

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 01/16/2024

FORM APPROVED

OMB NO. 0938-039

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G507		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 12/11/2023	
NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA				STREET ADDRESS, CITY, STATE, ZIP CODE 2900 KENTUCKY AVE MADISON, IN 47250			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCY (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
W 0000 Bldg. 00	<p>This visit was for the investigation of complaints #IN00422341 and #IN00422345.</p> <p>This visit was done in conjunction with the PCR (Post Certification Revisit) to the investigation of complaints #IN00417465 and #IN00417525.</p> <p>Complaint #IN00422341: Federal and state deficiencies related to the allegation(s) are cited at W102, W104, W122, W149, W154, W318, W331 and W346.</p> <p>Complaint #IN00422345: Federal and state deficiencies related to the allegation(s) are cited at W102, W104, W122, W149, W154, W318, W331 and W346.</p> <p>Dates of Survey: 12/4/23, 12/5/23, 12/6/23, 12/7/23, 12/8/23 and 12/11/23.</p> <p>Facility Number: 001021 Provider Number: 15G507 AIMS Number: 100245130</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 1/3/24.</p>			W 0000			
W 0102 Bldg. 00	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met. Based on record review and interview the facility failed to meet the Condition of Participation: Governing Body for 1 of 3 sampled clients (A).</p>			W 0102	<p>W102: The governing body must ensure that specific governing body and</p>		01/14/2024

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

TITLE

(X6) DATE

Anna Brison

Program Director

01/10/2024

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 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>The governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility implemented its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death, to ensure the facility's nursing services proactively advocated for client A's health needs, to ensure staff implemented hygienic care of client A's body, to ensure client A's wound treatments and medications were administered as ordered and to ensure the facility's LPN (Licensed Practical Nurse) Nurse Manager consulted with a RN (Registered Nurse) regarding client A's advanced medical care needs.</p> <p>The governing body failed to ensure the facility met the Condition of Participation: Client Protections for 1 of 3 sampled clients (A).</p> <p>The governing body failed to ensure the facility met the Condition of Participation: Health Care Services for 1 of 3 sampled clients (A).</p> <p>Findings include:</p> <p>1. The governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility implemented its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death, to ensure the facility's nursing services proactively advocated for client A's health needs, to ensure staff implemented hygienic care of client A's body, to ensure client A's wound treatments and medications were administered as ordered and to</p>				<p>management requirements are met.</p> <p>Corrective action: All staff have been trained on daily documentation, following client positioning/ toileting schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A). All staff trained on abuse/ neglect/ client rights/ reporting policy. (Attachment B) Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment. (Attachment C) Nurse, Brandy Lacey put in place to resume Nursing duties over the facility. Becky Hughes will remain the LPN Nurse over the remaining ICF</p>		

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	<p>ensure the facility's LPN Nurse Manager consulted with a RN regarding client A's advanced medical care needs. Please see W104.</p> <p>2. The governing body failed to meet the Condition of Participation: Client Protections. The governing body failed to implement its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death. Please see W122.</p> <p>3. The governing body failed to meet the Condition of Participation: Health Care Services. The governing body failed to proactively advocate for client A's health needs, to ensure staff implemented hygienic care of client A's body, to ensure client A's wound treatments and medications were administered as ordered and to ensure the facility's LPN Nurse Manager consulted with a RN regarding client A's advanced medical care needs. Please see W318.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-1(a)</p>				<p>facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>ResCare State Director of Nursing Services, Jan Breedlove is overseeing the Nurse of the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D).</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are addressed. (Attachment E)</p> <p>Nurse will notify the Rescare State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p> <p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p>		

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			<p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Lead Supervisor completes weekly checklist to monitor documentation completion. (Attachment J)</p> <p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K)</p> <p>Client (A) was discharged from the facility on 7/27/23. (Attachment L)</p> <p>All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the facility. (Attachment M)</p> <p>Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N)</p> <p>Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was</p>		

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			<p>substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Quality Assurance Manager conducted an investigation to determine if there is was neglect in the care of client (A) as it related to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful in reporting the fly issue in the facility timely. (Attachment P)</p> <p>Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound.</p> <p>Quality Assurance Manager will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment R)</p> <p>Quality Assurance Manager, Program Manager and QIDP will be complete investigation training</p>		

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			<p>on 1/9/24 and 1/10/24 to ensure all investigations are completed thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately. (Attachment A)</p> <p>Nurse will complete full body assessments weekly on all clients in the facility.(Attachment S)</p> <p>Monitoring of Corrective Action:</p> <p>The Program Director will report to the Executive Director any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors</p>		

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			<p>the home schedule to ensure HR is updated of all hiring needs for the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are</p>		

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W 0104 Bldg. 00	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on record review and interview for 1 of 3 sampled clients (A), the governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility implemented its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death, to ensure the facility's nursing services proactively advocated for client A's health needs, to ensure staff implemented hygienic care of client A's body, to ensure client A's wound treatments and medications were administered as ordered and to ensure the facility's LPN (Licensed Practical Nurse) Nurse Manager consulted with a RN (Registered Nurse) regarding client A's advanced medical care needs.</p> <p>Findings include:</p> <p>1. The governing body failed to ensure the facility implemented its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death. Please see W149.</p> <p>2. The governing body failed to thoroughly investigate the circumstances of client A's care</p>			W 0104	<p>administered.</p> <p>Completion Date: 1/14/24</p> <p>W104: The governing body will exercise general policy, budget, and operating direction over facility.</p> <p>Corrective action: All staff have been trained on daily documentation, following client positioning/ toileting schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A). All staff trained on abuse/ neglect/ client rights/ reporting policy. (Attachment B) Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse</p>		01/14/2024

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	<p>and treatment prior to his death. Please see W154.</p> <p>3. The governing body failed to ensure the facility's nursing services proactively advocated for client A's health needs, to ensure staff implemented hygienic care of client A's body, and to ensure client A's wound treatments and medications were administered as ordered. Please see W331.</p> <p>4. The governing body failed to ensure the facility's LPN Nurse Manager consulted with a RN regarding client A's advanced medical care needs. Please see W346.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-1(a)</p>		<p>Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment . (Attachment C)</p> <p>Nurse, Brandy Lacey put in place to resume Nursing duties over the facility following the complaint survey on 10/20/23.</p> <p>Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>ResCare State Director of Nursing Services, Jan Breedlove is overseeing the Nurse of the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D).</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are addressed. (Attachment E)</p> <p>Nurse will notify the Rescare</p>		

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			<p>State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p> <p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Lead Supervisor completes weekly checklist to monitor documentation completion. (Attachment J)</p> <p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K)</p> <p>Client (A) was discharged from the facility on 7/27/23. (Attachment L)</p> <p>All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the</p>		

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			<p>facility. (Attachment M) Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N) Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O) Quality Assurance Manager conducted an investigation to determine if there is was neglect in the care of client (A) as it related to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful in reporting the fly issue in the facility timely. (Attachment P) Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound. Quality Assurance Manager will receive a corrective action for</p>		

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			<p>failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment R)</p> <p>Quality Assurance Manager, Program Manager and QIDP will be complete investigation training on 1/9/24 and 1/10/24 to ensure all investigations are completed thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately. (Attachment A)</p> <p>Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p> <p>Monitoring of Corrective Action:</p> <p>The Program Director will report to the Executive Director any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately</p>		

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			<p>upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors the home schedule to ensure HR is updated of all hiring needs for the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program</p>		

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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W 0122 Bldg. 00	<p>483.420(a) CLIENT PROTECTIONS</p> <p>The facility must ensure the rights of all clients. Therefore the facility must</p> <p>Based on record review and interview, the facility failed to meet the Condition of Participation: Client Protections for 1 of 3 sampled clients (A).</p> <p>The facility failed to implement its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death.</p> <p>Findings include:</p> <p>1. The facility failed to implement its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to</p>	W 0122	<p>Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are administered.</p> <p>Completion Date: 1/14/24</p> <p>W122: The governing body will exercise general policy, budget, and operating direction over facility.</p> <p>Corrective action:</p> <p>All staff have been trained on daily documentation, following client positioning/ toileting schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all</p>	01/14/2024	

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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	<p>thoroughly investigate the circumstances of his care and treatment prior to his death. Please see W149.</p> <p>2. The facility failed to thoroughly investigate the circumstances of client A's care and treatment prior to his death. Please see W154.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-2(a)</p>		<p>Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A)</p> <p>All staff trained on abuse/neglect/ client rights/ reporting policy. (Attachment B)</p> <p>Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment . (Attachment C)</p> <p>Nurse, Brandy Lacey put in place to resume Nursing duties over the facility following the 10/20/23 complaint.</p> <p>Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>ResCare State Director of Nursing Services, Jan Breedlove is overseeing the Nurse of the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin</p>		

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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			<p>assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D)</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are addressed. (Attachment E)</p> <p>Nurse will notify the Rescare State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p> <p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Lead Supervisor monitors documentation daily and completes a weekly checklist to monitor documentation completion. (Attachment J)</p>		

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			<p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K)</p> <p>Client (A) was discharged from the facility on 7/27/23. (Attachment L)</p> <p>Program Director was notified that Hospice felt there was an issue with flies in the facility on 7/24/23. Program Director contacted Rule One Pest Control to go to the facility. Rule One Pest Control was in the facility on 7/25/23 and placed fly bait in the facility. (Attachment T)</p> <p>All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the facility. (Attachment M)</p> <p>Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N)</p> <p>Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and</p>		

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			<p>Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Quality Assurance Manager conducted an investigation to determine if there was neglect in the care of client (A) as it related to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful in reporting the fly issue in the facility timely. (Attachment P)</p> <p>Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound.</p> <p>Quality Assurance Manager will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment R)</p> <p>Quality Assurance Manager, Program Manager and QIDP will be complete investigation training on 1/9/24 and 1/10/24 to ensure all investigations are completed</p>		

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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			<p>thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately.</p> <p>(Attachment A)</p> <p>Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p> <p>Monitoring of Corrective Action:</p> <p>The Program Director will report to the Executive Director any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors the home schedule to ensure HR is updated of all hiring needs for</p>		

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			<p>the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are administered.</p>		

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W 0149 Bldg. 00	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS</p> <p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 1 of 3 sampled clients (A), the facility failed to implement its written policy and procedures to prevent neglect of client A regarding his wound care treatment and to thoroughly investigate the circumstances of his care and treatment prior to his death.</p> <p>Findings include:</p> <p>Client A's Hospital Hospice Record was reviewed on 12/7/23 at 12:00 PM.</p> <p>Client A's Hospital Health Hospice Visit Note (HHHVN) dated 7/24/23 indicated Hospice Registered Nurse Case Manager (HRNCM) #1 completed a visit on 7/24/23. The HHHVN indicated, "[Client A] lying in bed at time of arrival. [Client A] unclothed. Had covers over him. Large amount (of) flies buzzing around the room and crawling on [client A]. Vitals obtained and assessments completed. Heel boots removed from feet. Maggots noted in heel boot of right foot. Dressing to R (right) heel removed. Maggots falling out of wound. Remaining wounds assessed. No maggots. Notified staff that I would be calling [client A's guardian] and requesting transfer to hospital. Wounds redressed. Staff member (not specified) notified facility nurse. Gave [client A] his 2 PM med's with a Norco (pain</p>			W 0149	<p>Completion Date: 1/14/24</p> <p>W149: Staff treatment of Clients</p> <p>Corrective action: All staff have been trained on daily documentation, following client positioning/ toileting schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A). All staff trained on abuse/ neglect/ client rights/ reporting policy. (Attachment B) Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to</p>		01/14/2024

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	<p>relief). Visit concluded. [HRNCM #1] returned to office. [Client A's guardian] contacted and permission obtained to send [client A] to hospital. [Hospital Doctor (HD)] notified and order obtained to admit for pain and symptom management." The HHHVN indicated, "1805 (6:05 PM) arrived to hospital to assess [client A]. Med list provided to [HRN (Hospital Registered Nurse)]. [HRN] stated no further maggots had been found in wounds (sic). Order put in for wound consult. [RN PCT (unknown)] stated [client A] had eaten 100% of supper. States [client A] appeared very hungry. [Client A's guardian] to arrange for alternative placement."</p> <p>The HHHVN indicated, "[HRNCM #1] was constantly shooing flies off of the patient/[client A]. Staff had been warned at previous visit that wounds would be infested with maggots if they did not get the flies under control."</p> <p>Client A's HHHVN dated 7/21/23 indicated HRNCM #2 completed a visit on 7/21/23. The 7/21/23 HHHVN indicated, "[Client A] has multiple flies in room. [HRNCM #2] discussed a treatment option with staff to rid the room of flies to open wounds and risk of maggot infestation. Staff (unspecified) reports they will discuss with their boss. [HRNCM #2] instructed staff on floating heels, turning and repositioning. Staff voices understanding. Staff denies further needs and voices understanding of emergency plan."</p> <p>Client A's Pre-Hospital (Ambulance) Report dated 7/25/23 indicated the following on 7/24/23:</p> <p>"Call received from [HRNCM #1], the patient's hospice nurse for a [age, gender], to be admitted to [hospital]. This was to be a direct admit to room ..., for pain and symptom management. [HRNCM</p>				<p>follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment. (Attachment C)</p> <p>Nurse, Brandy Lacey put in place to resume Nursing duties over the facility following the 10/20/23 complaint.</p> <p>Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>ResCare State Director of Nursing Services, Jan Breedlove is overseeing the Nurse of the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D).</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are addressed. (Attachment E)</p> <p>Nurse will notify the Rescare State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p>		

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	<p>#1] stated that there were maggots in [client A's] wound."</p> <p>- "Arrival on scene, found [client A] lying in a bed with no sheets on it. Draw sheets that were on the bed were heavily soiled. [Client A] was in a very warm room with no clothing on. There was a strong smell of decay and many flies were swarming. 'Moon boots' (protective boots) were seen lying on the floor. [Client A] was able to voice complaint of pain but wasn't able to tell us exactly where or rate it on the pain scale."</p> <p>HCNO (Hospital Chief Nursing Officer), HRNCM #1 and Home Health Hospice Administrator (HHHA) were interviewed on 12/7/23 at 11:36 AM.</p> <p>HRNCM #1 indicated she was an RN (Registered Nurse) and case manager. HRNCM #1 indicated she had provided care and treatment to client A while at the group home. HRNCM #1 indicated she had witnessed flies in the group home. HRNCM #1 indicated she had seen the doors at the home open with staff standing in the doorways smoking while she was at the home. HRNCM #1 stated during her visits at the home client A's room was "dirty with feces on the blinds and walls".</p> <p>HRNCM #1 indicated she had communicated and documented her concerns regarding the flies with ResCare staff. HRNCM #1 indicated she was aware of HRNCM #2's communication and documentation of concerns regarding the flies with ResCare staff. HRNCM #1 indicated she did not recall or document a specific staff, date or time of communication. HRNCM #1 indicated she had not met or directly communicated with ResCare's nursing staff. HRNCM #1 indicated on 7/24/23 she was providing wound care to client A and found maggots in the wounds on his right heel.</p>				<p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Lead Supervisor monitors documentation daily and completes a weekly checklist to monitor documentation completion. (Attachment J)</p> <p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K)</p> <p>Client (A) was discharged from the facility on 7/27/23. (Attachment L)</p> <p>Program Director was notified that Hospice felt there was an issue with flies in the facility on 7/24/23. Program Director contacted Rule One Pest Control to go to the facility. Rule One Pest Control was in the facility on 7/25/23 and placed fly bait in the facility. (Attachment T)</p>		

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	<p>HRNCM #1 stated, "They were warned about the flies." HRNCM #1 indicated she contacted client A's guardian and arranged for client A to be admitted to the hospital for treatment. HRNCM #1 indicated client A had poor hygiene during her visits. HRNCM #1 indicated client A would be naked with no adult incontinence brief in his bed with no mattress cover. HRNCM #1 indicated she had been in the home at times with 1 staff member present with 3 to 4 other clients present. HRNCM #1 stated she "felt like [client A's] needs were too great for the group home setting." HRNCM #1 indicated she had made attempts to train and educate group home staff on client A's treatments. HRNCM #1 stated client A's group home staff were not cooperative with her education attempts and "they walked out" of the room at times when attempting to give instructions and communicate.</p> <p>HHHA indicated the HD and hospice IDT (Interdisciplinary Team) were aware of client A's case prior to the 7/24/23 hospital admission. HHHA indicated the hospice IDT had concerns regarding the care and treatment client A was receiving in his home. HHHA indicated when client A was admitted to the hospital on 7/24/23 with maggots in his wounds the hospital contacted APS (Adult Protective Services) to file a report. HHHA indicated APS advised they would not open an investigation since client A was being moved out of the home and into a long term care facility.</p> <p>Site Lead (SL) was interviewed on 12/6/23 at 8 PM. SL indicated she had worked in the group home with client A during the summer of 2023. SL indicated the home was hot and PD (Program Director) was notified. SL initially indicated she was uncertain of the time period, either May or</p>				<p>All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the facility. (Attachment M)</p> <p>Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N)</p> <p>Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Quality Assurance Manager conducted an investigation to determine if there was neglect in the care of client (A) as it related to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful in reporting the fly issue in the facility timely. (Attachment P)</p> <p>Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when</p>		

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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	<p>later in July of 2023. SL later stated, "Think it was the summer. Yes. It (air conditioning) froze up. We left the doors open before and let the house air out and such and never had issues before. It needed service."</p> <p>SL indicated while client A was receiving hospice services his wound care orders changed from staff completing bandage changes from twice a day to the hospice nurse changing the bandages once a week. SL indicated the hospice nurse was at the home (7/21/23). SL indicated she was the only staff at the home and was outside on the home's porch. SL stated, "She was telling us we got to keep the door shut. When she notified me, she had left (the) bandage off his foot; left it open." SL stated, "Think fly landed on (his) foot" in that timeframe. SL stated, "Yes, ended up (with) eggs in his heels." SL indicated client A went to the hospital for direct admit. SL indicated the home did have flies during the time period. SL stated, "Got worse than ever saw." SL indicated the previous area supervisor bought plug in insect devices.</p> <p>SL indicated client A had a PRN order for pain on his genitals and around the catheter. SL indicated client A had an order for Nystatin (anti-fungal) Powder for yeast. SL stated, "The whole time it was a constant fight to keep clean and had some sores around it." SL indicated client A's genitals should be washed and kept clean on a daily basis. SL indicated she was not aware of concerns or incidents of client A's hygiene not being completed.</p> <p>Client A's record was reviewed on 12/6/23 at 4:00 PM. Client A's Nursing Notes indicated the following:</p>				<p>she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound.</p> <p>Quality Assurance Manager will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment R)</p> <p>Quality Assurance Manager, Program Manager and QIDP will be complete investigation training on 1/9/24 and 1/10/24 to ensure all investigations are completed thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately. (Attachment A)</p> <p>Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p> <p>Monitoring of Corrective Action:</p> <p>The Program Director will report to the Executive Director</p>		

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	<p>-Nurse #1 entry dated 7/13/23 at 5:32 PM indicate, "Visited [client A] at him today for routine f/c (Foley catheter) change. I found him in bed. He had clean dressings to bilateral feet but did make constant c/o's (complaints) of foot pain, tingling, burning, etc (sic) during our initial visit. Feet were elevated so that heels are off the bed and that seemed to calm [client A]. I removed clothing after explaining to [client A] what I was doing and noted [client A's] f/c was tucked between his legs, when I pulled the f/c and his penis out there was immediate foul odor and noted poor hygiene (body cheese present) (unknown). During peri-care prior to the f/c change, [client A] cried out and constantly told me it hurt to wipe his penis off. Explained to him that getting cleaned up may actually make it feel better. Upon wiping the 'cheese' away; skin on penis left raw and bleeding. Urethral meatus (external portion of urethra) red and inflamed. Soft tissue on penis inflamed and sore. Spoke with staff on duty [DSP (Direct Support Professional) #1 and DSP #2] and explained to them that despite the placement of a f/x [client A] needs f/c care and peri-care every shift. I explained that his foreskin needs pulled back and cleaned every shift and that his hygiene was very poor this evening. F/c placed to BSD (bedside), draining clear yellow urine. Notified staff that [client A] was ready to get out of bed."</p> <p>-Nurse #1 entry on 7/14/23, at 9:49 AM indicated, "Notified [NM (Nurse Manager)] of my visit to see [client A] yesterday and the poor hygiene and skin condition of penis."</p> <p>Client A's Nursing Notes did not indicate documentation of follow-up or additional review of client A's hygiene or health needs after the 7/13/23 allegations.</p>				<p>any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors the home schedule to ensure HR is updated of all hiring needs for the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p>		

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	<p>Client A's MAR (Medication Administration Record) dated July 2023 indicated the following:</p> <p>- "Cath Care. Clean cath tubing and Penis with soap and water."</p> <p>Client A's MAR indicated client A's catheter and penis should be cleaned with soap and water on the first, second and third shifts daily. The record was blank with no documentation on third shift on 7/7/23, second shift on 7/9/23, third shift on 7/12/23, second shift on 7/13/23, third shift on 7/13/23, second shift on 7/17/23, third shift on 7/20/23 and third shift on 7/21/23.</p> <p>- "Glydo Gel (pain relief) 2%. Apply 11 milliliters topically to site around catheter as directed as needed for pain." The review did not indicate documentation of administration of client A's PRN for pain relief regarding his catheter/penis.</p> <p>Nurse #1 was interviewed on 12/7/23 at 2:46 PM.</p> <p>Nurse #1 indicated she had been assigned as the group home nurse in October 2023. Nurse #1 indicated her role included reviewing doctor consultation notes, ensuring orders were followed and being available for staff regarding client health needs. Nurse #1 indicated she reviewed staff documentation regarding meal intake tracking, treatment and bowel tracking. Nurse #1 stated, "Yes, (documentation) ongoing problem."</p> <p>Nurse #1 indicated she had assisted with nursing coverage at the home prior to October 2023. Nurse #1 indicated she had worked in the home with client A.</p> <p>Nurse #1 indicated NM (Nurse Manager) asked her to assist with client A's catheter change on 7/14/23. Nurse #1 indicated she went to client A's</p>				<p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are administered.</p> <p>Completion Date: 1/14/24</p>		

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	<p>home and DSPs #1 and #2 were present in the home at the time. Nurse #1 stated she "Verbally talked to them as soon as left his room. Got him cleaned up and had a pow-wow with them about the state that I found him in. No way they could convince me that he'd had any peri-area washed that day." Nurse #1 stated, "Said they (would) do better and I went off and I let [NM] know about it." Nurse #1 indicated she was not aware of a PRN (As needed) topical medication for pain relief. Nurse #1 indicated a PRN medication should be administered as ordered by the physician. Nurse #1 indicated she was not aware of any follow-up regarding client A's care related to 7/14/23. Nurse #1 later indicated QIDP (Qualified Intellectual Disability Professional) followed-up after client A's death (8/28/23) but was uncertain on the details of their conversation or date. Nurse #1 indicated she had not assisted with client A's personal care prior to the 7/14/23 incident and was not aware of other incidents of poor hygiene. Nurse #1 indicated she did not recall client A's room being hot or having flies. Nurse #1 stated, "The day I was there changing the catheter the dressing on his heels look like just changed. Weird to see nice clean bandages and the rest of him in icky state." Nurse #1 stated, "[Client A] (had) extra skin (foreskin) that needed to be cleaned under. Foul smelling as soon as (I) pulled (his) britches down. And once gotten cleaned up. (Penis) red and raw were not cleaned properly and not kept dry appeared to me (sic)."</p> <p>NM was interviewed on 12/7/23 at 5:19 PM. NM indicated Nurse #1 had called her and reported what she had seen at the home on 7/14/23. NM indicated Nurse #1 was covering for her and had gone to the home to complete a scheduled catheter change. NM stated, "She hadn't been there. She was kind of in shock at what she had</p>						

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	<p>seen. She didn't know that we were already dealing with those basically."</p> <p>When asked if Nurse #1's call was to report concerns with his hygiene, NM stated, "No, I took the phone call more of a shock. Cause that's when I was out sick. And so I took the phone call as more of her being in shock because of being sick I didn't give her a report. I told her a catheter needed to be changed, that type of thing. So, I was taking the phone call that she was more in shock (about) what she had seen and when I told her that yes it had been an issue and he had been treated we had at doctors, medicine and different things she proceeded to tell me she had informed staff of the importance of really giving good care and following the orders."</p> <p>When asked if she had completed any follow-up on Nurse #1's concerns or retraining, NM stated, "No, cause she had told me that she had spoken to the staff when she was in the home."</p> <p>NM indicated client A had an order for his catheter/genital area to be washed daily and a PRN for Glydo gel for pain relief around his catheter site.</p> <p>Executive Director (ED) and State Director of Nursing (SDON) were interviewed on 12/8/23 at 11:30 AM. SDON indicated she was an RN. SDON indicated she was not involved and had not consulted with the LPN (Licensed Practical Nurse) NM regarding client A's wound or hospice care. SDON stated, "They have communicated to me the thing (7/14/23 nurse note) looked at now."</p> <p>SDON indicated Nurse #1's 7/14/23 report would need further clarification and communication to determine if her concerns were neglect or if further</p>						

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	<p>medical follow-up or staff training were needed. ED indicated the facility's abuse policy included neglect. ED indicated failure to provide care and treatment for a client's health needs was neglect. ED indicated she was aware of maggots being found in client A's heels. ED indicated hospice had been involved, unwrapped his wounds on a Friday (7/21/23) and returned to the home on Monday (7/24/23) and noticed the maggots. ED indicated agency staff had not unwrapped client A's wound dressing and had been directed not to from 7/21/23 through 7/24/23.</p> <p>Client A's record was reviewed on 12/6/23 at 4:00 PM. Client A's MAR (Medication Administration Record) dated July 2023 indicated the following:</p> <p>- "Wet to dry dressings to bilateral heels use normal saline to 4 inch by 4 inch cover with gauze." The review indicated documentation of facility staff completing the wound dressing on 1st and 2nd shifts through 7/23/23 when the order was changed on 7/24/23.</p> <p>Client A's 7/19/23 Medical Consult form indicated the following:</p> <p>- "Wound care 2 times weekly. Bilateral heels Medi honey (wound gel). (illegible wound coverings). Nurse to change two times a week. Caregiver (staff) will be taught next visit. May change PRN once dressing is taught."</p> <p>The facility's BDS (Bureau of Disabilities Services) and investigations were reviewed on 12/4/23 at 4:03 PM. Investigative Summary not dated indicated the following: - "[Client A, age and gender] passed away 8/28/23</p>						

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	<p>under hospice care at the [long term care facility]. Hospice care was provided by [second hospice agency]. [Client A] was discharged from ResCare to the [long term care facility] on 7/27/23."</p> <p>-"Scope of Investigation: Did ResCare staff follow all standard operating procedures in the care of [client A]?"</p> <p>-"[Former Area Supervisor (FAS)] last worked with [client A] on 7/24/23. [FAS] stated the last time she worked with [client A] he was lethargic and appeared to be uncomfortable. [FAS] stated the hospice nurse came in that day (7/24/23) with a home health aide to do bandage changes and the hospice nurse found maggots in the right heel and bandage. [FAS] stated according to the order from the hospice nurse, hospice would be changing bandages twice a week. [FAS] stated her concern was with the hospice nurse care of [client A] and stated the [hospital hospice] nurse was rude, impersonal and condescending. [FAS] stated the hospice nurse changed [client A's] care routine even when ResCare staff asked her questions, explaining that what she was changing to had already been tried and produced unfavorable results. [FAS] stated [client A's] heels had been slowly improving with the regimen ResCare had been following received from wound care. [FAS] stated the hospice nurse was reluctant to give directions to staff and complete consults needed by the home and added she had dealt with hospice many times and this was by far the worst experience [FAS] has had with this type of agency. [FAS] stated, in her opinion, the hospice nurse was completely out of line and incompetent to deal with a patient of [client A's] nature. [FAS] stated there were no med changes as the hospice nurse instructed there would be to his current medications. [FAS] stated a comfort kit was</p>						

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	<p>added."</p> <p>-"[DSP #2] last worked with [client A] on 7/23/23 from 7:59 am to 3:59 pm. [DSP #2] stated the last time she worked with [client A] he was in hospice care and stated [client A] was out of it, not feeling well and sleeping a lot. [DSP #2] stated she did have concerns with hospice care, stating her concern was the change in his wound care. [DSP #2] stated [client A] was having his wound bandages on his feet changed twice per day and stated hospice care changed his wound care bandage change to one time per week."</p> <p>-"[SL] last worked with [client A] on 7/24/23. [SL] stated the last time she worked with [client A] he was in hospice care and he was very tired. [SL] stated at times [client A] would be alert and talkative stating he was "ready to go home". [SL] stated [client A] didn't want to be bothered. [SL] stated she had concerns with the hospice care concerning his bandage changes."</p> <p>-"[DSP #3] last worked with [client A] on 7/20/23 from 4 p to 11:59 p. [DSP #3] stated the last time she worked with [client A] he was in hospice care and was sleeping. [DSP #3] stated she did not have any concerns with the care he received at the group home but stated she was not happy with the care he received from hospice. [DSP #3] stated she felt hospice was uncaring. [DSP #3] stated hospice changed his wound care to once per week."</p> <p>-"[DSP #4] last worked with [client A] on 7/21/23 from 8 am to 4 pm. [DSP #4] stated the last time she worked with [client A] he was in hospice care, was in a lot of pain, and was not wanting to eat or barely drink. [DSP #4] stated the only concerns she had was when he was in hospice care during</p>						

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	<p>the duration of a little more than one week. [DSP #4] stated hospice did not want to communicate about dressing changes and stated the hospice nurse told staff not to touch bandages that she would change them. [DSP #4] stated the last day hospice was at the group home she changed bandages."</p> <p>-"[DSP #1] stated the last time the time she worked with [client A] he was in hospice care and wasn't his normal self. [DSP #1] stated [client A] was not yelling for anyone and he wouldn't hold a conversation. [DSP #1] stated her only concern with his care was with hospice, stating hospice changed the orders for his feet which caused them to get worse. [DSP #1] stated staff at the home were changing his bandages every day until hospice began. [DSP #1] stated she didn't see [client A] decline until after hospice started."</p> <p>-"[DSP #5] last worked with [client A] on 7/17/23 from 12 am to 8 am. [DSP #5] stated the last time she worked with [client A] he was in hospice care, looked tired and could barely talk. [DSP #5] stated she would have to ask him three or four times before he would acknowledge her."</p> <p>-"[NM] stated [client A] was declining in all aspects of medical and was in and out of the hospital for various reasons. [NM] stated some days he was with it and talkative but other days he was out of it. [NM] stated the team met several times to discuss hospice care to see if it was an option to keep him comfortable. [NM] stated she attended the PCP (Primary Care Physician) appointment to discuss hospice and stated the PCP felt due to all medical issues hospice was a good choice. [NM] stated at the appointment with the PCP [client A] told the doctor he wanted to be comfortable. [NM] stated [client A] was admitted</p>						

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER 15G507		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 12/11/2023	
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	<p>to hospice and they took over all medical care including the wound care. [NM] stated she felt the wound care hospice switched [client A] to, was not appropriate care for the wounds he had and stated this switch in wound care led to an in-patient hospice stay and at that time guardian chose a new hospice/nursing home. [NM] stated she visited him at the nursing home one day and he seemed to be resting comfortably."</p> <p>-"[Nurse #1] stated, she saw [client A] one time to replace the cap on his catheter and stated when she arrived at the home [client A] was wide awake and wanting to get out of bed. [Nurse #1] stated she needed him to stay in bed to change the catheter cap, she cleaned him first before changing the catheter cap. [Nurse #1]stated the tip of his penis was red and irritated. [Nurse #1] stated she told both staff on duty that she felt like personal hygiene could be becoming an issue and reminded staff that they should be doing catheter care (cleaning) each shift. [Nurse #1] stated his heels had clean, nice dressing on them. [Nurse #1] stated [NM] was out sick and she was filling in for her."</p> <p>The Investigative Summary's factual findings included:</p> <p>-"MARs/TARs (Treatment Administration Records): Medications given per orders.</p> <p>-"Nurse's documentation (Case Notes): 2023-07-13 05:32 pm - [Nurse #1]. Visited consumer at home today for routine f/c change. I found him in bed. He had clean dressings to bilateral feet but did make constant c/o's of foot pain, tingling, burning, etc. during our initial visit. Feet were elevated so that heels are off the bed and that seemed to calm consumer. I removed clothing after explaining to</p>						

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	<p>[client A] what I was doing and noted consumer f/c was tucked between his legs, when I pulled the f/c and his penis out there was immediate foul odor and noted poor hygiene (body cheese present). During peri-care prior to the f/c change, consumer cried out and constantly told me it hurt to wipe his penis off. Explained to him that getting cleaned up may actually make it feel better. Upon wiping the 'cheese' away; skin on penis left raw and bleeding. Urethral meatus red & inflamed. Soft tissue on penis inflamed and sore. Spoke with staff on duty, [DSP #1 and DSP #2] & explained to them that despite the placement of a f/c, consumer needs f/c care & peri-care every shift. I explained that his foreskin needs pulled back and cleaned every shift and that his hygiene was very poor this evening. F/C placed to BSD, draining clear yellow urine. Notified staff that consumer was ready to get out of bed."</p> <p>-"Nurse's documentation (Case Notes): 2023-07-14 09:49 am - [Nurse #1]. Notified NM of my visit to see consumer yesterday and the poor hygiene and skin condition of penis."</p> <p>-"Nurse's documentation (Case Notes) 2023-07-19 09:25 am - [NM] Appointment: Reason: Hospice Provider: [hospital] Hospice Results: Nurse visit gave orders for bilateral heels to be changed per hospice nurse and PRN."</p> <p>-"Nurse's Documentation (Case Notes) 2023-07-20 09:49 am - [NM] In home today completed medical review. All appts up to date and/or scheduled. Vitals WNL (within normal limits) weight being monitored. Appetite good, regular bm's noted, regular sleep pattern noted. Hospice nurse visiting twice a</p>						

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	<p>week. All orders are being dealt with hospice. More lethargic today while in the home. Did speak to me some but was very sleepy. On-going monitoring of health."</p> <p>"Physician's Orders: His physician orders were under review by hospice and had not been changed."</p> <p>-"Training Records: Hospice training completed on 7/13/23 per [NM]. Hospice nurse visit on 7/19/23 noted bilateral heels wound care 2 times per week changed order to Medi honey noted hospice nurse to change 2 times weekly. Hospice nurse further noted would teach next visit may change PRN once dressing change taught. Staff did not receive dressing change training per the hospice nurse."</p> <p>-"Hospice nurse visited on 7/14/23, 7/19/23, 7/21/23 and 7/24/23. The hospice nurse noted at her visit on 7/19/23 bilateral heels - wound care 2x wk, Medi honey ACE/ABD (unknown), nurse to change 2x weekly. It will be taught next visit may change PRN once dressing is taught. Vital signs, full assessment completed. No needs. At her visit on 7/21/23 hospice nurse noted pressure wounds to bilateral heels, left elbow. She noted numerous flies, fear of getting maggots in wound beds, suggest fly strips. He needs turned every 2 hours and needs to be floated. Foley catheter flushes easily and return of 60 ML flushed into Foley catheter. Foley catheter stat lock needs to stay in place. Needs peri care for pencil lesions. Will reevaluate next visit.</p> <p>When the hospice nurse visited on 7/24/23 while changing his heel bandages she found maggots in the wound on his right heel. She referred him for direct admission to [hospital] hospice care for care of the right heel. He was admitted to [hospital]</p>						

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	<p>hospice care on 7/24/23 for care of right heel wound."</p> <p>-"Conclusion: [Client A] was experiencing a general decline of health. Team met to discuss his medical decline and agreed to seek medical consult for recommendations for care needed. Team discussed possible hospice care need and PCP agreed. [Client A] was referred to hospice care, evaluation completed, and he entered hospice care on 7/13/23. [Client A's] medication regimen remained the same with the addition of the comfort kit. [Client A's] medication regimen was under review of the hospice doctor. Medication orders were followed. Based on interview and record review, ResCare staff followed all standard operating procedures in the care of [client A]."</p> <p>The Investigative Summary was not signed by the Investigator or administrator and did not indicate a date of completion.</p> <p>The Investigative Summary did not address or reconcile NM's 7/19/23 nursing note with HRNCM #1's order change with her 7/20/23 nursing note. NM's 7/20/23 nursing note indicate, "In home today. Completed medical review." The NM did not address or follow-up with HRNCM #1 or hospice to clarify the 7/19/23 order change. The review did not indicate documentation of analysis of NM's follow-up, communication or advocacy with hospice to proactively and collaboratively ensure staff were trained regarding his wound care needs.</p> <p>The review did not indicate analysis or factual findings related to medication and treatment errors identified during Nurse #1's 7/13/23 visit with concerns of client A's hygiene and wound care.</p>						

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	<p>The review did not indicate analysis or factual findings regarding NM's response to the 7/13/23 concerns.</p> <p>The review did not indicate analysis or factual findings regarding HRNCM #2's 7/21/23 concerns regarding flies in the home and the agency's awareness and corrective measures to abate the insects.</p> <p>The review indicated client A had a written treatment order change on 7/19/23 from HRNCM #1. Client A's 7/2023 MAR indicated staff constituted documentation of twice daily wet to dry bandage changes after the 7/19/23 order. The review did not provide analysis, reconciliation or factual findings regarding when client A's bandages were changed after 7/21/23.</p> <p>PM and NM were interviewed on 12/6/23 at 8:50 AM. NM indicated HRNCM #1 wrote on a 7/19/23 consult she was changing client A's wound treatment from a daily wet to dry wound treatment completed twice daily by staff to a 2 time weekly Medi honey treatment to be completed by the hospice staff. NM indicated when HRNCM #1 told staff and documented on her consult she would complete training with staff to complete the new Medi honey treatment for PRN changes. NM indicated HRNCM #1 did not update the physician orders or complete the staff training. NM indicated hospice was managing client A's medication regimen. NM indicated her role included in-servicing staff to follow the directives of hospice. NM indicated hospice was to be staff's first point of contact and she would remain in the communication loop. NM indicated HRNCM #1 returned to the home on 7/24/23 there were maggots in client A's right heel wounds. NM indicated client A was sent to the hospital via</p>						

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	<p>ambulance by hospice. NM indicated she had not seen maggots in client A's wounds. NM indicated client A's wounds were in the same dressing HRNCM #2 applied on 7/21/23 on 7/24/23 when HRNCM #1 found the maggots. PM and NM indicated they were not aware of reports of flies. NM indicated there had been medication errors and staff should be monitoring documentation. NM stated, "Found out through Investigation (death investigation) staff failed to change MARS. Weren't touching bandages but were signing (the) MAR."</p> <p>QIDP (Qualified Intellectual Disability Professional) was interviewed on 12/6/23 at 10:16 AM. QIDP indicated she had been in the group home during the July 2023 timeframe and had not experienced high temperatures in the home. QIDP indicated she had not been made aware of reports or concerns of high temperatures in the home. QIDP indicated if staff had concerns of the temperature in the home a work order should be completed and PM (Program Manager) should be made aware. QIDP indicated the home did have flies due to the doors being left open. QIDP stated the flies were "not excessive." QIDP indicated HRNCM #2 had been at the home on Friday 7/21/23 and HRNCM #1 had returned to the home on Monday 7/24/23. QIDP stated on the 7/21/23 visit regarding HRNCM #2's concerns about flies, "no one said anything." QIDP indicated the undated Investigative Summary did not address if staff were aware of the HRNCM #2's concerns. QIDP indicated she was at the home on Monday 7/24/23. QIDP indicated when she arrived at the group home the former AS (area supervisor) had purchased an electrical plug in device to eradicate the flies. QIDP indicated HRNCM #1 came to the home on 7/24/23 to complete care for client A and found maggots in the wounds on his right heel.</p>						

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	<p>QIDP indicated client A was sent to the ER (Emergency Room) and did not return to the group home. QIDP indicated client A began in-home hospice care on 7/13/23. QIDP indicated staff was to be trained by the hospice nurse regarding wound care but this training was not completed prior to his 7/24/23 hospital admission and discharge. QIDP indicated she had completed the Investigative Summary and located a separate electronic copy with a signature/completion date of 9/19/23. QIDP indicated client A's medications were under review by hospice. QIDP indicated there was not analysis or factual findings related to the NM's oversight, communication and advocacy of client A's health with hospice to resolve staff training issues or clarification of treatment orders. QIDP indicated the Investigative Summary did not have an analysis or factual findings related to client A's PRN usage.</p> <p>PM was interviewed on 12/6/23 at 12:05 PM. PM indicated there was not documentation, work orders or internal documentation regarding reports of the home being hot or issues with the temperature after May 2023. The facility's Abuse, Neglect and Exploitation Policy dated 7/18/11 was reviewed on 12/4/23 at 4:30 PM. The policy indicated the following: -"CASC (Community Alternatives South Central) staff actively advocate for the rights and safety of all individuals. All allegations or occurrences of abuse/neglect/exploitation/mistreatment shall be reported to the appropriate authorities through the appropriate supervisory channels</p>						

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	<p>and will be thoroughly investigated under the policies of CASC, local, state and federal guidelines."-"ResCare strictly prohibits abuse/neglect/exploitation/mistreatment."-"Any ResCare staff person who suspect an individual is the victim of abuse/neglect/exploitation should immediately notify the direct supervisor, who will then notify the Director of Supported Group Living (DSGL) or Director of Supported Living (DSL). Staff will then complete an incident report. The DSGL/DSL will then notify the ED (Executive Director). This step should be done within 24 hours."-"Any staff person who is suspected of abuse/neglect/exploitation/mistreatment toward an individual will be immediately suspended until the allegation can be fully investigated."-"The ED or designee will assign an investigative team. A full investigation will be conducted by investigators who have received training from Labor Relations Association and ResCare's internal procedures on investigations."-"One of the investigators will complete a detailed investigative summary based on witness statements and other evidence collected. The report will be maintained in confidential, secured file at the office. All investigations will be completed within 5 business days of the reported</p>						

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W 0154 Bldg. 00	<p>incident."-"An investigative peer review committee chosen by the ED will meet to discuss the outcome of the investigation and to ensure that a thorough investigation has been completed."This federal tag relates to complaint #IN00422341 and complaint #IN00422345. 9-3-2(a) 483.420(d)(3) STAFF TREATMENT OF CLIENTS</p> <p>The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview for 1 of 3 sampled clients (A), the facility failed to thoroughly investigate the circumstances of client A's care and treatment prior to his death.</p> <p>Findings include:</p> <p>Client A's Hospital Hospice Record was reviewed on 12/7/23 at 12:00 PM.</p> <p>Client A's Hospital Health Hospice Visit Note (HHHVN) dated 7/24/23 indicated Hospice Registered Nurse Case Manager (HRNCM) #1 completed a visit on 7/24/23. The HHHVN indicated, "[Client A] lying in bed at time of arrival. [Client A] unclothed. Had covers over him. Large amount (of) flies buzzing around the room and crawling on [client A]. Vitals obtained and assessments completed. Heel boots removed from feet. Maggots noted in heel boot of right foot. Dressing to R (right) heel removed. Maggots falling out of wound. Remaining wounds assessed. No maggots. Notified staff that I would be calling [client A's guardian] and requesting transfer to hospital. Wounds redressed. Staff member (not specified) notified facility nurse. Gave [client A] his 2 PM med's with a Norco (pain</p>			W 0154	<p>W154: The governing body will exercise general policy, budget, and operating direction over facility.</p> <p>Corrective action:</p> <p>All staff have been trained on daily documentation, following client positioning/ toileting schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A).</p> <p>All staff trained on abuse/ neglect/ client rights/ reporting policy. (Attachment B)</p> <p>Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer</p>		01/14/2024

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	<p>relief). Visit concluded. [HRNCM #1] returned to office. [Client A's guardian] contacted and permission obtained to send [client A] to hospital. [Hospital Doctor (HD)] notified and order obtained to admit for pain and symptom management." The HHHVN indicated, "1805 (6:05 PM) arrived to hospital to assess [client A]. Med list provided to [HRN (Hospital Registered Nurse)]. [HRN] stated no further maggots had been found in wounds (sic). Order put in for wound consult. [RN PCT (unknown)] stated [client A] had eaten 100% of supper. States [client A] appeared very hungry. [Client A's guardian] to arrange for alternative placement."</p> <p>The HHHVN indicated, "[HRNCM #1] was constantly shooing flies off of the patient/[client A]. Staff had been warned at previous visit that wounds would be infested with maggots if they did not get the flies under control."</p> <p>Client A's HHHVN dated 7/21/23 indicated HRNCM #2 completed a visit on 7/21/23. The 7/21/23 HHHVN indicated, "[Client A] has multiple flies in room. [HRNCM #2] discussed a treatment option with staff to rid the room of flies to open wounds and risk of maggot infestation. Staff (unspecified) reports they will discuss with their boss. [HRNCM #2] instructed staff on floating heels, turning and repositioning. Staff voices understanding. Staff denies further needs and voices understanding of emergency plan."</p> <p>Client A's Pre-Hospital (Ambulance) Report dated 7/25/23 indicated the following on 7/24/23:</p> <p>"Call received from [HRNCM #1], the patient's hospice nurse for a [age, gender], to be admitted to [hospital]. This was to be a direct admit to room ..., for pain and symptom management. [HRNCM</p>				<p>provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment. (Attachment C)</p> <p>Nurse, Brandy Lacey put in place to resume Nursing duties over the facility following the 10/20/23 complaint.</p> <p>Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>ResCare State Director of Nursing Services, Jan Breedlove is overseeing the Nurse of the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D).</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are</p>		

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	<p>#1] stated that there were maggots in [client A's] wound."</p> <p>- "Arrival on scene, found [client A] lying in a bed with no sheets on it. Draw sheets that were on the bed were heavily soiled. [Client A] was in a very warm room with no clothing on. There was a strong smell of decay and many flies were swarming. 'Moon boots' (protective boots) were seen lying on the floor. [Client A] was able to voice complaint of pain but wasn't able to tell us exactly where or rate it on the pain scale."</p> <p>HCNO (Hospital Chief Nursing Officer), HRNCM #1 and Home Health Hospice Administrator (HHHA) were interviewed on 12/7/23 at 11:36 AM.</p> <p>HRNCM #1 indicated she was an RN (Registered Nurse) and case manager. HRNCM #1 indicated she had provided care and treatment to client A while at the group home. HRNCM #1 indicated she had witnessed flies in the group home. HRNCM #1 indicated she had seen the doors at the home open with staff standing in the doorways smoking while she was at the home. HRNCM #1 stated during her visits at the home client A's room was "dirty with feces on the blinds and walls".</p> <p>HRNCM #1 indicated she had communicated and documented her concerns regarding the flies with ResCare staff. HRNCM #1 indicated she was aware of HRNCM #2's communication and documentation of concerns regarding the flies with ResCare staff. HRNCM #1 indicated she did not recall or document a specific staff, date or time of communication. HRNCM #1 indicated she had not met or directly communicated with ResCare's nursing staff. HRNCM #1 indicated on 7/24/23 she was providing wound care to client A and found maggots in the wounds on his right heel.</p>				<p>addressed. (Attachment E)</p> <p>Nurse will notify the Rescare State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p> <p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Lead Supervisor monitors documentation daily and completes a weekly checklist to monitor documentation completion. (Attachment J)</p> <p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K)</p> <p>Client (A) was discharged from the facility on 7/27/23. (Attachment L)</p> <p>Program Director was notified that Hospice felt there was an issue with flies in the facility on</p>		

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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	<p>HRNCM #1 stated, "They were warned about the flies." HRNCM #1 indicated she contacted client A's guardian and arranged for client A to be admitted to the hospital for treatment. HRNCM #1 indicated client A had poor hygiene during her visits. HRNCM #1 indicated client A would be naked with no adult incontinence brief in his bed with no mattress cover. HRNCM #1 indicated she had been in the home at times with 1 staff member present with 3 to 4 other clients present. HRNCM #1 stated she "felt like [client A's] needs were too great for the group home setting." HRNCM #1 indicated she had made attempts to train and educate group home staff on client A's treatments. HRNCM #1 stated client A's group home staff were not cooperative with her education attempts and "they walked out" of the room at times when attempting to give instructions and communicate.</p> <p>HHHA indicated the HD and hospice IDT (Interdisciplinary Team) were aware of client A's case prior to the 7/24/23 hospital admission. HHHA indicated the hospice IDT had concerns regarding the care and treatment client A was receiving in his home. HHHA indicated when client A was admitted to the hospital on 7/24/23 with maggots in his wounds the hospital contacted APS (Adult Protective Services) to file a report. HHHA indicated APS advised they would not open an investigation since client A was being moved out of the home and into a long term care facility.</p> <p>Site Lead (SL) was interviewed on 12/6/23 at 8 PM. SL indicated she had worked in the group home with client A during the summer of 2023. SL indicated the home was hot and PD (Program Director) was notified. SL initially indicated she was uncertain of the time period, either May or</p>				<p>7/24/23. Program Director contacted Rule One Pest Control to go to the facility. Rule One Pest Control was in the facility on 7/25/23 and placed fly bait in the facility. (Attachment T)</p> <p>All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the facility. (Attachment M)</p> <p>Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N)</p> <p>Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Quality Assurance Manager conducted an investigation to determine if there was neglect in the care of client (A) as it related to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful</p>		

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	<p>later in July of 2023. SL later stated, "Think it was the summer. Yes. It (air conditioning) froze up. We left the doors open before and let the house air out and such and never had issues before. It needed service."</p> <p>SL indicated while client A was receiving hospice services his wound care orders changed from staff completing bandage changes from twice a day to the hospice nurse changing the bandages once a week. SL indicated the hospice nurse was at the home (7/21/23). SL indicated she was the only staff at the home and was outside on the home's porch. SL stated, "She was telling us we got to keep the door shut. When she notified me, she had left (the) bandage off his foot; left it open." SL stated, "Think fly landed on (his) foot" in that timeframe. SL stated, "Yes, ended up (with) eggs in his heels." SL indicated client A went to the hospital for direct admit. SL indicated the home did have flies during the time period. SL stated, "Got worse than ever saw." SL indicated the previous area supervisor bought plug in insect devices.</p> <p>SL indicated client A had a PRN order for pain on his genitals and around the catheter. SL indicated client A had an order for Nystatin (anti-fungal) Powder for yeast. SL stated, "The whole time it was a constant fight to keep clean and had some sores around it." SL indicated client A's genitals should be washed and kept clean on a daily basis. SL indicated she was not aware of concerns or incidents of client A's hygiene not being completed.</p> <p>Client A's record was reviewed on 12/6/23 at 4:00 PM. Client A's Nursing Notes indicated the following:</p>				<p>in reporting the fly issue in the facility timely. (Attachment P)</p> <p>Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound.</p> <p>Quality Assurance Manager will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment R)</p> <p>Quality Assurance Manager, Program Manager and QIDP will be complete investigation training on 1/9/24 and 1/10/24 to ensure all investigations are completed thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately. (Attachment A)</p> <p>Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p>		

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	<p>-Nurse #1 entry dated 7/13/23 at 5:32 PM indicate, "Visited [client A] at him today for routine f/c (Foley catheter) change. I found him in bed. He had clean dressings to bilateral feet but did make constant c/o's (complaints) of foot pain, tingling, burning, etc (sic) during our initial visit. Feet were elevated so that heels are off the bed and that seemed to calm [client A]. I removed clothing after explaining to [client A] what I was doing and noted [client A's] f/c was tucked between his legs, when I pulled the f/c and his penis out there was immediate foul odor and noted poor hygiene (body cheese present) (unknown). During peri-care prior to the f/c change, [client A] cried out and constantly told me it hurt to wipe his penis off. Explained to him that getting cleaned up may actually make it feel better. Upon wiping the 'cheese' away; skin on penis left raw and bleeding. Urethral meatus (external portion of urethra) red and inflamed. Soft tissue on penis inflamed and sore. Spoke with staff on duty [DSP (Direct Support Professional) #1 and DSP #2] and explained to them that despite the placement of a f/x [client A] needs f/c care and peri-care every shift. I explained that his foreskin needs pulled back and cleaned every shift and that his hygiene was very poor this evening. F/c placed to BSD (bedside), draining clear yellow urine. Notified staff that [client A] was ready to get out of bed."</p> <p>-Nurse #1 entry on 7/14/23, at 9:49 AM indicated, "Notified [NM (Nurse Manager)] of my visit to see [client A] yesterday and the poor hygiene and skin condition of penis."</p> <p>Client A's Nursing Notes did not indicate documentation of follow-up or additional review of client A's hygiene or health needs after the 7/13/23 allegations.</p>				<p>Monitoring of Corrective Action:</p> <p>The Program Director will report to the Executive Director any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors the home schedule to ensure HR is updated of all hiring needs for the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation</p>		

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	<p>Client A's MAR (Medication Administration Record) dated July 2023 indicated the following:</p> <p>- "Cath Care. Clean cath tubing and Penis with soap and water."</p> <p>Client A's MAR indicated client A's catheter and penis should be cleaned with soap and water on the first, second and third shifts daily. The record was blank with no documentation on third shift on 7/7/23, second shift on 7/9/23, third shift on 7/12/23, second shift on 7/13/23, third shift on 7/13/23, second shift on 7/17/23, third shift on 7/20/23 and third shift on 7/21/23.</p> <p>- "Glydo Gel (pain relief) 2%. Apply 11 milliliters topically to site around catheter as directed as needed for pain." The review did not indicate documentation of administration of client A's PRN for pain relief regarding his catheter/penis.</p> <p>Nurse #1 was interviewed on 12/7/23 at 2:46 PM.</p> <p>Nurse #1 indicated she had been assigned as the group home nurse in October 2023. Nurse #1 indicated her role included reviewing doctor consultation notes, ensuring orders were followed and being available for staff regarding client health needs. Nurse #1 indicated she reviewed staff documentation regarding meal intake tracking, treatment and bowel tracking. Nurse #1 stated, "Yes, (documentation) ongoing problem."</p> <p>Nurse #1 indicated she had assisted with nursing coverage at the home prior to October 2023. Nurse #1 indicated she had worked in the home with client A.</p> <p>Nurse #1 indicated NM (Nurse Manager) asked her to assist with client A's catheter change on 7/14/23. Nurse #1 indicated she went to client A's</p>				<p>Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are administered.</p> <p>Completion Date: 1/14/24</p>		

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	<p>home and DSPs #1 and #2 were present in the home at the time. Nurse #1 stated she "Verbally talked to them as soon as left his room. Got him cleaned up and had a pow-wow with them about the state that I found him in. No way they could convince me that he'd had any peri-area washed that day." Nurse #1 stated, "Said they (would) do better and I went off and I let [NM] know about it." Nurse #1 indicated she was not aware of a PRN (As needed) topical medication for pain relief. Nurse #1 indicated a PRN medication should be administered as ordered by the physician. Nurse #1 indicated she was not aware of any follow-up regarding client A's care related to 7/14/23. Nurse #1 later indicated QIDP (Qualified Intellectual Disability Professional) followed-up after client A's death (8/28/23) but was uncertain on the details of their conversation or date. Nurse #1 indicated she had not assisted with client A's personal care prior to the 7/14/23 incident and was not aware of other incidents of poor hygiene. Nurse #1 indicated she did not recall client A's room being hot or having flies. Nurse #1 stated, "The day I was there changing the catheter the dressing on his heels look like just changed. Weird to see nice clean bandages and the rest of him in icky state." Nurse #1 stated, "[Client A] (had) extra skin (foreskin) that needed to be cleaned under. Foul smelling as soon as (I) pulled (his) britches down. And once gotten cleaned up. (Penis) red and raw were not cleaned properly and not kept dry appeared to me (sic)."</p> <p>NM was interviewed on 12/7/23 at 5:19 PM. NM indicated Nurse #1 had called her and reported what she had seen at the home on 7/14/23. NM indicated Nurse #1 was covering for her and had gone to the home to complete a scheduled catheter change. NM stated, "She hadn't been there. She was kind of in shock at what she had</p>						

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	<p>seen. She didn't know that we were already dealing with those basically."</p> <p>When asked if Nurse #1's call was to report concerns with his hygiene, NM stated, "No, I took the phone call more of a shock. Cause that's when I was out sick. And so I took the phone call as more of her being in shock because of being sick I didn't give her a report. I told her a catheter needed to be changed, that type of thing. So, I was taking the phone call that she was more in shock (about) what she had seen and when I told her that yes it had been an issue and he had been treated we had at doctors, medicine and different things she proceeded to tell me she had informed staff of the importance of really giving good care and following the orders."</p> <p>When asked if she had completed any follow-up on Nurse #1's concerns or retraining, NM stated, "No, cause she had told me that she had spoken to the staff when she was in the home."</p> <p>NM indicated client A had an order for his catheter/genital area to be washed daily and a PRN for Glydo gel for pain relief around his catheter site.</p> <p>Executive Director (ED) and State Director of Nursing (SDON) were interviewed on 12/8/23 at 11:30 AM. SDON indicated she was an RN. SDON indicated she was not involved and had not consulted with the LPN (Licensed Practical Nurse) NM regarding client A's wound or hospice care. SDON stated, "They have communicated to me the thing (7/14/23 nurse note) looked at now."</p> <p>SDON indicated Nurse #1's 7/14/23 report would need further clarification and communication to determine if her concerns were neglect or if further</p>						

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	<p>medical follow-up or staff training were needed. ED indicated she was aware of maggots being found in client A's heels. ED indicated hospice had been involved, unwrapped his wounds on a Friday (7/21/23) and returned to the home on Monday (7/24/23) and noticed the maggots. ED indicated agency staff had not unwrapped client A's wound dressing and had been directed not to from 7/21/23 through 7/24/23.</p> <p>Client A's record was reviewed on 12/6/23 at 4:00 PM. Client A's MAR (Medication Administration Record) dated July 2023 indicated the following:</p> <p>- "Wet to dry dressings to bilateral heels use normal saline to 4 inch by 4 inch cover with gauze." The review indicated documentation of facility staff completing the wound dressing on 1st and 2nd shifts through 7/23/23 when the order was changed on 7/24/23.</p> <p>Client A's 7/19/23 Medical Consult form indicated the following:</p> <p>- "Wound care 2 times weekly. Bilateral heels Medi honey (wound gel). (illegible wound coverings). Nurse to change two times a week. Caregiver (staff) will be taught next visit. May change PRN once dressing is taught."</p> <p>The facility's BDS (Bureau of Disabilities Services) and investigations were reviewed on 12/4/23 at 4:03 PM. Investigative Summary not dated indicated the following:</p> <p>- "[Client A, age and gender] passed away 8/28/23 under hospice care at the [long term care facility]. Hospice care was provided by [second hospice agency]. [Client A] was discharged from ResCare</p>						

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	<p>to the [long term care facility] on 7/27/23."</p> <p>-"Scope of Investigation: Did ResCare staff follow all standard operating procedures in the care of [client A]?"</p> <p>-"[Former Area Supervisor (FAS)] last worked with [client A] on 7/24/23. [FAS] stated the last time she worked with [client A] he was lethargic and appeared to be uncomfortable. [FAS] stated the hospice nurse came in that day (7/24/23) with a home health aide to do bandage changes and the hospice nurse found maggots in the right heel and bandage. [FAS] stated according to the order from the hospice nurse, hospice would be changing bandages twice a week. [FAS] stated her concern was with the hospice nurse care of [client A] and stated the [hospital hospice] nurse was rude, impersonal and condescending. [FAS] stated the hospice nurse changed [client A's] care routine even when ResCare staff asked her questions, explaining that what she was changing to had already been tried and produced unfavorable results. [FAS] stated [client A's] heels had been slowly improving with the regimen ResCare had been following received from wound care. [FAS] stated the hospice nurse was reluctant to give directions to staff and complete consults needed by the home and added she had dealt with hospice many times and this was by far the worst experience [FAS] has had with this type of agency. [FAS] stated, in her opinion, the hospice nurse was completely out of line and incompetent to deal with a patient of [client A's] nature. [FAS] stated there were no med changes as the hospice nurse instructed there would be to his current medications. [FAS] stated a comfort kit was added."</p> <p>-"[DSP #2] last worked with [client A] on 7/23/23</p>						

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	<p>from 7:59 am to 3:59 pm. [DSP #2] stated the last time she worked with [client A] he was in hospice care and stated [client A] was out of it, not feeling well and sleeping a lot. [DSP #2] stated she did have concerns with hospice care, stating her concern was the change in his wound care. [DSP #2] stated [client A] was having his wound bandages on his feet changed twice per day and stated hospice care changed his wound care bandage change to one time per week."</p> <p>-"[SL] last worked with [client A] on 7/24/23. [SL] stated the last time she worked with [client A] he was in hospice care and he was very tired. [SL] stated at times [client A] would be alert and talkative stating he was "ready to go home". [SL] stated [client A] didn't want to be bothered. [SL] stated she had concerns with the hospice care concerning his bandage changes."</p> <p>-"[DSP #3] last worked with [client A] on 7/20/23 from 4 p to 11:59 p. [DSP #3] stated the last time she worked with [client A] he was in hospice care and was sleeping. [DSP #3] stated she did not have any concerns with the care he received at the group home but stated she was not happy with the care he received from hospice. [DSP #3] stated she felt hospice was uncaring. [DSP #3] stated hospice changed his wound care to once per week."</p> <p>-"[DSP #4] last worked with [client A] on 7/21/23 from 8 am to 4 pm. [DSP #4] stated the last time she worked with [client A] he was in hospice care, was in a lot of pain, and was not wanting to eat or barely drink. [DSP #4] stated the only concerns she had was when he was in hospice care during the duration of a little more than one week. [DSP #4] stated hospice did not want to communicate about dressing changes and stated the hospice</p>						

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	<p>nurse told staff not to touch bandages that she would change them. [DSP #4] stated the last day hospice was at the group home she changed bandages."</p> <p>-"[DSP #1] stated the last time the time she worked with [client A] he was in hospice care and wasn't his normal self. [DSP #1] stated [client A] was not yelling for anyone and he wouldn't hold a conversation. [DSP #1] stated her only concern with his care was with hospice, stating hospice changed the orders for his feet which caused them to get worse. [DSP #1] stated staff at the home were changing his bandages every day until hospice began. [DSP #1] stated she didn't see [client A] decline until after hospice started."</p> <p>-"[DSP #5] last worked with [client A] on 7/17/23 from 12 am to 8 am. [DSP #5] stated the last time she worked with [client A] he was in hospice care, looked tired and could barely talk. [DSP #5] stated she would have to ask him three or four times before he would acknowledge her."</p> <p>-"[NM] stated [client A] was declining in all aspects of medical and was in and out of the hospital for various reasons. [NM] stated some days he was with it and talkative but other days he was out of it. [NM] stated the team met several times to discuss hospice care to see if it was an option to keep him comfortable. [NM] stated she attended the PCP (Primary Care Physician) appointment to discuss hospice and stated the PCP felt due to all medical issues hospice was a good choice. [NM] stated at the appointment with the PCP [client A] told the doctor he wanted to be comfortable. [NM] stated [client A] was admitted to hospice and they took over all medical care including the wound care. [NM] stated she felt the wound care hospice switched [client A] to, was</p>						

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	<p>not appropriate care for the wounds he had and stated this switch in wound care led to an in-patient hospice stay and at that time guardian chose a new hospice/nursing home. [NM] stated she visited him at the nursing home one day and he seemed to be resting comfortably."</p> <p>-"[Nurse #1] stated, she saw [client A] one time to replace the cap on his catheter and stated when she arrived at the home [client A] was wide awake and wanting to get out of bed. [Nurse #1] stated she needed him to stay in bed to change the catheter cap, she cleaned him first before changing the catheter cap. [Nurse #1] stated the tip of his penis was red and irritated. [Nurse #1] stated she told both staff on duty that she felt like personal hygiene could be becoming an issue and reminded staff that they should be doing catheter care (cleaning) each shift. [Nurse #1] stated his heels had clean, nice dressing on them. [Nurse #1] stated [NM] was out sick and she was filling in for her."</p> <p>The Investigative Summary's factual findings included:</p> <p>-"MARs/TARs (Treatment Administration Records): Medications given per orders.</p> <p>-"Nurse's documentation (Case Notes): 2023-07-13 05:32 pm - [Nurse #1]. Visited consumer at home today for routine f/c change. I found him in bed. He had clean dressings to bilateral feet but did make constant c/o's of foot pain, tingling, burning, etc. during our initial visit. Feet were elevated so that heels are off the bed and that seemed to calm consumer. I removed clothing after explaining to [client A] what I was doing and noted consumer f/c was tucked between his legs, when I pulled the f/c and his penis out there was immediate foul</p>						

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	<p>odor and noted poor hygiene (body cheese present). During peri-care prior to the f/c change, consumer cried out and constantly told me it hurt to wipe his penis off. Explained to him that getting cleaned up may actually make it feel better. Upon wiping the 'cheese' away; skin on penis left raw and bleeding. Urethral meatus red & inflamed. Soft tissue on penis inflamed and sore. Spoke with staff on duty, [DSP #1 and DSP #2] & explained to them that despite the placement of a f/c, consumer needs f/c care & peri-care every shift. I explained that his foreskin needs pulled back and cleaned every shift and that his hygiene was very poor this evening. F/C placed to BSD, draining clear yellow urine. Notified staff that consumer was ready to get out of bed."</p> <p>- "Nurse's documentation (Case Notes): 2023-07-14 09:49 am - [Nurse #1]. Notified NM of my visit to see consumer yesterday and the poor hygiene and skin condition of penis."</p> <p>- "Nurse's documentation (Case Notes) 2023-07-19 09:25 am - [NM] Appointment: Reason: Hospice Provider: [hospital] Hospice Results: Nurse visit gave orders for bilateral heels to be changed per hospice nurse and PRN."</p> <p>- "Nurse's Documentation (Case Notes) 2023-07-20 09:49 am - [NM] In home today completed medical review. All appts up to date and/or scheduled. Vitals WNL (within normal limits) weight being monitored. Appetite good, regular bm's noted, regular sleep pattern noted. Hospice nurse visiting twice a week. All orders are being dealt with hospice. More lethargic today while in the home. Did speak to me some but was very sleepy. On-going</p>						

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	<p>monitoring of health."</p> <p>"Physician's Orders: His physician orders were under review by hospice and had not been changed."</p> <p>-"Training Records: Hospice training completed on 7/13/23 per [NM]. Hospice nurse visit on 7/19/23 noted bilateral heels wound care 2 times per week changed order to Medi honey noted hospice nurse to change 2 times weekly. Hospice nurse further noted would teach next visit may change PRN once dressing change taught. Staff did not receive dressing change training per the hospice nurse."</p> <p>-"Hospice nurse visited on 7/14/23, 7/19/23, 7/21/23 and 7/24/23. The hospice nurse noted at her visit on 7/19/23 bilateral heels - wound care 2x wk, Medi honey ACE/ABD (unknown), nurse to change 2x weekly. It will be taught next visit may change PRN once dressing is taught. Vital signs, full assessment completed. No needs. At her visit on 7/21/23 hospice nurse noted pressure wounds to bilateral heels, left elbow. She noted numerous flies, fear of getting maggots in wound beds, suggest fly strips. He needs turned every 2 hours and needs to be floated. Foley catheter flushes easily and return of 60 ML flushed into Foley catheter. Foley catheter stat lock needs to stay in place. Needs peri care for pencil lesions. Will reevaluate next visit.</p> <p>When the hospice nurse visited on 7/24/23 while changing his heel bandages she found maggots in the wound on his right heel. She referred him for direct admission to [hospital] hospice care for care of the right heel. He was admitted to [hospital] hospice care on 7/24/23 for care of right heel wound."</p>						

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	<p>-"Conclusion: [Client A] was experiencing a general decline of health. Team met to discuss his medical decline and agreed to seek medical consult for recommendations for care needed. Team discussed possible hospice care need and PCP agreed. [Client A] was referred to hospice care, evaluation completed, and he entered hospice care on 7/13/23. [Client A's] medication regimen remained the same with the addition of the comfort kit. [Client A's] medication regimen was under review of the hospice doctor. Medication orders were followed. Based on interview and record review, ResCare staff followed all standard operating procedures in the care of [client A]."</p> <p>The Investigative Summary was not signed by the Investigator or administrator and did not indicate a date of completion.</p> <p>The Investigative Summary did not address or reconcile NM's 7/19/23 nursing note with HRNCM #1's order change with her 7/20/23 nursing note. NM's 7/20/23 nursing note indicated, "In home today. Completed medical review." The NM did not address or follow-up with HRNCM #1 or hospice to clarify the 7/19/23 order change. The review did not indicate documentation of analysis of NM's follow-up, communication or advocacy with hospice to proactively and collaboratively ensure staff were trained regarding his wound care needs.</p> <p>The review did not indicate analysis or factual findings related to medication and treatment errors identified during Nurse #1's 7/13/23 visit with concerns of client A's hygiene and wound care. The review did not indicate analysis or factual findings regarding NM's response to the 7/13/23 concerns.</p>						

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	<p>The review did not indicate analysis or factual findings regarding HRNCM #2's 7/21/23 concerns regarding flies in the home and the agency's awareness and corrective measures to abate the insects.</p> <p>The review indicated client A had a written treatment order change on 7/19/23 from HRNCM #1. Client A's 7/2023 MAR indicated staff constituted documentation of twice daily wet to dry bandage changes after the 7/19/23 order. The review did not provide analysis, reconciliation or factual findings regarding when client A's bandages were changed after 7/21/23.</p> <p>PM and NM were interviewed on 12/6/23 at 8:50 AM. NM indicated HRNCM #1 wrote on a 7/19/23 consult she was changing client A's wound treatment from a daily wet to dry wound treatment completed twice daily by staff to a 2 time weekly Medi honey treatment to be completed by the hospice staff. NM indicated when HRNCM #1 told staff and documented on her consult she would complete training with staff to complete the new Medi honey treatment for PRN changes. NM indicated HRNCM #1 did not update the physician orders or complete the staff training. NM indicated hospice was managing client A's medication regimen. NM indicated her role included in-servicing staff to follow the directives of hospice. NM indicated hospice was to be staff's first point of contact and she would remain in the communication loop. NM indicated HRNCM #1 returned to the home on 7/24/23 there were maggots in client A's right heel wounds. NM indicated client A was sent to the hospital via ambulance by hospice. NM indicated she had not seen maggots in client A's wounds. NM indicated client A's wounds were in the same dressing</p>						

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	<p>HRNCM #2 applied on 7/21/23 on 7/24/23 when HRNCM #1 found the maggots. PM and NM indicated they were not aware of reports of flies. NM indicated there had been medication errors and staff should be monitoring documentation. NM stated, "Found out through Investigation (death investigation) staff failed to change MARS. Weren't touching bandages but were signing (the) MAR."</p> <p>QIDP (Qualified Intellectual Disability Professional) was interviewed on 12/6/23 at 10:16 AM. QIDP indicated she had been in the group home during the July 2023 timeframe and had not experienced high temperatures in the home. QIDP indicated she had not been made aware of reports or concerns of high temperatures in the home. QIDP indicated if staff had concerns of the temperature in the home a work order should be completed and PM (Program Manager) should be made aware. QIDP indicated the home did have flies due to the doors being left open. QIDP stated the flies were "not excessive." QIDP indicated HRNCM #2 had been at the home on Friday 7/21/23 and HRNCM #1 had returned to the home on Monday 7/24/23. QIDP stated on the 7/21/23 visit regarding HRNCM #2's concerns about flies, "no one said anything." QIDP indicated the undated Investigative Summary did not address if staff were aware of the HRNCM #2's concerns. QIDP indicated she was at the home on Monday 7/24/23. QIDP indicated when she arrived at the group home the former AS (area supervisor) had purchased an electrical plug in device to eradicate the flies. QIDP indicated HRNCM #1 came to the home on 7/24/23 to complete care for client A and found maggots in the wounds on his right heel. QIDP indicated client A was sent to the ER (Emergency Room) and did not return to the group home. QIDP indicated client A began</p>						

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W 0318 Bldg. 00	<p>in-home hospice care on 7/13/23. QIDP indicated staff was to be trained by the hospice nurse regarding wound care but this training was not completed prior to his 7/24/23 hospital admission and discharge. QIDP indicated she had completed the Investigative Summary and located a separate electronic copy with a signature/completion date of 9/19/23. QIDP indicated client A's medications were under review by hospice. QIDP indicated there was not analysis or factual findings related to the NM's oversight, communication and advocacy of client A's health with hospice to resolve staff training issues or clarification of treatment orders. QIDP indicated the Investigative Summary did not have an analysis or factual findings related to client A's PRN usage.</p> <p>PM was interviewed on 12/6/23 at 12:05 PM. PM indicated there was not documentation, work orders or internal documentation regarding reports of the home being hot or issues with the temperature after May 2023.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-2(a)</p> <p>483.460 HEALTH CARE SERVICES The facility must ensure that specific health care services requirements are met. Based on record review and interview, the facility failed to meet the Condition of Participation: Health Care Services for 1 of 3 sampled clients (A).</p> <p>The facility's nursing services failed to proactively advocate for client A's health needs, to ensure staff implemented hygienic care of client A's</p>			W 0318	<p>W318: The facility must ensure that specific health care services requirements are met.</p> <p>Corrective action: All staff have been trained on daily documentation, following client positioning/ toileting</p>		01/14/2024

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	<p>body, to ensure client A's wound treatments and medications were administered as ordered and to ensure the facility's LPN (Licensed Practical Nurse) Nurse Manager consulted with a RN (Registered Nurse) regarding client A's advanced medical care needs.</p> <p>Findings include:</p> <p>1. The facility's health care services failed to ensure the nursing services proactively advocated for client A's health needs, to ensure staff implemented hygienic care of client A's body and to ensure client A's wound treatments and medications were administered as ordered. Please see W331.</p> <p>2. The facility's health care services failed to ensure LPN Nurse Manager consulted with a RN regarding client A's advanced medical care needs. Please see W346.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-6(a)</p>				<p>schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A)</p> <p>All staff trained on abuse/neglect/ client rights/ reporting policy. (Attachment B)</p> <p>Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment. (Attachment C)</p> <p>Nurse, Brandy Lacey put in place to resume Nursing duties over the facility following the 10/20/23 complaint.</p> <p>Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>ResCare State Director of Nursing Services, Jan Breedlove is</p>		

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			<p>overseeing the Nurse of the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D)</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are addressed. (Attachment E)</p> <p>Nurse will notify the Rescare State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p> <p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need</p>		

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			<p>addressed. (Attachment I) Lead Supervisor monitors documentation daily and completes a weekly checklist to monitor documentation completion. (Attachment J) Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K) Client (A) was discharged from the facility on 7/27/23. (Attachment L) Program Director was notified that Hospice felt there was an issue with flies in the facility on 7/24/23. Program Director contacted Rule One Pest Control to go to the facility. Rule One Pest Control was in the facility on 7/25/23 and placed fly bait in the facility. (Attachment T) All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the facility. (Attachment M) Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N) Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing</p>		

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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			<p>completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Quality Assurance Manager conducted an investigation to determine if there was neglect in the care of client (A) as it related to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful in reporting the fly issue in the facility timely. (Attachment P)</p> <p>Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound.</p> <p>Quality Assurance Manager will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death.</p>		

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			<p>(Attachment R) Quality Assurance Manager, Program Manager and QIDP will be complete investigation training on 1/9/24 and 1/10/24 to ensure all investigations are completed thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately.</p> <p>(Attachment A) Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p> <p>Monitoring of Corrective Action: The Program Director will report to the Executive Director any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse</p>		

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			<p>observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors the home schedule to ensure HR is updated of all hiring needs for the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the</p>		

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W 0331 Bldg. 00	<p>483.460(c) NURSING SERVICES</p> <p>The facility must provide clients with nursing services in accordance with their needs. Based on record review and interview for 1 of 3 sampled clients (A), the facility's nursing services failed to proactively advocate for client A's health needs, to ensure staff implemented hygienic care of client A's body and to ensure client A's wound treatments and medications were administered as ordered.</p> <p>Findings include:</p> <p>Client A's Hospital Hospice Record was reviewed on 12/7/23 at 12:00 PM.</p> <p>Client A's Hospital Health Hospice Visit Note (HHHVN) dated 7/24/23 indicated Hospice Registered Nurse Case Manager (HRNCM) #1 completed a visit on 7/24/23. The HHHVN indicated, "[Client A] lying in bed at time of arrival. [Client A] unclothed. Had covers over him. Large amount (of) flies buzzing around the room and crawling on [client A]. Vitals obtained and assessments completed. Heel boots removed from</p>	W 0331	<p>Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are administered.</p> <p>Completion Date: 1/14/24</p> <p>W331: The facility must provide clients with nursing services in accordance with their needs.</p> <p>Corrective action:</p> <p>All staff have been trained on daily documentation, following client positioning/ toileting schedules and proper medication administration including treatment orders. All medication administration is now on QuickMar, an electronic system that can be easily monitored by all Nursing and Management and it sends alert notifications if any medications were not administered, and we can react immediately. (Attachment A).</p> <p>All staff trained on abuse/ neglect/ client rights/ reporting</p>	01/14/2024	

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	<p>feet. Maggots noted in heel boot of right foot. Dressing to R (right) heel removed. Maggots falling out of wound. Remaining wounds assessed. No maggots. Notified staff that I would be calling [client A's guardian] and requesting transfer to hospital. Wounds redressed. Staff member (not specified) notified facility nurse. Gave [client A] his 2 PM med's with a Norco (pain relief). Visit concluded. [HRNCM #1] returned to office. [Client A's guardian] contacted and permission obtained to send [client A] to hospital. [Hospital Doctor (HD)] notified and order obtained to admit for pain and symptom management." The HHHVN indicated, "1805 (6:05 PM) arrived to hospital to assess [client A]. Med list provided to [HRN (Hospital Registered Nurse)]. [HRN] stated no further maggots had been found in woulds (sic). Order put in for wound consult. [RN PCT (unknown)] stated [client A] had eaten 100% of supper. States [client A] appeared very hungry. [Client A's guardian] to arrange for alternative placement."</p> <p>The HHHVN indicated, "[HRNCM #1] was constantly shooping flies off of the patient/[client A]. Staff had been warned at previous visit that wounds would be infested with maggots if they did not get the flies under control."</p> <p>Client A's HHHVN dated 7/21/23 indicated HRNCM #2 completed a visit on 7/21/23. The 7/21/23 HHHVN indicated, "[Client A] has multiple flies in room. [HRNCM #2] discussed a treatment option with staff to rid the room of flies to open wounds and risk of maggot infestation. Staff (unspecified) reports they will discuss with their boss. [HRNCM #2] instructed staff on floating heels, turning and repositioning. Staff voices understanding. Staff denies further needs and voices understanding of emergency plan."</p>				<p>policy. (Attachment B) Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment.</p> <p>(Attachment C) Nurse, Brandy Lacey put in place to resume Nursing duties over the facility following the 10/20/23 complaint. Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns. ResCare State Director of Nursing Services, Jan Breedlove is overseeing the Nurse of the facility. Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and</p>		

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	<p>Client A's Pre-Hospital (Ambulance) Report dated 7/25/23 indicated the following on 7/24/23:</p> <p>- "Call received from [HRNCM #1], the patient's hospice nurse for a [age, gender], to be admitted to [hospital]. This was to be a direct admit to room ..., for pain and symptom management. [HRNCM #1] stated that there were maggots in [client A's] wound."</p> <p>- "Arrival on scene, found [client A] lying in a bed with no sheets on it. Draw sheets that were on the bed were heavily soiled. [Client A] was in a very warm room with no clothing on. There was a strong smell of decay and many flies were swarming. 'Moon boots' (protective boots) were seen lying on the floor. [Client A] was able to voice complaint of pain but wasn't able to tell us exactly where or rate it on the pain scale."</p> <p>HCNO (Hospital Chief Nursing Officer), HRNCM #1 and Home Health Hospice Administrator (HHHA) were interviewed on 12/7/23 at 11:36 AM.</p> <p>HRNCM #1 indicated she was an RN (Registered Nurse) and case manager. HRNCM #1 indicated she had provided care and treatment to client A while at the group home. HRNCM #1 indicated she had witnessed flies in the group home. HRNCM #1 indicated she had seen the doors at the home open with staff standing in the doorways smoking while she was at the home. HRNCM #1 stated during her visits at the home client A's room was "dirty with feces on the blinds and walls".</p> <p>HRNCM #1 indicated she had communicated and documented her concerns regarding the flies with ResCare staff. HRNCM #1 indicated she was aware of HRNCM #2's communication and</p>			<p>monitoring client's medical condition. (Attachment D)</p> <p>Nurse will complete a weekly audit to ensure all clients in the facility medical needs are addressed. (Attachment E)</p> <p>Nurse will notify the Rescare State Director of Nursing, Jan Breedlove of all medical concerns regarding all clients in the facility. (Attachment F)</p> <p>Program Director created an observation checklist to utilize during management and Nurse oversight visits. (Attachment G)</p> <p>ResCare Management observations are continuing at 5 days per week for no less than 60 days to continue increased monitoring in the facility. (Attachment H)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Lead Supervisor monitors documentation daily and completes a weekly checklist to monitor documentation completion. (Attachment J)</p> <p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment K)</p> <p>Client (A) was discharged</p>			

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	<p>documentation of concerns regarding the flies with ResCare staff. HRNCM #1 indicated she did not recall or document a specific staff, date or time of communication. HRNCM #1 indicated she had not met or directly communicated with ResCare's nursing staff. HRNCM #1 indicated on 7/24/23 she was providing wound care to client A and found maggots in the wounds on his right heel. HRNCM #1 stated, "They were warned about the flies." HRNCM #1 indicated she contacted client A's guardian and arranged for client A to be admitted to the hospital for treatment. HRNCM #1 indicated client A had poor hygiene during her visits. HRNCM #1 indicated client A would be naked with no adult incontinence brief in his bed with no mattress cover. HRNCM #1 indicated she had been in the home at times with 1 staff member present with 3 to 4 other clients present. HRNCM #1 stated she "felt like [client A's] needs were too great for the group home setting." HRNCM #1 indicated she had made attempts to train and educate group home staff on client A's treatments. HRNCM #1 stated client A's group home staff were not cooperative with her education attempts and "they walked out" of the room at times when attempting to give instructions and communicate.</p> <p>HHHA indicated the HD and hospice IDT (Interdisciplinary Team) were aware of client A's case prior to the 7/24/23 hospital admission. HHHA indicated the hospice IDT had concerns regarding the care and treatment client A was receiving in his home. HHHA indicated when client A was admitted to the hospital on 7/24/23 with maggots in his wounds the hospital contacted APS (Adult Protective Services) to file a report. HHHA indicated APS advised they would not open an investigation since client A was being moved out of the home and into a</p>				<p>from the facility on 7/27/23. (Attachment L)</p> <p>Program Director was notified that Hospice felt there was an issue with flies in the facility on 7/24/23. Program Director contacted Rule One Pest Control to go to the facility. Rule One Pest Control was in the facility on 7/25/23 and placed fly bait in the facility. (Attachment T)</p> <p>All staff trained on reporting any issues within the facility, pest or rodent issues, issues with HVAC and ensuring doors are kept shut when possible to eliminate pests entering the facility. (Attachment M)</p> <p>Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N)</p> <p>Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Quality Assurance Manager conducted an investigation to determine if there was neglect in the care of client (A) as it related</p>		

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	<p>long-term care facility.</p> <p>Site Lead (SL) was interviewed on 12/6/23 at 8 PM. SL indicated she had worked in the group home with client A during the summer of 2023. SL indicated the home was hot and PD (Program Director) was notified. SL initially indicated she was uncertain of the time period, either May or later in July of 2023. SL later stated, "Think it was the summer. Yes. It (air conditioning) froze up. We left the doors open before and let the house air out and such and never had issues before. It needed service."</p> <p>SL indicated while client A was receiving hospice services his wound care orders changed from staff completing bandage changes from twice a day to the hospice nurse changing the bandages once a week. SL indicated the hospice nurse was at the home (7/21/23). SL indicated she was the only staff at the home and was outside on the home's porch. SL stated, "She was telling us we got to keep the door shut. When she notified me, she had left (the) bandage off his foot; left it open." SL stated, "Think fly landed on (his) foot" in that timeframe. SL stated, "Yes, ended up (with) eggs in his heels." SL indicated client A went to the hospital for direct admit. SL indicated the home did have flies during the time period. SL stated, "Got worse than ever saw." SL indicated the previous area supervisor bought plug in insect devices.</p> <p>SL indicated client A had a PRN order for pain on his genitals and around the catheter. SL indicated client A had an order for Nystatin (anti-fungal) Powder for yeast. SL stated, "The whole time it was a constant fight to keep clean and had some sores around it." SL indicated client A's genitals should be washed and kept clean on a daily basis.</p>				<p>to the previous mortality investigation and details noted in the supporting documentation. Former Area Supervisor, Marly Mullikin was found to be neglectful in reporting the fly issue in the facility timely. (Attachment P)</p> <p>Former Area Supervisor Marly Mullikin termed from employment with Rescare on 12/4/23 due to failing to report the fly issue when she was notified on 7/21/23 resulting in an excess amount of flies in the facility and client (A) having maggots in his heel wound.</p> <p>Quality Assurance Manager will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment Q)</p> <p>Quality Assurance Coordinator will receive a corrective action for failure to thoroughly investigate the circumstances of client (A) care and treatment prior to his death. (Attachment R)</p> <p>Quality Assurance Manager, Program Manager and QIDP will be complete investigation training on 1/9/24 and 1/10/24 to ensure all investigations are completed thoroughly.</p> <p>Staff will complete the Skin assessment on all clients each shift and report any skin related issues to the Nurse and Program Manager immediately. (Attachment A)</p>		

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	<p>SL indicated she was not aware of concerns or incidents of client A's hygiene not being completed.</p> <p>Client A's record was reviewed on 12/6/23 at 4:00 PM. Client A's Nursing Notes indicated the following:</p> <p>-Nurse #1 entry dated 7/13/23 at 5:32 PM indicate, "Visited [client A] at him today for routine f/c (Foley catheter) change. I found him in bed. He had clean dressings to bilateral feet but did make constant c/o's (complaints) of foot pain, tingling, burning, etc (sic) during our initial visit. Feet were elevated so that heels are off the bed and that seemed to calm [client A]. I removed clothing after explaining to [client A] what I was doing and noted [client A's] f/c was tucked between his legs, when I pulled the f/c and his penis out there was immediate foul odor and noted poor hygiene (body cheese present) (unknown). During peri-care prior to the f/c change, [client A] cried out and constantly told me it hurt to wipe his penis off. Explained to him that getting cleaned up may actually make it feel better. Upon wiping the 'cheese' away; skin on penis left raw and bleeding. Urethral meatus (external portion of urethra) red and inflamed. Soft tissue on penis inflamed and sore. Spoke with staff on duty [DSP (Direct Support Professional) #1 and DSP #2] and explained to them that despite the placement of a f/x [client A] needs f/c care and peri-care every shift. I explained that his foreskin needs pulled back and cleaned every shift and that his hygiene was very poor this evening. F/c placed to BSD (bedside), draining clear yellow urine. Notified staff that [client A] was ready to get out of bed."</p> <p>-Nurse #1 entry on 7/14/23, at 9:49 AM indicated, "Notified [NM (Nurse Manager)] of my visit to</p>				<p>Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p> <p>Monitoring of Corrective Action:</p> <p>The Program Director will report to the Executive Director any concerns noted on the weekly checks, observations and the daily monitoring for all clients in the facility.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p> <p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Program Manager monitors the home schedule to ensure HR is updated of all hiring needs for the facility.</p> <p>House meetings are held monthly at the facility with all staff to review all client plans.</p> <p>Daily calls are held by</p>		

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	<p>see [client A] yesterday and the poor hygiene and skin condition of penis."</p> <p>Client A's Nursing Notes did not indicate documentation of follow-up or additional review of client A's hygiene or health needs after the 7/13/23 allegations.</p> <p>Client A's MAR (Medication Administration Record) dated July 2023 indicated the following:</p> <p>- "Cath Care. Clean cath tubing and Penis with soap and water."</p> <p>Client A's MAR indicated client A's catheter and penis should be cleaned with soap and water on the first, second and third shifts daily. The record was blank with no documentation on third shift on 7/7/23, second shift on 7/9/23, third shift on 7/12/23, second shift on 7/13/23, third shift on 7/13/23, second shift on 7/17/23, third shift on 7/20/23 and third shift on 7/21/23.</p> <p>- "Glydo Gel (pain relief) 2%. Apply 11 milliliters topically to site around catheter as directed as needed for pain." The review did not indicate documentation of administration of client A's PRN for pain relief regarding his catheter/penis.</p> <p>Nurse #1 was interviewed on 12/7/23 at 2:46 PM.</p> <p>Nurse #1 indicated she had been assigned as the group home nurse in October 2023. Nurse #1 indicated her role included reviewing doctor consultation notes, ensuring orders were followed and being available for staff regarding client health needs. Nurse #1 indicated she reviewed staff documentation regarding meal intake tracking, treatment and bowel tracking. Nurse #1 stated, "Yes, (documentation) ongoing problem."</p>				<p>ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p> <p>All investigations will be reviewed by Rescare's Operation Support Specialist, Hank Overton, and peer reviewed by Rescare Management.</p> <p>QuickMar is monitored by the Nurse, Program Manager, Program Director, State Director of Nursing and Executive Director daily to ensure all medications are administered.</p> <p>Completion Date: 1/14/24</p>		

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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	<p>Nurse #1 indicated she had assisted with nursing coverage at the home prior to October 2023. Nurse #1 indicated she had worked in the home with client A.</p> <p>Nurse #1 indicated NM (Nurse Manager) asked her to assist with client A's catheter change on 7/14/23. Nurse #1 indicated she went to client A's home and DSPs #1 and #2 were present in the home at the time. Nurse #1 stated she "Verbally talked to them as soon as left his room. Got him cleaned up and had a pow-wow with them about the state that I found him in. No way they could convince me that he'd had any peri-area washed that day." Nurse #1 stated, "Said they (would) do better, and I went off and I let [NM] know about it." Nurse #1 indicated she was not aware of a PRN (As needed) topical medication for pain relief. Nurse #1 indicated a PRN medication should be administered as ordered by the physician. Nurse #1 indicated she was not aware of any follow-up regarding client A's care related to 7/14/23. Nurse #1 later indicated QIDP (Qualified Intellectual Disability Professional) followed-up after client A's death (8/28/23) but was uncertain on the details of their conversation or date. Nurse #1 indicated she had not assisted with client A's personal care prior to the 7/14/23 incident and was not aware of other incidents of poor hygiene. Nurse #1 indicated she did not recall client A's room being hot or having flies. Nurse #1 stated, "The day I was there changing the catheter the dressing on his heels look like just changed. Weird to see nice clean bandages and the rest of him in icky state." Nurse #1 stated, "[Client A] (had) extra skin (foreskin) that needed to be cleaned under. Foul smelling as soon as (I) pulled (his) britches down. And once gotten cleaned up. (Penis) red and raw were not cleaned properly and not kept dry appeared to me (sic)."</p>						

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	<p>NM was interviewed on 12/7/23 at 5:19 PM. NM indicated Nurse #1 had called her and reported what she had seen at the home on 7/14/23. NM indicated Nurse #1 was covering for her and had gone to the home to complete a scheduled catheter change. NM stated, "She hadn't been there. She was kind of in shock at what she had seen. She didn't know that we were already dealing with those basically."</p> <p>When asked if Nurse #1's call was to report concerns with his hygiene, NM stated, "No, I took the phone call more of a shock. Cause that's when I was out sick. And so, I took the phone call as more of her being in shock because of being sick I didn't give her a report. I told her a catheter needed to be changed, that type of thing. So, I was taking the phone call that she was more in shock (about) what she had seen and when I told her that yes it had been an issue and he had been treated we had at doctors, medicine and different things she proceeded to tell me she had informed staff of the importance of really giving good care and following the orders."</p> <p>When asked if she had completed any follow-up on Nurse #1's concerns or retraining, NM stated, "No, cause she had told me that she had spoken to the staff when she was in the home."</p> <p>NM indicated client A had an order for his catheter/genital area to be washed daily and a PRN for Glydo gel for pain relief around his catheter site.</p> <p>Executive Director (ED) and State Director of Nursing (SDON) were interviewed on 12/8/23 at 11:30 AM. SDON indicated she was an RN. SDON indicated she was not involved and had not</p>						

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	<p>consulted with the LPN (Licensed Practical Nurse) NM regarding client A's wound or hospice care. SDON stated, "They have communicated to me the thing (7/14/23 nurse note) looked at now."</p> <p>SDON indicated Nurse #1's 7/14/23 report would need further clarification and communication to determine if her concerns were neglect or if further medical follow-up or staff training were needed. ED indicated failure to provide care and treatment for a client's health needs was neglect. ED indicated she was aware of maggots being found in client A's heels. ED indicated hospice had been involved, unwrapped his wounds on a Friday (7/21/23) and returned to the home on Monday (7/24/23) and noticed the maggots. ED indicated agency staff had not unwrapped client A's wound dressing and had been directed not to from 7/21/23 through 7/24/23.</p> <p>Client A's record was reviewed on 12/6/23 at 4:00 PM. Client A's MAR (Medication Administration Record) dated July 2023 indicated the following:</p> <p>- "Wet to dry dressings to bilateral heels use normal saline to 4 inch by 4 inch cover with gauze."</p> <p>The review indicated documentation of facility staff completing the wound dressing on 1st and 2nd shifts through 7/23/23 when the order was changed on 7/24/23.</p> <p>Client A's 7/19/23 Medical Consult form indicated the following:</p> <p>- "Wound care 2 times weekly. Bilateral heels Medi honey (wound gel). (illegible wound coverings). Nurse to change two times a week. Caregiver</p>						

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	<p>(staff) will be taught next visit. May change PRN once dressing is taught."</p> <p>The facility's BDS (Bureau of Disabilities Services) and investigations were reviewed on 12/4/23 at 4:03 PM. Investigative Summary not dated indicated the following:</p> <p>-"[Client A, age and gender] passed away 8/28/23 under hospice care at the [long term care facility]. Hospice care was provided by [second hospice agency]. [Client A] was discharged from ResCare to the [long term care facility] on 7/27/23."</p> <p>-"[NM] stated [client A] was declining in all aspects of medical and was in and out of the hospital for various reasons. [NM] stated some days he was with it and talkative but other days he was out of it. [NM] stated the team met several times to discuss hospice care to see if it was an option to keep him comfortable. [NM] stated she attended the PCP (Primary Care Physician) appointment to discuss hospice and stated the PCP felt due to all medical issues hospice was a good choice. [NM] stated at the appointment with the PCP [client A] told the doctor he wanted to be comfortable. [NM] stated [client A] was admitted to hospice and they took over all medical care including the wound care. [NM] stated she felt the wound care hospice switched [client A] to, was not appropriate care for the wounds he had and stated this switch in wound care led to an in-patient hospice stay and at that time guardian chose a new hospice/nursing home. [NM] stated she visited him at the nursing home one day and he seemed to be resting comfortably."</p> <p>-"[Nurse #1] stated, she saw [client A] one time to replace the cap on his catheter and stated when she arrived at the home [client A] was wide awake</p>						

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	<p>and wanting to get out of bed. [Nurse #1] stated she needed him to stay in bed to change the catheter cap, she cleaned him first before changing the catheter cap. [Nurse #1] stated the tip of his penis was red and irritated. [Nurse #1] stated she told both staff on duty that she felt like personal hygiene could be becoming an issue and reminded staff that they should be doing catheter care (cleaning) each shift. [Nurse #1] stated his heels had clean, nice dressing on them. [Nurse #1] stated [NM] was out sick and she was filling in for her."</p> <p>The Investigative Summary's factual findings included:</p> <p>- "MARs/TARs (Treatment Administration Records): Medications given per order.</p> <p>- "Nurse's documentation (Case Notes): 2023-07-13 05:32 pm - [Nurse #1]. Visited consumer at home today for routine f/c change. I found him in bed. He had clean dressings to bilateral feet but did make constant c/o's of foot pain, tingling, burning, etc. during our initial visit. Feet were elevated so that heels are off the bed and that seemed to calm consumer. I removed clothing after explaining to [client A] what I was doing and noted consumer f/c was tucked between his legs, when I pulled the f/c and his penis out there was immediate foul odor and noted poor hygiene (body cheese present). During peri-care prior to the f/c change, consumer cried out and constantly told me it hurt to wipe his penis off. Explained to him that getting cleaned up may actually make it feel better. Upon wiping the 'cheese' away; skin on penis left raw and bleeding. Urethral meatus red & inflamed. Soft tissue on penis inflamed and sore. Spoke with staff on duty, [DSP #1 and DSP #2] & explained to them that despite the placement of a f/c, consumer</p>						

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	<p>needs f/c care & peri-care every shift. I explained that his foreskin needs pulled back and cleaned every shift and that his hygiene was very poor this evening. F/C placed to BSD, draining clear yellow urine. Notified staff that consumer was ready to get out of bed."</p> <p>-"Nurse's documentation (Case Notes): 2023-07-14 09:49 am - [Nurse #1]. Notified NM of my visit to see consumer yesterday and the poor hygiene and skin condition of penis."</p> <p>-"Nurse's documentation (Case Notes) 2023-07-19 09:25 am - [NM] Appointment: Reason: Hospice Provider: [hospital] Hospice Results: Nurse visit gave orders for bilateral heels to be changed per hospice nurse and PRN."</p> <p>-"Nurse's Documentation (Case Notes) 2023-07-20 09:49 am - [NM] In home today completed medical review. All appts up to date and/or scheduled. Vitals WNL (within normal limits) weight being monitored. Appetite good, regular bm's noted, regular sleep pattern noted. Hospice nurse visiting twice a week. All orders are being dealt with hospice. More lethargic today while in the home. Did speak to me some but was very sleepy. On-going monitoring of health."</p> <p>"Physician's Orders: His physician orders were under review by hospice and had not been changed."</p> <p>-"Training Records: Hospice training completed on 7/13/23 per [NM]. Hospice nurse visit on 7/19/23 noted bilateral heels wound care 2 times per week changed order to Medi honey noted</p>						

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	<p>hospice nurse to change 2 times weekly. Hospice nurse further noted would teach next visit may change PRN once dressing change taught. Staff did not receive dressing change training per the hospice nurse."</p> <p>-"Hospice nurse visited on 7/14/23, 7/19/23, 7/21/23 and 7/24/23. The hospice nurse noted at her visit on 7/19/23 bilateral heels - wound care 2x wk., Medi honey ACE/ABD (unknown), nurse to change 2x weekly. It will be taught next visit may change PRN once dressing is taught. Vital signs, full assessment completed. No needs. At her visit on 7/21/23 hospice nurse noted pressure wounds to bilateral heels, left elbow. She noted numerous flies, fear of getting maggots in wound beds, suggest fly strips. He needs turned every 2 hours and needs to be floated. Foley catheter flushes easily and return of 60 ML flushed into Foley catheter. Foley catheter stat lock needs to stay in place. Needs peri care for pencil lesions. Will reevaluate next visit.</p> <p>When the hospice nurse visited on 7/24/23 while changing his heel bandages she found maggots in the wound on his right heel. She referred him for direct admission to [hospital] hospice care for care of the right heel. He was admitted to [hospital] hospice care on 7/24/23 for care of right heel wound."</p> <p>-"Conclusion: [Client A] was experiencing a general decline of health. Team met to discuss his medical decline and agreed to seek medical consult for recommendations for care needed. Team discussed possible hospice care need and PCP agreed. [Client A] was referred to hospice care, evaluation completed, and he entered hospice care on 7/13/23. [Client A's] medication regimen remained the same with the addition of the comfort kit. [Client A's] medication regimen</p>						

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	<p>was under review of the hospice doctor. Medication orders were followed. Based on interview and record review, ResCare staff followed all standard operating procedures in the care of [client A]."</p> <p>The Investigative Summary did not address or reconcile NM's 7/19/23 nursing note with HRNCM #1's order change with her 7/20/23 nursing note. NM's 7/20/23 nursing note indicate, "In home today. Completed medical review." The NM did not address or follow-up with HRNCM #1 or hospice to clarify the 7/19/23 order change. The review did not indicate documentation of analysis of NM's follow-up, communication or advocacy with hospice to proactively and collaboratively ensure staff were trained regarding his wound care needs.</p> <p>The review did not indicate analysis or factual findings related to medication and treatment errors identified during Nurse #1's 7/13/23 visit with concerns of client A's hygiene and wound care. The review did not indicate analysis or factual findings regarding NM's response to the 7/13/23 concerns.</p> <p>The review did not indicate analysis or factual findings regarding HRNCM #2's 7/21/23 concerns regarding flies in the home and the agency's awareness and corrective measures to abate the insects.</p> <p>The review indicated client A had a written treatment order change on 7/19/23 from HRNCM #1. Client A's 7/2023 MAR indicated staff constituted documentation of twice daily wet to dry bandage changes after the 7/19/23 order. The review did not provide analysis, reconciliation or factual findings regarding when client A's</p>						

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	<p>bandages were changed after 7/21/23.</p> <p>PM and NM were interviewed on 12/6/23 at 8:50 AM. NM indicated HRNCM #1 wrote on a 7/19/23 consult she was changing client A's wound treatment from a daily wet to dry wound treatment completed twice daily by staff to a 2 time weekly Medi honey treatment to be completed by the hospice staff. NM indicated when HRNCM #1 told staff and documented on her consult she would complete training with staff to complete the new Medi honey treatment for PRN changes. NM indicated HRNCM #1 did not update the physician orders or complete the staff training. NM indicated hospice was managing client A's medication regimen. NM indicated her role included in-servicing staff to follow the directives of hospice. NM indicated hospice was to be staff's first point of contact and she would remain in the communication loop. NM indicated HRNCM #1 returned to the home on 7/24/23 there were maggots in client A's right heel wounds. NM indicated client A was sent to the hospital via ambulance by hospice. NM indicated she had not seen maggots in client A's wounds. NM indicated client A's wounds were in the same dressing HRNCM #2 applied on 7/21/23 on 7/24/23 when HRNCM #1 found the maggots. PM and NM indicated they were not aware of reports of flies. NM indicated there had been medication errors and staff should be monitoring documentation. NM stated, "Found out through Investigation (death investigation) staff failed to change MARS. Weren't touching bandages but were signing (the) MAR."</p> <p>QIDP (Qualified Intellectual Disability Professional) was interviewed on 12/6/23 at 10:16 AM. QIDP indicated she had been in the group home during the July 2023 timeframe and had not</p>						

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	<p>experienced high temperatures in the home. QIDP indicated she had not been made aware of reports or concerns of high temperatures in the home. QIDP indicated if staff had concerns of the temperature in the home a work order should be completed and PM (Program Manager) should be made aware. QIDP indicated the home did have flies due to the doors being left open. QIDP stated the flies were "not excessive." QIDP indicated HRNCM #2 had been at the home on Friday 7/21/23 and HRNCM #1 had returned to the home on Monday 7/24/23. QIDP stated on the 7/21/23 visit regarding HRNCM #2's concerns about flies, "no one said anything." QIDP indicated the undated Investigative Summary did not address if staff were aware of the HRNCM #2's concerns. QIDP indicated she was at the home on Monday 7/24/23. QIDP indicated when she arrived at the group home the former AS (area supervisor) had purchased an electrical plug-in device to eradicate the flies. QIDP indicated HRNCM #1 came to the home on 7/24/23 to complete care for client A and found maggots in the wounds on his right heel. QIDP indicated client A was sent to the ER (Emergency Room) and did not return to the group home. QIDP indicated client A began in-home hospice care on 7/13/23. QIDP indicated staff was to be trained by the hospice nurse regarding wound care but this training was not completed prior to his 7/24/23 hospital admission and discharge. QIDP indicated she had completed the Investigative Summary and located a separate electronic copy with a signature/completion date of 9/19/23. QIDP indicated client A's medications were under review by hospice. QIDP indicated there was not analysis or factual findings related to the NM's oversight, communication and advocacy of client A's health with hospice to resolve staff training issues or clarification of treatment orders. QIDP indicated the Investigative</p>						

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W 0346 Bldg. 00	<p>Summary did not have an analysis or factual findings related to client A's PRN usage.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-6(a)</p> <p>483.460(d)(4) NURSING STAFF</p> <p>If the facility utilizes only licensed practical or vocational nurses to provide health services, it must have a formal arrangement with a registered nurse to be available for verbal or onsite consultation to the licensed practical or vocational nurse.</p> <p>Based on record review and interview for 1 of 3 sampled clients (A), the facility's LPN (Licensed Practical Nurse) Nurse Manager failed to consult with a RN (Registered Nurse) regarding client A's advanced medical care needs.</p> <p>Findings include:</p> <p>The facility's nursing services failed to proactively advocate for client A's health needs, to ensure staff implemented hygienic care of client A's body and to ensure client A's wound treatments and medications were administered as ordered. Please see W331.</p> <p>This federal tag relates to complaint #IN00422341 and complaint #IN00422345.</p> <p>9-3-6(a)</p>			W 0346	<p>W346: The facility must utilize registered nurses as appropriate and required by State law to perform the health services specified in this section.</p> <p>Corrective action: Nurse Manager, Beth Ruwe removed from any duties in the facility as a result of the 10/20/23 complaint survey and no longer provides nursing services or oversight in our facilities. Nurse Manager will receive a corrective action for failure to communicate with Hospice regarding client (A) care and treatment, failure to follow up on the 7/13/23 nurses note from Brandy Lacey regarding client (A) care and treatment . (Attachment C)</p> <p>LPN Nurse Brandy Lacey is the Nurse over the facility following</p>		01/14/2024

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			<p>the complaint survey on 10/20/23.</p> <p>Becky Hughes will remain the LPN Nurse over the remaining ICF facilities in our operation and will report to Executive Director and RN for consult and clinical concerns.</p> <p>LPN Nurse reports to the State Director of Nursing, Jan Breedlove regarding all medical issues at the facility.</p> <p>Nurse trained on completing nursing responsibilities per policy and procedure; including documentation, skin assessments, wound care, timely nursing assessments, Physician orders, timely physician appointments and interventions, documentation of new orders including topical treatments are clear and reconciled and monitoring client's medical condition. (Attachment D).</p> <p>Nurse, Program Manager, QIDP and Lead staff trained to ensure all trainings that are completed are written and not verbal trainings. (Attachment N)</p> <p>Nurse oversight is completed 5 days a week physically and 2 days a week of calls/facetime to monitor documentation, medication administration and any medical issues that need addressed. (Attachment I)</p> <p>Nurse completes a weekly check to ensure all medical needs are addressed. (Attachment E)</p>		

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			<p>Nurse will complete full body assessments weekly on all clients in the facility. (Attachment S)</p> <p>Nurse and Program Manager trained to ensure communication is in place with any outside agency that is providing care to the clients in the facility. (Attachment N)</p> <p>Quality Assurance Manager with oversight of the Rescare Operation Support Specialist and State Director of Nursing completed a thorough investigation regarding the Nurses note from 7/13/23 by Brandy Lacey and to determine if Neglect was substantiated and also not reported timely. Beth Ruwe and Brandy Lacey were suspended pending outcome of the investigation. (Attachment O)</p> <p>Monitoring of Corrective Action:</p> <p>Nurse weekly checks will be sent to the Area Supervisor, Program Manager, State Director of Nursing and Program Director for monitoring and review.</p> <p>Skin Assessments are completed daily by staff on each shift and any skin issues are reported to the Nurse immediately upon noting an issue.</p>		

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			<p>Nurse will notify State Director of Nursing for all skin related issues.</p> <p>Nurse weekly check is sent to the Program Manager, Program Director, Executive Director and State Director of Nursing for review and monitoring.</p> <p>Management and Nurse observations are reviewed during the daily calls with Management for monitoring and review.</p> <p>Daily calls are held by ResCare Management including Quality Assurance, Nurse, State Director of Nursing, Operation Support Specialist, Program Manager and Executive Director to discuss documentation in the facility, medical concerns or issues, oversight observations conducted by management and Nursing staff and medication changes and orders.</p> <p>A weekly adverse call is conducted each week on Thursdays while the survey remains open and until all conditions are cleared. This team consists of Sr. Director Quality Support, Quality Assurance, Program Manager, Program Director, State Director of Nursing, Operation Support Specialist, Executive Director and Regional Director.</p>		

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