

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 05/13/2016
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NAME OF PROVIDER OR SUPPLIER CROWNPOINTE OF INDIANAPOLIS	STREET ADDRESS, CITY, STATE, ZIP CODE 7365 E 16TH ST INDIANAPOLIS, IN 46219
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R 0000 Bldg. 00	<p>This visit was for the Investigation of Complaints IN00198651 and IN00199076.</p> <p>Complaint IN00198651- Substantiated. No deficiencies related to the allegations are cited.</p> <p>Complaint IN00199076- Substantiated. Deficiencies related to the allegations are cited at R0052 and R0055.</p> <p>Survey Date: May 12 and 13, 2016</p> <p>Facility number: 005729 Provider number: 005729 AIM number: NA</p> <p>Census bed type: Residential: 50 Total: 50</p> <p>Census payor type: Medicaid: 49 Other: 1 Total: 50</p> <p>Sample: 3</p> <p>These deficiencies reflect state findings cited in accordance with 410 IAC 16.2-5.</p>	R 0000		

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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R 0052 Bldg. 00	<p>Quality review completed by 30576 on May 20, 2016</p> <p>410 IAC 16.2-5-1.2(v)(1-6) Residents' Rights - Offense (v) Residents have the right to be free from: (1) sexual abuse; (2) physical abuse; (3) mental abuse; (4) corporal punishment; (5) neglect; and (6) involuntary seclusion.</p> <p>Based on interview, the facility failed to ensure a resident's right to remain free from involuntary seclusion was maintained for for a resident who was restricted to his room due to a concern of spreading a bedbug infestation for 1 of 3 residents reviewed for seclusion. (Resident B)</p> <p>Findings include:</p> <p>The record of Resident B was reviewed on 5/13/16 at 9:30 A.M. Diagnoses included, but were not limited to, multiple sclerosis, spastic paraplegia, a history of urinary tract infection, malaise, and weakness.</p> <p>Resident B was interviewed in his room on 5/12/16 at 1:45 p.m. He was alert and oriented, responded to questions freely</p>	R 0052	<p>In RE ofR0052; Submission of this plan of correction does not constitute an admissionof guilt. All residents were found tohave been at risk for potential harm of said offence, however no residents werefound to have been harmed. On 5/13/2016In an effort to take corrective action: a conversation was held</p>	06/28/2016

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	<p>and volunteered information, and was appropriate and cooperative. He indicated he had 3 separate confirmed infestations of bed bugs, the most recent identified on 4/18/16. He indicated that he had talked with the Administrator about his concerns, and she had "quarantined him to his room" and he was told he was "restricted" to his room and an outside smoking area at the rear of the facility. He indicated he was advised he could not go into the common areas of the facility, including the dining room. He indicated the facility brought meals to his room.</p> <p>Resident B was interviewed on 5/13/16 at 10:00 A.M., in the smoking area at the rear of the facility. He was alert, oriented, and cooperative. He stated that after the most recent confirmed infestation of bed bugs (4/18/16), the Administrator "told him" he was to stay in his apartment, that he was not to visit any common areas of the facility, including the dining room, and that he was not to visit the room of his next door neighbor (Resident C) who he identified as a "close friend" and regular companion. He also indicated the Administrator told him Resident C was not to visit his room. He stated these restrictions made him "feel terrible" and indicated "they treated me like a leper. It was awful. Now people don't even want to talk to me." He indicated he had been</p>		<p>with Resident Band the Director of Healthcare Services Sue Richey. To ensure that Resident B knew that he was not expected to stay in his apartment because of the bed bugs. Resident B stated at that time that "I have been coming to the dining room and I have been out and about". The DNS also let him know that he never had to stay in his room and that he could come and go as he pleases. Resident B acknowledged this fact to be known. On 5/13/16 The following changes</p>	

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	<p>in the facility for an extended time and did not want to move, but stated "if I have bedbugs again I'm going to have to move. I just can't take it anymore."</p> <p>The Administrator was interviewed on 5/13/16 at 9:20 A.M., with the Maintenance Director present. She indicated that she had asked Resident B to restrict his visits to facility common areas during active treatment for bedbugs, to limit the possibility of infestation of other areas. She also indicated she had asked him to not visit the room of Resident C during treatment, and to not allow Resident C to visit in his room, as this was a possible source of bedbugs. She indicated these restrictions were in the form of a request, not an enforcement, and that Resident B had the option to go where he wished in the facility at any time.</p> <p>This Residential tag relates to complaint IN00199067.</p>		<p>have been made in an effort to prevent a reoccurrence;</p> <p>The facility has increased its every other month bed bug check to monthly, this will be monitored and tracked by the Director of Maintenance or his designee and he will coordinate and request pest control services as needed. He will report these findings directly to the HFA at minimum a weekly basis.</p> <p>5/25/2016 For all future similar situations a Negotiated Risk Agreement has been</p>	

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			<p>developed (please see attached document A) and will be put into place for any future outbreaks of bed bug activity. This will be used as a way to demonstrate to others what will be done by the facility for prevention, detection and treatment of bed bugs, what has been done and suggestions of how the resident can assist in minimizing his/her risk of re-infestation and/or the spreading of bed bugs to others. (see attachment B for prepping). The final agreement with be</p>	

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			<p>documented on theform and will be used to avoid any further misunderstandings ormisinterpretations. These agreements will be used indefinitely for ongoingpurposes.</p> <p>On 5/26/2016The HFA and another staff person had conversations with all three residents whowere undergoing the most recent treatment for bed bugs, this included residentB. This conversation was held to ensurethat all three residents that all of the residents knew</p>	

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			that they were and always have been free to move within and outside of the facility freely without restriction, and with each resident it was made known as to the facts about how bed bugs were spread and the risks of re-infestation. This was conducted to ensure that there had been no misunderstandings. On 5/31/2016 For other residents who were at risk; The residents were addressed by HF during Resident Council as to the sightings, reporting,	

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			<p>prevention, detection and treatment of bed bugs and how travel, their feeding habits and reproduction cycle. This will be conducted no less than annually and more frequent as needed in an ongoing basis.</p> <p>Pest Control Services have been contracted to treat up to 23 rooms monthly for all rodents, pests to include bed bugs. Areas in need of pest treatment will be treated as priority, additional areas will be chosen each month for pro-active treatment. This will be</p>	

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			<p>monitored and tracked by the Director of Maintenance or his designee. He will report to the HFA at minimum a weekly basis. This will continue as an ongoing process. Once a resident has completed the chemical treatment for bed bugs and had been verified to be free of all bed bug activity the facility to attempt to acquire the appropriate size bed bug protective mattress cover on to the resident's mattresses when such cover is attainable, unless</p>	

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			<p>mattress is already encased in protective case. Resident must agree with the placement of the cover and that the that the cover must remain undisturbed on the mattress for excess of one year.</p> <p>Larry Lobdell, Environmental Health Specialist, with Healthy Homes, Environmental Consumer Management and Senior Care Department at Marion County Health Department will be joining us on June 24, 2016 and June 28, 2016 to address the staff and residents</p>	

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R 0055 Bldg. 00	<p>410 IAC 16.2-5-1.2(y)(1-4) Residents' Rights - Deficiency (y) Residents have the right to be treated as individuals with consideration and respect for their privacy. Privacy shall be afforded for at least the following: (1) Bathing. (2) Personal care. (3) Physical examinations and treatments. (4) Visitations.</p> <p>Based on interview, the facility failed to ensure a resident's right to have unrestricted visitation from a friend and fellow facility resident due to a concern of spreading a bedbug infestation for 1 of 3 residents reviewed for seclusion. (Resident B)</p> <p>Findings include:</p> <p>The record of Resident B was reviewed on 5/13/16 at 9:30 A.M. Diagnoses included, but were not limited to, multiple sclerosis, spastic paraplegia, a history of urinary tract infection, malaise, and weakness.</p> <p>Resident B was interviewed in his room on 5/12/16 at 1:45. He was alert and oriented, responded to questions freely and volunteered information, and was appropriate and cooperative. He indicated</p>	R 0055	<p>on the Bed Bug Initiative.</p> <p>In RE of R0055; Submission of this plan of correction does not constitute an admission of guilt. All residents were found to have been at risk for potential harm of said deficiency however no residents were found to have been harmed. On 5/13/2016 In an effort to take corrective action: a conversation was held</p>	06/28/2016
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	<p>he had 3 separate confirmed infestations of bed bugs. He indicated that he had talked with the Administrator about his concerns after the most recent identification of an infestation, he was told he was "not allowed" to visit in Resident C's room, and that Resident C was "banned" from visiting in his room. He indicated this restricted his opportunity to visit with his "only friend" to the times they went outside to smoke.</p> <p>Resident B was interviewed on 5/13/16 at 10:00 A.M., in the smoking area at the rear of the facility. With the most recent confirmed infestation of bed bugs (4/18/16), the Administrator "told him" he was to stay in his apartment, and that he was not to visit the room of (Resident C) who he identified as a "close friend" and regular companion. The Administrator told him Resident C was not to visit his room. He stated these restrictions made him "feel terrible" and indicated "they treated me like a leper. It was awful. Now people don't even want to talk to me</p> <p>The Administrator was interviewed on 5/13/16 at 9:20 A.M., with the Maintenance Director present. She indicated that she had asked Resident B to not visit the room of Resident C during treatment, and to not allow Resident C to</p>		<p>with Resident Band the Director of Healthcare Services Sue Richey. To ensure that Resident B knew that he was not expected to stay in his apartment because of the bed bugs. Resident B stated at that time that "I have been coming to the dining room and I have been out and about". The DNS also let him know that he never had to stay in his room and that he could come and go as he pleases. Resident B acknowledged this fact to be known. On 5/13/16 The following changes</p>	

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	<p>visit in his room, as this was a possible source of bedbugs. She indicated these restrictions were in the form of a request, not an enforcement, and that Resident B had the option to go where he wished in the facility at any time, as did Resident C.</p> <p>This Residential tag relates to complaint IN00199067.</p>		<p>have been made in an effort to prevent a reoccurrence; The facility has increased its every other month bed bug check to monthly, this will be monitored and tracked by the Director of Maintenance or his designee and he will coordinate and request pest control services as needed. He will report these findings directly to the HFA at minimum a weekly basis. 5/25/2016 For all future similar situations a Negotiated Risk Agreement has been</p>	

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			<p>documented on theform and will be used to avoid any further misunderstandings ormisinterpretations. These agreements will be used indefinitely for ongoingpurposes.</p> <p>On 5/26/2016The HFA and another staff person had conversations with all three residents whowere undergoing the most recent treatment for bed bugs, this included residentB. This conversation was held to ensurethat all three residents that all of the residents knew</p>	

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			<p>monitored and tracked by the Director of Maintenance or his designee. He will report to the HFA at minimum a weekly basis. This will continue as an ongoing process. Once a resident has completed the chemical treatment for bed bugs and had been verified to be free of all bed bug activity the facility to attempt to acquire the appropriate size bed bug protective mattress cover on to the resident's mattresses when such cover is attainable, unless</p>	

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED 05/13/2016
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NAME OF PROVIDER OR SUPPLIER CROWNPOINTE OF INDIANAPOLIS	STREET ADDRESS, CITY, STATE, ZIP CODE 7365 E 16TH ST INDIANAPOLIS, IN 46219
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			<p>mattress is already encased in protective case. Resident must agree with the placement of the cover and that the that the cover must remain undisturbed on the mattress for excess of one year.</p> <p>Larry Lobdell, Environmental Health Specialist, with Healthy Homes, Environmental Consumer Management and Senior Care Department at Marion County Health Department will be joining us on June 24, 2016 and June 28, 2016 to address the staff and residents</p>	

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			on the Bed Bug Initiative.		