

DEPARTMENT OF HEALTH AND HUMAN SERVICES

FORM APPROVED

CENTERS FOR MEDICARE & MEDICAID SERVICES

OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 08/26/2021	
NAME OF PROVIDER OR SUPPLIER 1019 BELLE'S PLACE OF CRAWFORDSVILLE		STREET ADDRESS, CITY, STATE, ZIP CODE 100 BICKFORD LN, CRAWFORDSVILLE, , 47933					
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES...	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION...		(X5) COMPLETION DATE		
R 0000	INITIAL COMMENTS This visit was for the Investigation of Complaint IN00359957. Complaint IN00359957 - Substantiated. State deficiencies related to the allegations are cited at R0088 and R0089. Survey date: August 26, 2021 Facility number: 003674 Residential Census: 18 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review completed on September 2, 2021.	R 0000					
R 0088	Administration and Management - Noncompliance 410 IAC 16.2-5-1.3(c)(1-2)(d)(1-2) c) The licensee shall:	R 0088			10/04/2021		

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- (1) appoint an administrator with either a:
- (A) comprehensive care facility administrator license as required by IC 25-19-1-5(c); or
- (B) residential care facility administrator license as required by IC 25-19-1-5(d); and
- (2) delegate to that administrator the authority to organize and implement the day-to-day operations of the facility.
- (d) The licensee shall notify the director:
- (1) within three (3) working days of a vacancy in the administrator's position; and
- (2) of the name and license number of the replacement administrator

Based on observation and interview, the facility failed to ensure a licensed Administrator managed the daily residential operations and oversaw the Administrator in Training (AIT). This deficient practice had the potential to affect 18 or 18 residents residing in the facility.

Findings include:

On 8/26/21 at 9:38 a.m., the staff who provided entrance into the facility and performed Covid-19 screening, indicated the facility Director was present in the building.

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During an interview, on 8/26/21 at 9:57 a.m., the individual who identified herself as the facility Director indicated she was actually an Administrator In Training (AIT) and that there was no licensed Administrator in the building. She had completed all portions of her AIT training, except for the completion of her Preceptor hours. She was hired to serve as an AIT at the facility on 6/17/21. At that time, she was working under another Director from another facility within their corporation. On 6/28/21, Preceptor 2 was hired by the facility to be the interim Director and to provide her required training hours. Preceptor 2 resigned his position at the facility on 7/22/21. There had not been any licensed Administrator or Preceptor in the facility since that time. The Divisional Director of Operations (DDO) had been in the facility frequently to provide support for her, but she was not a licensed Administrator. The AIT had stayed in contact with the corporation in hopes they would find another Preceptor so she could complete her required training hours. The AIT indicated she was concerned if she left the facility, it would leave the residents and staff with no administration at all.

During an interview, on 8/26/21 at 11:14 a.m., the Registered

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Nurse (RN) Coordinator indicated she had worked at the facility since around the start of the 2021. When she started they had an licensed Administrator as the Director, but this individual left the facility in April of 2021. To the best of her knowledge, the facility did not have any Director in the facility at all, from April, until the current Director/AIT was hired in mid-May of 2021. The company hired a licensed Administrator to train the AIT soon after the AIT began in May, but he had resigned at the end of July. There had not been a licensed Administrator in the facility since that time.

During a confidential interview, on 8/26/21 at 11:25 a.m., an employee indicated she had worked in the facility for about 2 years. As far as she knew, there had always been an Administrator in the building. She was aware that the AIT was the current Administrator but was not aware that she was not licensed as an Administrator. The AIT had been doing a great job and there had not been any indication that she did not hold a license.

During an interview, on 8/26/21 at 11:35 a.m., the Divisional Director of Operations (DDO) indicated she had been in her position with the company for 4 months. She was not a licensed

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Administrator. Preceptor 2 had been hired specifically as the designated Preceptor for the AIT. He had been employed by the company for 6 years prior as a contractor to provide support for facilities that were in need of assistance in all areas of administration and to provide Preceptor services for new Directors. When he first came to the facility, he interviewed the AIT and spoke extremely positive about the AIT and indicated he felt she would be an excellent Director. In late July, he resigned his position, for reasons she still was not fully aware of. She had not contacted the State when Preceptor 2 resigned his position but was very sure that Preceptor 2 had informed the State of his resignation at the facility, as required by statute. The DDO wanted to go on record to indicate that the company had taken this situation very seriously and had been working very hard to get a Preceptor recruited, hired, and started at the facility, as soon as possible. The DDO indicated she fully understood regulation that required a licensed Administrator in the facility.

On 8/26/21 at 10:20 a.m., the AIT provided a document, dated July 2012, titled, "Policies and Procedures Category: Administration," and indicated it was the policy currently being

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used by the facility. The policy indicated, "Policy: Bickford shall employ an administrator/operator who has completed training requirements pursuant to State Law...herein referred to as Director...Procedure: The Director shall: ...3. Hold a license/certification as required by the State...."

This state residential finding relates to Complaint IN00359957.

Based on observation and interview, the facility failed to ensure a licensed Administrator managed the daily residential operations and oversaw the Administrator in Training (AIT). This deficient practice had the potential to affect 18 or 18 residents residing in the facility.

Findings include:

On 8/26/21 at 9:38 a.m., the staff who provided entrance into the facility and performed Covid-19 screening, indicated the facility Director was present in the building.

During an interview, on 8/26/21 at 9:57 a.m., the individual who identified herself as the facility Director indicated she was actually an Administrator In Training (AIT) and that there was no licensed Administrator in the building. She had completed all portions of her AIT training,

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except for the completion of her Preceptor hours. She was hired to serve as an AIT at the facility on 6/17/21. At that time, she was working under another Director from another facility within their corporation. On 6/28/21, Preceptor 2 was hired by the facility to be the interim Director and to provide her required training hours. Preceptor 2 resigned his position at the facility on 7/22/21. There had not been any licensed Administrator or Preceptor in the facility since that time. The Divisional Director of Operations (DDO) had been in the facility frequently to provide support for her, but she was not a licensed Administrator. The AIT had stayed in contact with the corporation in hopes they would find another Preceptor so she could complete her required training hours. The AIT indicated she was concerned if she left the facility, it would leave the residents and staff with no administration at all.

During an interview, on 8/26/21 at 11:14 a.m., the Registered Nurse (RN) Coordinator indicated she had worked at the facility since around the start of the 2021. When she started they had an licensed Administrator as the Director, but this individual left the facility in April of 2021. To the best of her knowledge, the facility did

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not have any Director in the facility at all, from April, until the current Director/AIT was hired in mid-May of 2021. The company hired a licensed Administrator to train the AIT soon after the AIT began in May, but he had resigned at the end of July. There had not been a licensed Administrator in the facility since that time.

During a confidential interview, on 8/26/21 at 11:25 a.m., an employee indicated she had worked in the facility for about 2 years. As far as she knew, there had always been an Administrator in the building. She was aware that the AIT was the current Administrator but was not aware that she was not licensed as an Administrator. The AIT had been doing a great job and there had not been any indication that she did not hold a license.

During an interview, on 8/26/21 at 11:35 a.m., the Divisional Director of Operations (DDO) indicated she had been in her position with the company for 4 months. She was not a licensed Administrator. Preceptor 2 had been hired specifically as the designated Preceptor for the AIT. He had been employed by the company for 6 years prior as a contractor to provide support for facilities that were in need of assistance in all areas of administration and to provide

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Preceptor services for new Directors. When he first came to the facility, he interviewed the AIT and spoke extremely positive about the AIT and indicated he felt she would be an excellent Director. In late July, he resigned his position, for reasons she still was not fully aware of. She had not contacted the State when Preceptor 2 resigned his position but was very sure that Preceptor 2 had informed the State of his resignation at the facility, as required by statute. The DDO wanted to go on record to indicate that the company had taken this situation very seriously and had been working very hard to get a Preceptor recruited, hired, and started at the facility, as soon as possible. The DDO indicated she fully understood regulation that required a licensed Administrator in the facility.

On 8/26/21 at 10:20 a.m., the AIT provided a document, dated July 2012, titled, "Policies and Procedures Category: Administration," and indicated it was the policy currently being used by the facility. The policy indicated, "Policy: Bickford shall employ an administrator/operator who has completed training requirements pursuant to State Law...herein referred to as Director...Procedure: The Director shall: ...3. Hold a

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	license/certification as required by the State...." This state residential finding relates to Complaint IN00359957.			
R 0089	Administration and Management - Noncompliance 410 IAC 16.2-5-1.3(e)(1-2)(f) (e) An administrator shall be employed to work in each licensed health facility. For purposes of this subsection, an individual can only be employed as an administrator in one (1): (1) health facility; or (2) hospital-based long-term care unit; at a time. (f) In the administrator's absence, an individual shall be authorized, in writing, to act on the administrator's behalf. Based on observation and interview, the facility failed to ensure the facility had a licensed Administrator. This deficient practice had the potential to affect 18 or 18 residents residing in the facility. Findings include: During an interview, on 8/26/21 at 9:57 a.m., the individual who identified herself as the facility	R 0089	The facility failed to ensure the facility had a licensed Administrator. No residents were negatively affected by this deficient practice, although potential for harm did exist. On 8/26/21, a licensed administrator (LA) was hired for the Bickford of Crawfordsville community. LA's start date is 10/4/21. LA will apply to be a preceptor. It is the community's intent, if approved, to have the LA precept the current director who wishes to join the state of Indiana's AIT program. Divisional Director of Operations as well as SVP of Operations will support the current director in the absence of a LA to ensure additional oversight is given on the state of Indiana's regulations. Any areas in question will be discussed with a member of the Bickford Senior Living family who is an LA for another Indiana branch. Bickford Senior Living plans to additionally	10/04/2021

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Director indicated she was actually an Administrator In Training (AIT) and that there was no licensed Administrator in the building. She had completed all portions of her AIT training, except for the completion of her Preceptor hours. She was hired to serve as an AIT at the facility on 6/17/21. At that time, she was working under another Director from another facility within their corporation. On 6/28/21, Preceptor 2 was hired by the facility to be the interim Director and to provide her required training hours. Preceptor 2 resigned his position at the facility on 7/22/21. There had not been any licensed Administrator or Preceptor in the facility since that time. The Divisional Director of Operations (DDO) had been in the facility frequently to provide support for her, but she was not a licensed Administrator. The AIT indicated she was concerned if she left the facility, it would leave the residents and staff with no administration at all.

During an interview, on 8/26/21 at 11:14 a.m., the Registered Nurse (RN) Coordinator indicated to the best of her knowledge, the facility did not have any Director in the facility at all, from April 2021, until the current Director/AIT was hired in mid-May of 2021. The company hired a licensed Administrator to

select members of their Indiana leadership teams to apply to participate in the AIT program. This will ensure that in the absence of a LA another member of the Indiana division can serve, in accordance with state regulations, in the LA role.

Date of completion: 10/4/21 and ongoing

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train the AIT soon after the AIT began in May, but he had resigned at the end of July. There had not been a licensed Administrator in the facility since that time.

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On 8/26/21 at 10:20 a.m., the AIT provided a document, dated July 2012, titled, "Policies and Procedures Category: Administration," and indicated it was the policy currently being used by the facility. The policy indicated, "Policy: Bickford shall employ an administrator/operator who has completed training requirements pursuant to State Law...herein referred to as Director...Procedure: The Director shall: ...3. Hold a license/certification as required by the State...."

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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting provided it is determined that other safeguards provide sufficient protection to the patients. (See instructions.)

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

TITLE

(X6) DATE