

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155732	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 05/19/2014
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NAME OF PROVIDER OR SUPPLIER RIVEROAKS HEALTH CAMPUS	STREET ADDRESS, CITY, STATE, ZIP CODE 1244 VAIL ST PRINCETON, IN 47670
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R000000	<p>This visit was for the Investigation of Complaint IN00148009.</p> <p>Complaint IN00148009 - Substantiated, State findings related to the allegations are cited at R44, R45, and R48.</p> <p>Survey date: May 19, 2014</p> <p>Facility number: 004130 Provider number: 155732 AIM number: 200491050</p> <p>Survey team: Anne Marie Crays RN</p> <p>Census bed type: SNF: 13 NF: 19 SNF/NF: 25 Residential: 32 Total: 89</p> <p>Census payor type: Medicare: 13 Medicaid: 19 Other: 57 Total: 89</p> <p>Residential sample: 3</p>	R000000		

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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R000044	<p>These deficiencies reflects state findings cited in accordance with 410 IAC 16.5.</p> <p>Quality review completed on May 20, 2014 by Jodi Meyer, RN</p> <p>410 IAC 16.2-5-1.2(r)(1-5) Residents' Right - Deficiency (r) The transfer and discharge rights of residents of a facility are as follows: (1) As used in this section, " interfacility transfer and discharge " means the movement of a resident to a bed outside of</p>			

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	<p>the licensed facility.</p> <p>(2) As used in this section, " intrafacility transfer " means the movement of a resident to a bed within the same licensed facility.</p> <p>(3) When a transfer or discharge of a resident is proposed, whether intrafacility or interfacility, provision for continuity of care shall be provided by the facility.</p> <p>(4) Health facilities must permit each resident to remain in the facility and not transfer or discharge the resident from the facility unless:</p> <p>(A) the transfer or discharge is necessary for the resident ' s welfare and the resident ' s needs cannot be met in the facility;</p> <p>(B) the transfer or discharge is appropriate because the resident ' s health has improved sufficiently so that the resident no longer needs the services provided by the facility;</p> <p>(C) the safety of individuals in the facility is endangered;</p> <p>(D) the health of individuals in the facility would otherwise be endangered;</p> <p>(E) the resident has failed, after reasonable and appropriate notice, to pay for a stay at the facility; or</p> <p>(F) the facility ceases to operate.</p> <p>(5) When the facility proposes to transfer or discharge a resident under any of the circumstances specified in subdivision (4) (A), (4)(B), (4)(C), (4)(D), or (4)(E), the resident ' s clinical records must be documented. The documentation must be made by the following:</p> <p>(A) The resident ' s physician when transfer or discharge is necessary under subdivision (4)(A) or (4)(B).</p> <p>(B) Any physician when transfer or discharge is necessary under subdivision (4) (D).</p>	R000044	All residents have the potential to	06/02/2014

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	<p>Based on interview and record review, the facility failed to ensure a resident was not discharged from the facility without appropriate reason, and failed to ensure the physician documented the reason the facility could not meet the resident's needs, for 1 of 3 residents reviewed who were transferred/discharged from the facility, in a sample of 3. Resident A</p> <p>Findings include:</p> <p>The closed record of Resident A was reviewed on 5/19/14 at 1:30 P.M. The resident was first admitted to the facility on 10/6/11.</p> <p>Nurse's Notes included the following notations:</p> <p>4/10/14 at 10:00 A.M.: "Home health nurse notified nrsg [nursing] that resident has verbalized suicidal thoughts repetitively...Social services notified. Left voice mail [with] MD's office."</p> <p>4/10/14 at 10:30 A.M.: "MD called N.O. [new order] Send to behavioral facility or ER...."</p>		<p>be affected by the deficient practice and through corrective measures and in-servicing staff will ensure the residents are discharged with physician statement of facility inability to meet their needs. Executive Director and Social Services will be in-serviced on the proper transfer procedures/requirements and documentation required. Social Services director will oversee and coordinate all discharges/transfers according to requirement under 410 IAC 16.2-5-1.2(r)(1-5)(18-24). Ed/designee will audit all discharges for proper procedure daily. Results of the audits will be forwarded to the QA committee monthly for 6 months and quarterly thereafter.</p>				

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	<p>4/10/14 at 12:00 P.M.: "CNA toileted resident. Notified LPN ALUM [Assisted Living Unit Manager] that resident stated she was going to tell them she was just talking crazy [and] didn't mean it."</p> <p>4/10/14 at 2:45 P.M.: "Ambulance arrived [and] transported resident to ER."</p> <p>A "Resident Transfer Form," dated 4/10/14, included: "Reason for Transfer, Verbalizing suicidal thoughts [and] plans...."</p> <p>A "Notice of Transfer or Discharge," dated 4/10/14, included: "Resident is being transferred to: Another Health Facility [hospital]. Reason for Transfer or Discharge: The transfer or discharge is necessary to meet the resident's welfare and the resident's needs cannot be met in the facility...."</p> <p>Nurse's Notes continued:</p> <p>4/10/14 at 3:40 P.M.: "Called [hospital] spoke [with] ER nurse regarding [behavior unit at hospital] for bed of POA or Res [resident] would like to come there to call et [and] give verbal consent."</p> <p>A Social Progress note, dated 4/10/14 (untimed), indicated: "SSA [social</p>			

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	<p>services assistant] was informed that res [resident] was making suicidal threats...Res was upset that her doctor would no longer be seeing her and b/c [because] of her health issues...SSA assured Res that suicide was not the right choice and that everything would turn out fine. Res was still upset b/c she did not know why her doctor wouldn't see her. SSA stayed [with] res to talk for a bit...Res was calm [and] in better spirits when SSA left...."</p> <p>A Social Progress note, dated 4/10/14 and written by the Executive Director (ED), indicated, "Spoke [with] resident multiple [times] this week regarding her doctor resigning from her treatment... [Resident A] will refuse medication and meals when she is exhibiting behaviors. This day she stated she considered suicide...I spoke with [Resident A] and she refused tx [treatment], I explained I was required to have an intervention and she would have to be evaluated. I explained the unit and procedure at the unit...[Family member] notified immediately and in agree [sic] for transfer. [Resident A] stated she would not commit suicide but continued [with] statements and said she would tell them she was talking crazy...."</p> <p>A Social Progress note, dated 4/15/14</p>			

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	<p>and written by the ED, indicated, "[Family member] came in regarding her mom's stay @ [behavioral unit]. Stated her mother was refusing meds and treatment."</p> <p>A Nurse's note, dated 4/19/14 (untimed), indicated: "Counted narcotics [with] [family member]...all counts correct...sent [with] [family member]...Room key returned to this nurse...."</p> <p>A Physician's order, dated 4/20/14, indicated, "Discharge resident from facility [and] send meds [with]."</p> <p>A Nurse's note, dated 4/21/14 at 2:00 P.M., indicated: "All personal items removed from resident's room."</p> <p>Documentation by the physician that the facility was unable to meet the resident's needs following hospitalization was not found in the clinical record.</p> <p>On 5/19/14 at 9:30 A.M., during an interview with Resident A's family member, she indicated she was informed by the ED that the facility would not accept her mother back following hospitalization. She indicated she was told the facility could not meet her mother's needs. She indicated she was not</p>			

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	<p>informed how the facility could not meet her mother's needs, and was not given any other information. The family member indicated she thought the facility was retaliating against her for complaining about different issues regarding her mother. The family member indicated the resident was to be discharged from the hospital on 4/21/14, and had "no place to go."</p> <p>On 5/19/14 at 2:15 P.M., during an interview with the Social Services Director (SSD), she indicated the facility did not accept the resident back because "we couldn't meet her needs." The SSD indicated the resident was suicidal, and the facility was concerned about her mental status. She indicated as far as she knew, the facility did not issue an involuntary discharge notice.</p> <p>On 5/19/14 at 2:40 P.M., during an interview with the Executive Director, she indicated Resident A was suicidal and refusing meds and treatments, and so was sent to a behavior unit. She indicated she spoke with Resident A's family member, and informed her the facility would not be able to meet the resident's needs, and so the resident would not be able to return to the facility. The ED indicated she was unaware that residential rules were the same as "health</p>			

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R000045	<p>care" rules regarding involuntary transfer/discharge until she spoke with the ombudsman.</p> <p>This State finding relates to Complaint IN00148009.</p> <p>410 IAC 16.2-5-1.2(r)(6-9) Residents' Rights - Deficiency (6) Before an interfacility transfer or discharge occurs, the facility must, on a form prescribed by the department, do the following: (A) Notify the resident of the transfer or discharge and the reasons for the move, in writing, and in a language and manner that</p>			

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	<p>the resident understands. The health facility must place a copy of the notice in the resident ' s clinical record and transmit a copy to the following:</p> <p>(i) The resident. (ii) A family member of the resident if known. (iii) The resident ' s legal representative if known. (iv) The local long term care ombudsman program (for involuntary relocations or discharges only). (v) The person or agency responsible for the resident ' s placement, maintenance, and care in the facility. (vi) In situations where the resident is developmentally disabled, the regional office of the division of disability, aging, and rehabilitative services, who may assist with placement decisions. (vii) The resident ' s physician when the transfer or discharge is necessary under subdivision (4)(C), (4)(D), (4)(E), or (4)(F).</p> <p>(B) Record the reasons in the resident ' s clinical record. (C) Include in the notice the items described in subdivision (9). (7) Except when specified in subdivision (8), the notice of transfer or discharge required under subdivision (6) must be made by the facility at least thirty (30) days before the resident is transferred or discharged. (8) Notice may be made as soon as practicable before transfer or discharge when: (A) the safety of individuals in the facility would be endangered; (B) the health of individuals in the facility would be endangered; (C) the resident ' s health improves sufficiently to allow a more immediate transfer or discharge; (D) an immediate transfer or discharge is</p>			

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	<p>required by the resident ' s urgent medical needs; or</p> <p>(E) a resident has not resided in the facility for thirty (30) days.</p> <p>(9) For health facilities, the written notice specified in subdivision (7) must include the following:</p> <p>(A) The reason for transfer or discharge.</p> <p>(B) The effective date of transfer or discharge.</p> <p>(C) The location to which the resident is transferred or discharged.</p> <p>(D) A statement in not smaller than 12-point bold type that reads, " You have the right to appeal the health facility ' s decision to transfer you. If you think you should not have to leave this facility, you may file a written request for a hearing with the Indiana state department of health postmarked within ten (10) days after you receive this notice. If you request a hearing, it will be held within twenty-three (23) days after you receive this notice, and you will not be transferred from the facility earlier than thirty-four (34) days after you receive this notice of transfer or discharge unless the facility is authorized to transfer you under subdivision (8). If you wish to appeal this transfer or discharge, a form to appeal the health facility's decision and to request a hearing is attached. If you have any questions, call the Indiana state department of health at the number listed below. " .</p> <p>(E) The name of the director and the address, telephone number, and hours of operation of the division.</p> <p>(F) A hearing request form prescribed by the department.</p> <p>(G) The name, address, and telephone number of the state and local long term care ombudsman.</p> <p>(H) For health facility residents with</p>			

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	<p>developmental disabilities or who are mentally ill, the mailing address and telephone number of the protection and advocacy services commission.</p> <p>Based on interview and record review, the facility failed to ensure a resident was given 30 days notice of discharge, and the correct notice for discharge, including the reasons the facility would be unable to meet the resident's needs, for 1 of 3 residents reviewed for transfer/discharge, in a sample of 3. Resident A</p> <p>Findings include:</p> <p>The closed record of Resident A was reviewed on 5/19/14 at 1:30 P.M. The resident was first admitted to the facility on 10/6/11.</p> <p>Nurse's Notes included the following notations:</p> <p>4/10/14 at 10:00 A.M.: "Home health nurse notified nrsg [nursing] that resident has verbalized suicidal thoughts repetitively...Social services notified. Left voice mail [with] MD's office."</p> <p>4/10/14 at 10:30 A.M.: "MD called N.O. [new order] Send to behavioral facility or ER...."</p> <p>4/10/14 at 12:00 P.M.: "CNA toileted resident. Notified LPN ALUM [Assisted</p>	R000045	<p>All residents have the potential to be affected by the deficient practice and through corrective measures and in-servicing staff we will ensure that residents and/or families are given the reason that the facility is unable to meet their needs.Executive Director, licensed nursing personnel and Social Services will be in-serviced on the proper transfer procedures and documentation required as well as resident rights in regards to discharge planning conferences.Systemic changes will be that Social Services director will oversee and coordinate all discharges/transfers according to requirement under 410 IAC 16.2-5-1.2(r) (1-5) (18-24).Ed/designee will audit all discharges for proper procedure daily.Results of the audit will be forwarded to QA committee monthly for 6 months and quarterly thereafter.</p>	06/02/2014

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	<p>Living Unit Manager] that resident stated she was going to tell them she was just talking crazy [and] didn't mean it."</p> <p>4/10/14 at 2:45 P.M.: "Ambulance arrived [and] transported resident to ER."</p> <p>A "Resident Transfer Form," dated 4/10/14, included: "Reason for Transfer, Verbalizing suicidal thoughts [and] plans...."</p> <p>A "Notice of Transfer or Discharge," dated 4/10/14, included: "Resident is being transferred to: Another Health Facility [hospital]. Reason for Transfer or Discharge: The transfer or discharge is necessary to meet the resident's welfare and the resident's needs cannot be met in the facility...."</p> <p>Nurse's Notes continued:</p> <p>4/10/14 at 3:40 P.M.: "Called [hospital] spoke [with] ER nurse regarding [behavior unit at hospital] for bed of POA or Res [resident] would like to come there to call et [and] give verbal consent."</p> <p>A Social Progress note, dated 4/10/14 (untimed), indicated: "SSA [social services assistant] was informed that res [resident] was making suicidal</p>			

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	<p>threats...Res was upset that her doctor would no longer be seeing her and b/c [because] of her health issues...SSA assured Res that suicide was not the right choice and that everything would turn out fine. Res was still upset b/c she did not know why her doctor wouldn't see her. SSA stayed [with] res to talk for a bit...Res was calm [and] in better spirits when SSA left...."</p> <p>A Social Progress note, dated 4/10/14 and written by the Executive Director (ED), indicated, "Spoke [with] resident multiple [times] this week regarding her doctor resigning from her treatment... [Resident A] will refuse medication and meals when she is exhibiting behaviors. This day she stated she considered suicide...I spoke with [Resident A] and she refused tx [treatment], I explained I was required to have an intervention and she would have to be evaluated. I explained the unit and procedure at the unit...[Family member] notified immediately and in agree [sic] for transfer. [Resident A] stated she would not commit suicide but continued [with] statements and said she would tell them she was talking crazy...."</p> <p>A Social Progress note, dated 4/15/14 and written by the ED, indicated, "[Family member] came in regarding her</p>			

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	<p>mom's stay @ [behavioral unit]. Stated her mother was refusing meds and treatment."</p> <p>A Nurse's note, dated 4/19/14 (untimed), indicated: "Counted narcotics [with] [family member]...all counts correct...sent [with] [family member]...Room key returned to this nurse...."</p> <p>A Physician's order, dated 4/20/14, indicated, "Discharge resident from facility [and] send meds [with]."</p> <p>A Nurse's note, dated 4/21/14 at 2:00 P.M., indicated: "All personal items removed from resident's room."</p> <p>Documentation by the physician that the facility was unable to meet the resident's needs following hospitalization was not found in the clinical record.</p> <p>On 5/19/14 at 9:30 A.M., during an interview with Resident A's family member, she indicated she was informed by the ED that the facility would not accept her mother back following hospitalization. She indicated she was told the facility could not meet her mother's needs. She indicated she was not informed how the facility could not meet her mother's needs, and was not given</p>			

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	<p>any other information. The family member indicated she thought the facility was retaliating against her for complaining about different issues regarding her mother. The family member indicated the resident was to be discharged from the hospital on 4/21/14, and had "no place to go."</p> <p>On 5/19/14 at 2:15 P.M., during an interview with the Social Services Director (SSD), she indicated the facility did not accept the resident back because "we couldn't meet her needs." The SSD indicated the resident was suicidal, and the facility was concerned about her mental status. She indicated as far as she knew, the facility did not issue an involuntary discharge notice.</p> <p>On 5/19/14 at 2:40 P.M., during an interview with the Executive Director, she indicated Resident A was suicidal and refusing meds and treatments, and so was sent to a behavior unit. She indicated she spoke with Resident A's family member, and informed her the facility would not be able to meet the resident's needs, and so the resident would not be able to return to the facility. The ED indicated she was unaware that residential rules were the same as "health care" rules regarding involuntary transfer/discharge until she spoke with</p>			

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R000048	<p>the ombudsman.</p> <p>This State finding relates to Complaint IN00148009.</p> <p>410 IAC 16.2-5-1.2(r)(18-24) Residents' Rights - Deficiency (18) Prior to any interfacility or involuntary intrafacility relocation, the facility shall prepare a relocation plan to prepare the resident for relocation and to provide continuity of care. In nonemergency relocations, the planning process shall include a relocation planning conference to which the resident, his or her legal</p>			
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	<p>representative, family members, and physician shall be invited. The planning conference may be waived by the resident.</p> <p>(19) At the planning conference the resident ' s medical, psychosocial, and social needs with respect to the relocation shall be considered and a plan devised to meet these needs.</p> <p>(20) The facility shall provide reasonable assistance to the resident to carry out the relocation plan.</p> <p>(21) The facility must provide sufficient preparation and orientation to residents to ensure safe and orderly transfer or discharge from the facility.</p> <p>(22) If the relocation plan is disputed, a meeting shall be held prior to the relocation with the administrator or his or her designee, the resident, and the resident ' s legal representative. An interested family member, if known, shall be invited. The purpose of the meeting shall be to discuss possible alternatives to the proposed relocation plan.</p> <p>(23) A written report of the content of the discussion at the meeting and the results of the meeting shall be reviewed by: (A) the administrator or his or her designee; (B) the resident; (C) the resident ' s legal representative; and (D) an interested family member, if known; each of whom may make written comments on the report.</p> <p>(24) The written report of the meeting shall be included in the resident ' s permanent record.</p> <p>Based on interview and record review, the facility failed to ensure a relocation plan was prepared for a resident who had resided in the facility for over 2 years, and who was not accepted back to the</p>	R000048	All residents have the potential to be affected by the deficient practice and through corrective measures and in-servicing staff we will ensure that a relocation plan is developed and discussed	06/02/2014

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	<p>facility following a hospitalization, for 1 of 3 residents reviewed for transfer/discharge, in a sample of 3. Resident A</p> <p>Findings include:</p> <p>The closed record of Resident A was reviewed on 5/19/14 at 1:30 P.M. The resident was first admitted to the facility on 10/6/11.</p> <p>Nurse's Notes included the following notations:</p> <p>4/10/14 at 10:00 A.M.: "Home health nurse notified nrsng [nursing] that resident has verbalized suicidal thoughts repetitively...Social services notified. Left voice mail [with] MD's office."</p> <p>4/10/14 at 10:30 A.M.: "MD called N.O. [new order] Send to behavioral facility or ER...."</p> <p>4/10/14 at 12:00 P.M.: "CNA toileted resident. Notified LPN ALUM [Assisted Living Unit Manager] that resident stated she was going to tell them she was just talking crazy [and] didn't mean it."</p> <p>4/10/14 at 2:45 P.M.: "Ambulance arrived [and] transported resident to ER."</p>		<p>with resident/family when unable to return to the facility.Executive Director, licensed nursing personnel and Social Services will be in-serviced on the proper procedures and documentation required as well resident rights in regards to discharge planning conferences.Systematic changes will be that Social Service director will oversee and coordinate all discharges/transfers according to requirement under 410 IAC 16.2-5-1.2(r)(1-5) (18-24)ED/designee will audit all discharges for proper procedure daily.Results of the audits will be forwarded to the QA committee monthly for 6 months and quarterly thereafter.</p>				

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	<p>A "Resident Transfer Form," dated 4/10/14, included: "Reason for Transfer, Verbalizing suicidal thoughts [and] plans...."</p> <p>A "Notice of Transfer or Discharge," dated 4/10/14, included: "Resident is being transferred to: Another Health Facility [hospital]. Reason for Transfer or Discharge: The transfer or discharge is necessary to meet the resident's welfare and the resident's needs cannot be met in the facility...."</p> <p>Nurse's Notes continued:</p> <p>4/10/14 at 3:40 P.M.: "Called [hospital] spoke [with] ER nurse regarding [behavior unit at hospital] for bed of POA or Res [resident] would like to come there to call et [and] give verbal consent."</p> <p>A Social Progress note, dated 4/10/14 (untimed), indicated: "SSA [social services assistant] was informed that res [resident] was making suicidal threats...Res was upset that her doctor would no longer be seeing her and b/c [because] of her health issues...SSA assured Res that suicide was not the right choice and that everything would turn out fine. Res was still upset b/c she did not know why her doctor wouldn't see her.</p>			

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	<p>SSA stayed [with] res to talk for a bit...Res was calm [and] in better spirits when SSA left...."</p> <p>A Social Progress note, dated 4/10/14 and written by the Executive Director (ED), indicated, "Spoke [with] resident multiple [times] this week regarding her doctor resigning from her treatment... [Resident A] will refuse medication and meals when she is exhibiting behaviors. This day she stated she considered suicide...I spoke with [Resident A] and she refused tx [treatment], I explained I was required to have an intervention and she would have to be evaluated. I explained the unit and procedure at the unit...[Family member] notified immediately and in agree [sic] for transfer. [Resident A] stated she would not commit suicide but continued [with] statements and said she would tell them she was talking crazy...."</p> <p>A Social Progress note, dated 4/15/14 and written by the ED, indicated, "[Family member] came in regarding her mom's stay @ [behavioral unit]. Stated her mother was refusing meds and treatment."</p> <p>A Nurse's note, dated 4/19/14 (untimed), indicated: "Counted narcotics [with] [family member]...all counts</p>			

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	<p>correct...sent [with] [family member]...Room key returned to this nurse...."</p> <p>A Physician's order, dated 4/20/14, indicated, "Discharge resident from facility [and] send meds [with]."</p> <p>A Nurse's note, dated 4/21/14 at 2:00 P.M., indicated: "All personal items removed from resident's room."</p> <p>Documentation by the physician that the facility was unable to meet the resident's needs following hospitalization was not found in the clinical record.</p> <p>On 5/19/14 at 9:30 A.M., during an interview with Resident A's family member, she indicated she was informed by the ED that the facility would not accept her mother back following hospitalization. She indicated she was told the facility could not meet her mother's needs. She indicated she was not informed how the facility could not meet her mother's needs, and was not given any other information. The family member indicated she thought the facility was retaliating against her for complaining about different issues regarding her mother. The family member indicated the resident was to be discharged from the hospital on 4/21/14,</p>			

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	<p>and had "no place to go."</p> <p>On 5/19/14 at 2:15 P.M., during an interview with the Social Services Director (SSD), she indicated the facility did not accept the resident back because "we couldn't meet her needs." The SSD indicated the resident was suicidal, and the facility was concerned about her mental status. She indicated as far as she knew, the facility did not issue an involuntary discharge notice.</p> <p>On 5/19/14 at 2:40 P.M., during an interview with the Executive Director, she indicated Resident A was suicidal and refusing meds and treatments, and so was sent to a behavior unit. She indicated she spoke with Resident A's family member, and informed her the facility would not be able to meet the resident's needs, and so the resident would not be able to return to the facility. The ED indicated she was unaware that residential rules were the same as "health care" rules regarding involuntary transfer/discharge until she spoke with the ombudsman.</p> <p>This State finding relates to Complaint IN00148009.</p>			

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