 12:28 p.m., indicated spoke with resident on 1-10-12 to address her concerns with wanting to switch rooms. Resident said that she does not like sharing a room with the person that she is in with right now. Because she is very loud. This writer explained to her that we do not have another room that we can move her to right now. But we will try to work something out. This resident said that she is willing to wait and be patient.</p> <p>The progress note for Resident #120, dated 1-11-12 at 3:53 p.m., indicated the resident states that she wakes up early due to her room mate yelling out, but she does sleep well at night time. The resident still would like to move rooms and this writer is trying to see if this can happen.</p> <p>The Activity assessment for Resident #120, dated 1-12-12 at 9:08 a.m., indicated the resident was alert and</p>						

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	<p>oriented and no problems in communication needs and wants. The resident prefers spending her time with her spouse.</p> <p>The progress note for Resident #120, dated 1-19-12, indicated a Care plan conference was held. Resident would still like to change rooms. She was told that we are working on this and will try our best to make this happen. Resident likes to spend most of her time with her husband who was at the facility every day until after lunch. The resident still wants to be put to bed around 7:30 p.m. at night. We talked about watching a movie in the evening if she is not able to sleep.</p> <p>During interview with Resident #120 on 2-23-12 at 10:27 a.m., indicated the resident had requested a different room and roommate for a long time, around two to three months. Resident #120 indicated she had been married for 60 years and her husband visits her every day. The resident indicated it was difficult for them to visit at times due to the roommate screaming. Resident #120 indicated her roommate screams and howls a lot. Resident #120 indicated on 2-22-12 she was asleep around 8:00 p.m., when staff brought her roommate in the room to lay down.</p>						

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	<p>Resident #120 indicated her roommate screamed for an hour before she fell asleep. Resident #120 indicated this was disruptive to her sleep.</p> <p>During interview with the Social Service Director (S.S.D.) on 2-23-12 at 2:20 p.m., indicated the usual practice for the facility if a resident voiced concerns about a roommate was to attempt to find them an semi private room immediately that fit their needs. The S.S.D. indicated If residents were not compatible, the facility attempts to find a compatible roommate for them and that could be difficult. The S.S.D. indicated Resident #120 had come to the staff a couple times and asked for a new roommate. The S.S.D. indicated she explained to Resident #120 that the facility did not have anywhere to move her and asked for her to wait and be patient. The S.S.D. indicated the resident indicated she would wait. The S.S.D. indicated Resident #120 and her husband spent a lot of time in her room and they want someone who is not in the room a lot and it was difficult to find someone like that for her. The S.S.D. indicated the residents that resided in the 100 hall was private pay and the other halls were rehab rooms. The only hall for</p>			

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	<p>Resident #120 was the 300 hall. The S.S.D. indicated Resident #120 was private pay, but the resident had been waiting to receive Medicaid benefits and had been turned down 5 or 6 times. The S.S.D. indicated it had been month to month thing waiting to see if the resident would receive medicaid assistance.</p> <p>During interview with the S.S.D. on 2-23-12 2:55 p.m., indicated there has been no rooms in the facility in private hall since Resident #120 had voiced concerns about her roommate. The S.S.D. indicated she does not have a problem changing the resident's room but was trying to find a compatible roommate that would give her and husband privacy.</p> <p>During interview with Resident #120 on 2-24-12 at 9:38 a.m., indicated she was private pay. Resident #120 indicated she had been turned down for Medicaid three times.</p> <p>During interview with the Business Office Manager on 2-24-12 at 1:22 p.m., and review of room availability from 1-24-12 through 2-24-12, there were two or more private room beds available every day except for the date of 2-1-12, when there were no open beds. The listing for the week of</p>			

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	<p>2-20-12 through 2-24-12 indicated no less than 4 private rooms were available with one semi-private female bed available.</p> <p>The grievance policy, dated December 2004, provided by the Director Of Nursing on 2-24-12 at 10:50 a.m., indicated any resident may file a grievance concerning treatment, medical care, behavior of other residents, staff members, theft of property without fear of threat or reprisal in any form. The Administrator has delegated the responsibility of grievance and/or concern investigation to the Director of Social Services.</p> <p>3.1-7(a)(2)</p>			

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F0242 SS=D	<p>483.15(b) SELF-DETERMINATION - RIGHT TO MAKE CHOICES</p> <p>The resident has the right to choose activities, schedules, and health care consistent with his or her interests, assessments, and plans of care; interact with members of the community both inside and outside the facility; and make choices about aspects of his or her life in the facility that are significant to the resident.</p> <p>Based on observation, interview and record review, the facility failed to ensure a resident had the right to choose to sit in the hallway as she desired and failed to assist two residents to bed and to the bathroom as needed for residents that required assistance for 3 of 3 residents that met the criteria for choices (Resident #1, # 120 and #19).</p> <p>Findings include:</p> <p>1.) During observation on 2-20-12 at 2:58 p.m., Resident #1 was grunting and pointing to her bedroom door. CNA #3 came into the bedroom and stated to Resident #1 "no you can't go in the hall, we just brought you in here." Resident #1 began crying loudly and continued to point to the door. When queried why Resident #1 could not go into the hall and sit, CNA #3 indicated Resident #1 could not sit in the hall all the time</p>	F0242	<p>F242 -</p> <p>483.15(b)SELF-DETERMINATION - RIGHT TO MAKE CHOICES</p> <p>I.Resident #1 is placed in the hallway per their choice daily. Resident #120 is toileted and assisted to bed upon request. Resident #19 is toileted and assisted to bed upon request.</p> <p>II.The Administrator will meet with the resident council and other alert residents periodically to determine any issues that are related to the residents' right to make choices.</p> <p>III.The systemic change includes the Administrator (or designee) will routinely meet with the resident council and address right to make choices as perceived by the residents. The facility has purchased an additional sit-to-stand lift. Education will be provided to all staff regarding attention to residents' right to make choices including: 1) Providing residents their preference of activities per schedule (as appropriate), and 2) Providing residents their preference for toileting.</p>	03/23/2012	

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	<p>because it was a fire hazard. When queried who had told her that, CNA #3 indicated she had learned it in CNA training. CNA #3 indicated she would go ask her nurse if it was ok for Resident #1 to sit in the hallway. When CNA #3 left the room, I asked Resident #1 do you want to go sit in the hallway and the resident shook her head yes. Asked the resident if she could talk and the resident shook her head no. The resident continued to cry. CNA #3 came back into the room at 3:08 p.m., and indicated the nurse said it was ok for the resident to go sit in the hallway. Resident #1 shook her head yes and stopped crying. CNA #3 pushed Resident #1 out in the hallway in her wheelchair.</p> <p>Review of Resident #1's record on 2-23-12 at 12:08 p.m., indicated the resident's diagnoses included, but were not limited to, mental retardation, history of meningitis, anxiety, and dysphasia (impairment of speech).</p> <p>A care plan, dated 10-26-11, indicated the problem was resident activity participation varies at times she is willing to come to some activities and other times declines most all invites. She likes to be sitting in hallway close to nursing station</p>		<p>IV. An inservice will be held for facility personnel prior to March 23, 2012 concerning residents' right to make choices.</p> <p>V. Administrator (or designee) will provide audits per observation of call light response time and residents choice of activities. These audits will occur 5 times per week for 60 days, then 1 time per week for 4 months, then 1 time per month to total 12 months of monitoring.</p> <p>The results of these reviews will be discussed at the monthly facility Quality Assurance Committee meeting. The frequency and duration of reviews will be adjusted as needed.</p>		

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	<p>people watching and getting attention form staff and visitors. The goal was resident will be willing to participate in activity programs for 30 minutes 2-3 times a week that provide opportunities for social mental and sensory stimuli thru next review. The interventions updated on 12-10-11 included, but were not limited to, approach resident in slow calm manner get her attention and offer honest compliments to her in positive frame of mind before inviting her to the activity, identified activities interest included, but were not limited to, being around others, people watching</p> <p>The care plan for Resident #1, dated 1-17-12, indicated resident had signs and symptoms of mood distress as evidenced by crying and tearfulness.</p> <p>The Minimum Data Set (MDS) for Resident #1, dated 1-17-12, indicated the following: speech clarity-no speech, makes self understood-sometimes understood, ability to understand others- understands, transfer- extensive assistance of two people, walk in room- did not occur, walk in corridor- did not occur, locomotion on and off the unit- extensive assistance of one person.</p>			

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	<p>Interview with LPN #2 on 2-24-12 at 11:51 a.m., indicated CNA'S are inserviced on resident rights during orientation and annually.</p> <p>Interview with the Social Service Director on 2-24-12 at 2:20 p.m., indicated the direct care staff had a book with each residents' needs in them and Resident #1's preference of sitting in the hallway should be in that book.</p> <p>Interview with Director Of Nursing (DON) on 2-24-12 at 2:30 p.m., indicated there was nothing about Resident #1's special needs or communication in the CNA book; just about the resident ADL's. The DON indicated the book used to have Resident #1's special preferences in it, but someone had changed the book and they did not get put back in the book.</p> <p>2.) Review of the record of Resident #120 on 2-23-12 at 9:00 a.m., indicated the resident's diagnoses included, but were not limited to, depression, muscle weakness, Cerebrovascular Accident (CVA), anxiety, hypertension and arthritis.</p> <p>During interview with Resident #120 on 2-24-12 at 9:38 a.m., she indicated</p>			

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	<p>she had to wait to be assisted to the bathroom, the resident indicated the wait time varied. Resident #120 indicated she had to wait for toileting needs after meals. Resident #120 indicated the wing of the facility she lived on had a lot of residents to assist with meals. The resident indicated she knew she had waited 55 minutes to get assistance to bed. The resident indicated sometimes it was up to 30 minutes to get to go to bathroom. During observation at this time, the resident had a digital clock on her nightstand.</p> <p>The Minimum Data Set (MDS) assessment, dated 1-11-12, for Resident #120 indicated the following: make self understood-understood, ability to understand others-understands, transfer-extensive assistance of two people, walk in room- did not occur, walk in corridor- activity did not occur, locomotion on unit- total dependence of one person, toilet use- extensive assistance of two people, and bowel and bladder continence- frequently incontinent. Preference for customary routine and activities- how important is it to choose your own bedtime- very important, how important is it to do your favorite activities- very important.</p>						

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	<p>3.) During interview with Resident #19 on 2-21-12 at 9:21 a.m., indicated he had to use the sit to stand lift to go to bed or go to the bathroom. The resident indicated this caused him to wait long time.</p> <p>Review of Resident #19's record on 2-23-12 at 2:04 p.m., indicated the resident's diagnoses, included, but were not limited to, CVA and depression.</p> <p>The Minimum Data Set (MDS) assessment for Resident #19, dated 1-9-12, for Resident #19 indicated the following: make self understood-understood, ability to understand others-understands, transfer-extensive assistance of two people, walk in room- did not occur, walk in corridor- did not occur, dressing-extensive assistance of one person, toilet use- extensive assistance of two people, upper and lower extremities-impairment on both sides, bowel and bladder continence- frequently incontinent.</p> <p>During interview with Resident #19 on 2-24-12 at 10:04 a.m.,indicated he understood the staff could not take care of everybody at once. The resident indicated he waited one time for an hour to get help and sometimes</p>				

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	<p>it is up to 20 minutes. The resident indicated he had talked to staff about this and they say they did not have enough lifts to help everyone at once. The resident indicated at times he had wait to go to bathroom and to go to bed. The resident indicated this usually happened around meal time and bed time. The resident indicated he wore a watch and had a clock in his room. The resident indicated he also had a cell phone that had the time on it. The resident indicated he felt the problem was the CNA's were feeding residents in the assist dining room and there wasn't anyone to help people to go to bathroom or get to bed. The resident indicated he thought the facility should have one person at all times to assist residents with eating and helping the people in the hall that need the lift to go to bathroom or lay down.</p> <p>3.1-3(u)(1)</p>			

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F0246 SS=D	<p>483.15(e)(1) REASONABLE ACCOMMODATION OF NEEDS/PREFERENCES A resident has the right to reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered.</p> <p>Based on observation, interview and record review, the facility failed to accommodate one resident's needs of changing rooms causing the resident to become stressed and unable to sleep for 1 of 1 residents that met the criteria for resident rights (Resident #120).</p> <p>Finding include:</p> <p>1.) Interview with Resident #120 on 2-20-12 at 3:17 p.m., indicated she had concerns/problems with her roommate. Resident #120 indicated it was not that she disliked her roommate, but could not talk with her or ask her any questions. The resident indicated it had been stressful for her and her husband. The resident indicated her roommate kept her awake at night. The resident indicated it was effecting her life and she did not feel it was fair</p>	F0246	<p>F246 - 483.15(e)(1)RESONABLE ACCOMADATION OF NEEDS / PREFERENCES I.Resident #120 has been moved to a private, dually certified bed. The resident's Medicaid was made effective on 2/27/2012 with the retroactive date of 12/01/2012. The date of the 2/27/2012 was the final day of the survey. There are no open semi-private rooms available in the community. II.The facility does not have any room requests outstanding as of 3/12/2012. III.The systemic change is the Social Services Director will notify the Administrator (or designee) of any room move requests in writing. The Social Services Director will log all room move requests to include the date a room move request was made, the dates open rooms are offered and the resident or POAs acceptance (or declination) of the offered room. IV.The Administrator will audit the room move request log 5 times per week for 60 days, then 1 time per week for 4 months, then 1 time per month to total 12 months</p>	03/14/2012

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	<p>to her. The resident indicated the facility knew about it. The resident indicated she did not feel the facility had addressed her concerns satisfactorily. During observation at this time, Resident #1 (Resident #120's roommate) was sitting in the room grunting loudly during this interview with Resident #120. Resident #120 indicated she had told staff numerous times and that they tell her there is no place for them to put her.</p> <p>Review of the record of Resident #120 on 2-23-12 at 9:00 a.m., indicated the resident's diagnoses included, but were not limited to, depression, muscle weakness, Cerebrovascular Accident (CVA), anxiety, hypertension and arthritis.</p> <p>The Minimum Data Set (MDS) assessment, dated 1-11-12, for Resident #120 indicated the following: make self understood-understood, ability to understand others-understands and how important is it to do you to do your favorite activities- very important.</p> <p>The Activity assessment for Resident #120, dated, 11-11-12, indicated the resident spouse spends most of the day with her including meal times they</p>		<p>of monitoring. The results of these reviews will be discussed at the monthly facility Quality Assurance Committee meeting. The frequency and duration of the reviews will be adjusted as needed.</p>				

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	<p>prefer spending time in her room watching TV and just time together. The resident also had other visitors.</p> <p>The progress note for Resident #120, dated 1-10-12 at 6:15 a.m., indicated the resident stated she would like to be moved to a different room due to her roommates disturbing sounds and behaviors during a.m. care. Informed the resident she would let Social Service know her request.</p> <p>The progress note for Resident #120, dated 1-11-12 at 12:28 p.m., indicated "Spoke with resident on 1-10-12 to address her concerns with wanting to switch rooms. Resident said that she does not like sharing a room with the person that she is in with right now. Because she is very loud. This writer explained to her that we do not have another room that we can move her to right now. But we will try to work something out. This resident said that she is willing to wait and be patient."</p> <p>The progress note for Resident #120, dated 1-11-12 at 3:53 p.m., indicated the resident states that she wakes up early due to her room mate yelling out, but she does sleep well at night time. The resident still would like to move rooms and this writer is trying to</p>			

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	<p>see if this can happen.</p> <p>The Activity assessment for Resident #120, dated 1-12-12 at 9:08 a.m., indicated the resident was alert and oriented and no problems in communication needs and wants. The resident prefers spending her time with her spouse.</p> <p>The progress note for Resident #120, dated 1-19-12, indicated a Care plan conference was held. "Resident would still like to change rooms. She was told that we are working on this and will try our best to make this happen. Resident likes to spend most of her time with her husband who was at the facility every day until after lunch. The resident still wants to be put to bed around 7:30 p.m. at night. We talked about watching a movie in the evening if she is not able to sleep."</p> <p>During interview with Resident #120 on 2-23-12 at 10:27 a.m., indicated the resident had requested a different room and roommate for a long time, around two to three months. Resident #120 indicated she had been married for 60 years and her husband visits her every day. The resident indicated it was difficult for them to visit at times due to the</p>						

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	<p>roommate screaming. Resident #120 indicated her roommate screams and howls a lot. Resident #120 indicated on 2-22-12 she was asleep around 8:00 p.m. when staff brought her roommate in the room to lay down. Resident #120 indicated her roommate screamed for an hour before she fell asleep. Resident #120 indicated this was disruptive to her sleep.</p> <p>During interview with the Social Service Director (S.S.D.) on 2-23-12 at 2:20 p.m., indicated the usual practice for the facility if a resident voiced concerns about a roommate was to attempt to find them a semi private room immediately that fit their needs. The S.S.D. indicated If residents were not compatible, the facility attempts to find a compatible roommate for them and that could be difficult. The S.S.D. indicated Resident #120 had come to the facility staff a couple times and asked for a new roommate. The S.S.D. indicated she explained to Resident #120 that the facility did not have anywhere to move her and asked for her to wait and be patient. The S.S.D. indicated the resident indicated she would wait. The S.S.D. indicated Resident #120 and her husband spent a lot of time in her room and</p>						

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	<p>they want someone who is not in the room a lot and it was difficult to find someone like that for her. The S.S.D. indicated the residents that resided in the 100 hall was private pay and the other halls were rehab rooms. The only hall for Resident #120 was the 300 hall. The S.S.D. indicated Resident #120 was private pay, but the resident had been waiting to receive medicaid benefits and had been turned down 5 or 6 times. The S.S.D. indicated it had been month to month thing waiting to see if the resident would receive medicaid assistance.</p> <p>During interview with the S.S.D. on 2-23-12 2:55 p.m., indicated there has been no rooms in the facility in private hall since Resident #120 had voiced concerns about her roommate. The S.S.D. indicated she does not have a problem changing the resident's room, but was trying to find a compatible roommate that would give her and husband privacy.</p> <p>During interview with Resident #120 on 2-24-12 at 9:38 a.m., indicated she was private pay. Resident #120 indicated she had been turned down for Medicaid three times.</p> <p>During interview with the Business</p>			

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	<p>Office Manager on 2-24-12 at 1:22 p.m., and review of room availability from 1-24-12 through 2-24-12, there were two or more private room beds available every day except for the date of 2-1-12, when there were no open beds. The listing for the week of 2-20-12 through 2-24-12 indicated no less than 4 private rooms were available with one semi-private female bed available.</p> <p>Review of the record of Resident #1 on 2-23-12 at 12:08 p.m. indicated the resident's diagnoses included, but were not limited to, mental retardation, history of meningitis, anxiety, and dysphasia (impairment of speech).</p> <p>Review of the care plan for Resident #1, dated 1-17-12, indicated resident had signs and symptoms of mood distress as evidenced by crying and tearfulness.</p> <p>Review of the care plan for Resident #1, dated 2-5-10, indicated the resident had difficulty making self understood. Resident is non verbal, makes grunting noises when trying to communicate. The goal was the resident will establish a reliable means of communication signing, pointing, shaking head yes or no. The</p>			

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NAME OF PROVIDER OR SUPPLIER ARBOR TRACE HEALTH & LIVING COMMUNITY	STREET ADDRESS, CITY, STATE, ZIP CODE 3701 HODGIN RD RICHMOND, IN 47374
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	<p>interventions were ask questions requiring a yes and no answer, avoid talking around resident, observe for non verbal signs of distress guarding moaning, restlessness, grimacing, diaphoresis, withdrawal, staff must anticipate needs.</p> <p>Review of the care plan for Resident #1, dated 1-17-12, indicated the resident had a history of physical aggression during care including hitting, biting and spitting. The resident will resist care especially with a new or different care giver.</p> <p>3.1-3(v)(1)</p>			

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