

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER 15G536	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	(X3) DATE SURVEY COMPLETED 05/09/2023
NAME OF PROVIDER OR SUPPLIER CARDINAL SERVICES INC OF INDIANA		STREET ADDRESS, CITY, STATE, ZIP COD 1008 SHORT DRIVE KNOX, IN 46534		
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W 0000 Bldg. 00	<p>This visit was for a pre-determined full recertification and state licensure survey.</p> <p>Dates of Survey: April 26, 27, 28, May 1, 3, 4, 5, 8, and 9, 2023.</p> <p>Facility Number: 001050 Provider Number: 15G536 Aims Number: 100245380</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality Review of this report completed by #15068 and #27547 on 5/24/23.</p>	W 0000		
W 0154 Bldg. 00	<p>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 2 of 12 allegations of abuse and neglect reviewed, the facility failed to conduct thorough investigations for 2 incidents of elopement for client #4.</p> <p>Findings include:</p> <p>The facility's Bureau of Developmental Disabilities Services (BDDS) reports and related investigations were reviewed on 4/26/23 at 1:30 pm.</p> <p>1. A BDDS report dated 4/19/23 indicated the following: "On 4/18/23 the center was informed from staff at the group home that [client #4] had gone AWOL (absent without leave) and that they had called 911. [Client #4] had gotten into an argument with</p>	W 0154	<p>On 6/2/23, the Residential Supervisor and DSP's were retrained on the Investigation Procedure for Person Served (attachment A). More specifically, they were trained that per policy, investigations must be completed for every incident of abuse, neglect, mistreatment, or exploitation and/or when a risk and/or behavior plan failed. The staff were also trained on the Investigation Procedure for Persons Served (attachment B).</p> <p>To ensure this deficiency does not occur again, the Residential Assistant Director will monitor and</p>	06/02/2023

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

TITLE

(X6) DATE

Alyx Bates

Residential Director

06/02/2023

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 disclosed days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>his girlfriend and he became upset. He grabbed his backpack and left the house. Staff was unable to follow him as they were the only staff at the house. The residential supervisor was informed, and she was able to find him and bring him back to the group home unharmed. He was gone from sight for approximately 60 minutes."</p> <p>- The review did not include an investigation.</p> <p>2. A BDDS report dated 4/19/23 indicated the following:</p> <p>"On 4/19/23, the call center was informed that staff had to call 911 because [client #4] left the property and staff were unable to go after him. Staff saw [client #4] walk past the window and then down the road. He was upset because his girlfriend had broken up with him. The police were able to find him and return him to the group home. He was gone approximately 20 minutes from the group home and was returned without harm."</p> <p>- The review did not include an investigation.</p> <p>Direct Support Professional (DSP) #3 was interviewed on 4/26/23 at 5:12 pm and stated, "[Client #4] is in [town] at the hospital for a psychotic episode. It started on Monday (4/17/23). His girlfriend broke up with him. He's deaf. The first day, he ran out of the house to the neighbor's and punched a tree. He ran away 3 times that week. He said he wanted a haircut. His mom said the haircut is the start of a psychotic break." DSP #3 stated, "His BSP (Behavior Support Plan) says to give his phone and [tablet] to staff, so he won't fight with his girlfriend all night and keep his roommate up. We realized he was using a webcam on his tv through his video game, so we took it away. The girlfriend had blocked him, but he was reaching out to others who knew her." DSP #3 stated, "When I took the camera, I tried to explain why, but he grabbed it</p>		<p>ensure that all investigations are getting completed and IST meetings are being held as needed until competency is demonstrated.</p> <p>QDP and Residential Assistant Director responsible</p>	

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	<p>and went to his room. I was trying to communicate with a white board, but he threw it at me. He punched the fridge next to me. Everyone in the house was crying and freaking out. I called [House Manager (HM) #1] to come in. We needed her daughter to translate (using sign language)." DSP #3 stated, "He was spiraling. We had the cops here. It was time for me to go, so I left when I saw the cops coming. Another staff came in for the night. She told him he couldn't sleep in the recliner, and he ran out the back door. The cops came to get him. Everybody was up and scared." DSP #3 stated, "The other staff was trying to tell the cops he's a danger to himself and others. They said they could not get an on call translator, so they couldn't take him." DSP #3 stated, "The staff have not been trained to communicate with ASL (American Sign Language). He says some things very clearly. He has a cochlear implant, so he can hear. We have a white board to write on. When he's that upset, it doesn't work. He wants to sign." DSP #3 stated, "[HM #1's] daughter will come in if we call her. She does not work for Cardinal, but he knows her, and he told me it was ok to ask her to help."</p> <p>Assistant Residential Director (ARD) #1 was interviewed on 5/1/23 at 10:00 am and stated, "We have a quality team, they do the investigations. Elopement should be investigated." ARD #1 stated, "[Client #4] has had girlfriend drama since he moved in. There were several elopement attempts within a 24 hour period. He was out of sight of staff. The police were notified, and they found him and brought him back. At the time, later at night, there was only one staff." ARD #1 stated, "I don't think there was an investigation for the elopement. I don't think there was an actual investigation on paper. He was questioned, and we discussed it."</p>			

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W 0159 Bldg. 00	<p>Residential Director (RD) #1 was interviewed by phone on 5/3/23 at 12:52 pm and stated, "I would expect an investigation for elopement. The QIDP (Qualified Intellectual Disabilities Professional) should be completing the investigations. The quality department was completing them."</p> <p>9-3-2(a)</p> <p>483.430(a) QIDP</p> <p>Each client's active treatment program must be integrated, coordinated and monitored by a qualified intellectual disability professional who-</p> <p>Based on record review and interview for 3 of 3 sample clients (#1, #2, and #3), plus 1 additional client (#4), the Qualified Intellectual Disabilities Professional (QIDP) failed to effectively integrate, coordinate, and monitor clients #1, #2, and #3's active treatment programs, failed to ensure client #4's elopement was addressed in his Behavior Support Plan (BSP), to review clients #1, #2, and #3's programs and goals at least quarterly, failed to ensure clients #1 and #3's programs and goals were implemented and recorded in accordance with their Individual Support Plans (ISPs), and to ensure clients #1, #2, and #3's active treatment programs were implemented at all opportunities.</p> <p>Findings include:</p> <p>1. Client #1's record was reviewed on 5/1/23 at 12:33 pm.</p> <p>Client #1's ISP dated 2/2/23 and BSP (Behavior Support Plan) dated 2/2/23 did not include a review of his programs and goals by the QIDP for the months of October 2022 through March 2023.</p>	W 0159	<p>On 6/2/23 the Residential Director, QDP, and DSP's were retrained on the importance of each client's active treatment plan being integrated, coordinator, and monitored by the QDP. The QDP was trained on the importance updating BSP's when there is a trend in behavioral data that needs to be mitigated.</p> <p>Client #4 BSP will be updated and trained on by 6/16/23.</p> <p>To ensure this deficiency does not occur again, the Residential Assistant Director will monitor and ensure that active treatment is being implemented and that BSP's are being updated as needed when changes occur until competency is demonstrated.</p> <p>QDP and Residential Assistant</p>	06/16/2023

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	<p>Client #2's record was reviewed on 5/1/23 at 12:45 pm.</p> <p>Client #2's ISP dated 11/11/22 did not include a review of her programs and goals by the QIDP for the months of October 2022 through March 2023.</p> <p>Client #3's record was reviewed on 5/1/23 at 1:00 pm.</p> <p>Client #3's ISP dated 5/9/22 and BSP dated 4/21/22 did not include a review of his program and goals by the QIDP for the months of October 2022 through March 2023.</p> <p>2. The QIDP failed to ensure client #4's elopement was addressed in his Behavior Support Plan (BSP). Please see W227.</p> <p>3. The QIDP failed to ensure clients #1, #2, and #3's active treatment programs were implemented at all opportunities. Please see W249.</p> <p>4. The QIDP failed to ensure clients #1 and #3's programs and goals were implemented and recorded in accordance with their Individual Support Plans (ISPs). Please see W252.</p> <p>Residential Director (RD) #1 was interviewed by phone on 5/3/23 at 12:52 pm and stated, "We have been without a QIDP since July or August of 2022." RD #1 stated, "The QIDP implements and monitors the plans. They do all investigations for peer to peer and injuries of unknown origin. Our QIDPs are also supervisors to the house manager. They complete the FBA (Functional Behavioral Assessment), CFAs, and write the ISP and BSP. The QIDP oversees staff implementation of the plans and documentation for goals. The QIDP revises plans and identifies if staff need to be trained."</p>		Director responsible	

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W 0189 Bldg. 00	<p>9-3-3(a)</p> <p>483.430(e)(1) STAFF TRAINING PROGRAM</p> <p>The facility must provide each employee with initial and continuing training that enables the employee to perform his or her duties effectively, efficiently, and competently.</p> <p>Based on record review and interview for 1 additional client (#4), the facility failed to provide staff working with client #4 initial and ongoing training to address his communication needs.</p> <p>Findings include:</p> <p>The facility's Bureau of Developmental Disabilities Services (BDDS) reports and related investigations were reviewed on 4/26/23 at 1:30 pm.</p> <p>1. A BDDS report dated 4/19/23 indicated the following:</p> <p>"On 4/18/23 the center was informed from staff at the group home that [client #4] had gone AWOL (absent without leave) and that they had called 911. [Client #4] had gotten into an argument with his girlfriend and he became upset. He grabbed his backpack and left the house. Staff was unable to follow him as they were the only staff at the house. The residential supervisor was informed, and she was able to find him and bring him back to the group home unharmed. He was gone from sight for approximately 60 minutes."</p> <p>2. A BDDS report dated 4/19/23 indicated the following:</p> <p>"On 4/19/23, the call center was informed that staff had to call 911 because [client #4] left the property and staff were unable to go after him. Staff saw [client #4] walk past the window and then down</p>	W 0189	<p>By 6/9/23 the QDP will purchase an ASL book to be keep in the home. The QDP will also work with Client #3 to determine the top 10-15 words/phrases that he would like staff to learn first. The QDP will hold a training with the staff on the chosen words/phrases.</p> <p>Per Client #3 risk plan (attachment C), he does have a communication that he utilizes currently.</p> <p>QDP Responsible</p>	06/09/2023

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	<p>the road. He was upset because his girlfriend had broken up with him. The police were able to find him and return him to the group home. He was gone approximately 20 minutes from the group home and was returned without harm."</p> <p>Client #4's record was reviewed on 5/3/23 at 12:30 pm.</p> <p>Client #4's Behavior Support Plan (BSP) dated 12/16/22 indicated the following:</p> <p>"Target Behaviors: Verbal aggression, physical aggression, property destruction....</p> <p>Positive Reinforcement:</p> <ul style="list-style-type: none"> - Engagement in Meaningful Day Schedule.... - Engagement in Coping Skills Training.... - Prosocial Expression of Emotions, Wants, and Needs: This is defined as [client #4] engaging in appropriate forms of communication before he becomes overly anxious, angry, or stressed. This may also include appropriate communication and processing of emotions, wants, and needs during and after [client #4] exhibits forms of frustration. - Engagement in Social Skills Training.... <p>Behavior Intervention if I Engage in Physical Aggression:</p> <ul style="list-style-type: none"> - When [client #4] shows signs of physical aggression, make all attempts to find out what is bothering him. Once you have determined what he wants/needs if in reason provide it for him. - At the same time, do not cater to [client #4] when he is angry or demanding; remain calm and in control and maintain the fair expectations already laid out for him. - Prompts to calm or engage in other activities are to be given with little emotion. Providing too much emotional response may reinforce the aggressive behaviors. - If [client #4] does lash out physically, staff should utilize response blocking and attempt to remove themselves from the situation while 			

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	<p>providing firm but calm prompts that this behavior is not appropriate....</p> <p>Emergency Management Procedures:</p> <p>The following are all reasons that the QIDP (Qualified Intellectual Disabilities Professional should be contacted:</p> <ul style="list-style-type: none"> - Any incident of physical aggression toward a staff member or roommate. - Agitation that exceeds 30 minutes in length of time. - Any significant medical illness that may affect behavior patterns. - Any incident that involves client going to the hospital or emergency room. - For consultation or to coordinate training." <p>Direct Support Professional (DSP) #3 was interviewed on 4/26/23 at 5:12 pm and stated, "[Client #4] is in [town] at the hospital for a psychotic episode. It started on Monday (4/17/23). His girlfriend broke up with him. He's deaf. The first day, he ran out of the house to the neighbor's and punched a tree. He ran away 3 times that week. He said he wanted a haircut. His mom said the haircut is the start of a psychotic break." DSP #3 stated, "His BSP says to give his phone and [tablet] to staff, so he won't fight with his girlfriend all night and keep his roommate up. We realized he was using a webcam on his tv through his video game, so we took it away. The girlfriend had blocked him, but he was reaching out to others who knew her." DSP #3 stated, "When I took the camera, I tried to explain why, but he grabbed it and went to his room. I was trying to communicate with a white board, but he threw it at me. He punched the fridge next to me. Everyone in the house was crying and freaking out. I called [House Manager (HM) #1] to come in. We needed her daughter to translate (using sign language)." DSP #3 stated, "He was</p>			

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	<p>spiraling. We had the cops here. It was time for me to go, so I left when I saw the cops coming. Another staff came in for the night. She told him he couldn't sleep in the recliner, and he ran out the back door. The cops came to get him. Everybody was up and scared." DSP #3 stated, "The other staff was trying to tell the cops he's a danger to himself and others. They said they could not get an on call translator, so they couldn't take him." DSP #3 stated, "The staff have not been trained to communicate with ASL (American Sign Language). He says some things very clearly. He has a cochlear implant, so he can hear. We have a white board to write on. When he's that upset, it doesn't work. He wants to sign." DSP #3 stated, "[HM #1's] daughter will come in if we call her. She does not work for Cardinal, but he knows her, and he told me it was ok to ask her to help."</p> <p>DSP #4 was interviewed on 4/26/23 at 5:40 pm and stated, "I was trained on [client #4's] BSP by the house manager. I have not been trained for ASL. [Client #4] showed me a website to help." DSP #4 stated, "It would be helpful to know. ASL is the best way to communicate with him. He uses a whiteboard to write or types on his phone. [HM #1] will call her daughter. He's patient and will try several times. He tries to teach us himself."</p> <p>Assistant Residential Director (ARD) #1 was interviewed on 5/1/23 at 12:55 pm and stated, "Some of the staff are trying to learn ASL on [website]. [HM #1's] daughter is deaf and is helping, with his permission. He had expressed that he needed someone to talk to. [HM #1] asked if her daughter could come and translate. He appreciates the fact that he can communicate with her." ARD #1 stated, "It's important for us to learn some ASL moving forward, a class or something." ARD #1 stated, "We haven't offered</p>			

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W 0227 Bldg. 00	<p>any training to the staff. They've been trying on their own."</p> <p>Residential Nurse (RN) #1 was interviewed on 5/1/23 at 12:55 pm and stated, "[Client #4] has a cochlear (implant). He wears it all the time, pretty much. He still uses his phone, or he writes. We have a dry erase board. When I talk to him, I'll pull up the notes on my phone, and I text when I want to talk to him. His writing is not legible." RN #1 stated, "He does use sign language. Some of the clients are teaching themselves, so they can communicate with him. He has a plan to utilize the dry erase board."</p> <p>9-3-3(a)</p> <p>483.440(c)(4) INDIVIDUAL PROGRAM PLAN The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section. Based on record review and interview for 1 additional client (#4), the facility failed to ensure client #4's elopement was addressed in his Behavior Support Plan (BSP).</p> <p>Findings include:</p> <p>The facility's Bureau of Developmental Disabilities Services (BDDS) reports and related investigations were reviewed on 4/26/23 at 1:30 pm.</p> <p>1. A BDDS report dated 4/19/23 indicated the following: "On 4/18/23 the center was informed from staff at the group home that [client #4] had gone AWOL</p>	W 0227	<p>On 6/2/23, the DSP's and Residential Director were retrained on the importance of updating BSP's when there is a trend in behavioral data that needs to be mitigated.</p> <p>Client #4 BSP will be updated and trained on by 6/16/23.</p> <p>To ensure this deficiency does not occur again, the Residential Assistant Director will monitor and ensure that active treatment is being implemented and that BSP's are being updated as</p>	06/16/2023

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W 0249	<p>(absent without leave) and that they had called 911. [Client #4] had gotten into an argument with his girlfriend and he became upset. He grabbed his backpack and left the house. Staff was unable to follow him as they were the only staff at the house. The residential supervisor was informed, and she was able to find him and bring him back to the group home unharmed. He was gone from sight for approximately 60 minutes."</p> <p>2. A BDDS report dated 4/19/23 indicated the following: "On 4/19/23, the call center was informed that staff had to call 911 because [client #4] left the property and staff were unable to go after him. Staff saw [client #4] walk past the window and then down the road. He was upset because his girlfriend had broken up with him. The police were able to find him and return him to the group home. He was gone approximately 20 minutes from the group home and was returned without harm."</p> <p>Client #4's record was reviewed on 5/3/23 at 12:30 pm. Client #4's Behavior Support Plan (BSP) dated 12/16/22 indicated the following: "Target Behaviors: Verbal aggression, physical aggression, property destruction...."</p> <p>Review of the BSP indicated the identified elopement behavior wasn't addressed with a plan.</p> <p>Residential Director (RD) #1 was interviewed by phone on 5/3/23 at 12:52 pm and indicated elopement should be included in a BSP.</p> <p>9-3-4(a)</p> <p>483.440(d)(1) PROGRAM IMPLEMENTATION</p>		<p>needed when changes occur until competency is demonstrated.</p> <p>QDP and Residential Assistant Director responsible</p>	

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Bldg. 00	<p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>Based on observation, record review, and interview for 3 of 3 sample clients (#1, #2, and #3), the facility failed to ensure clients #1, #2, and #3's active treatment programs were implemented at all opportunities.</p> <p>Findings include:</p> <p>Observations were conducted in the group home on 4/26/23 from 6:15 am to 8:30 am, from 11:20 am to 2:15 pm, and from 4:00 pm to 6:00 pm. Clients #1, #2, and #3 were present in the home throughout the observation periods.</p> <p>On 4/26/23 at 6:15 am, the surveyor was greeted at the door by Direct Support Professional (DSP) #1. DSP #1 indicated all of the clients in the home were still sleeping. DSP #1 introduced DSP #2 and stated, "They don't get up until 7:00 am." At 6:30 am, DSP #1 placed slices of bacon on a baking sheet and put it in the oven. At 7:23 am, DSP #1 announced a fire drill. Clients #1, #2, and #3 walked across the street with DSPs #1 and #2 then returned to the home. At 7:29 am, client #1 was seated at the dining table with a box of toys and a drink. Client #3 went to the kitchen and was informed he had an appointment to have blood work completed before he could eat breakfast. At 7:43 am, DSP #2 took client #3 for his appointment. DSP #1 prompted client #1 for his medication. Client #1 wore a gait belt but walked to the medication room independently. Client #2</p>	W 0249	<p>On 6/2/23, the Residential Director, QDP, and DSP's were retrained on Active Treatment (Attachment D). More specifically, they were retrained on Cardinal Services policy of offering active treatment activities every 15 minutes and/or at all opportunities</p> <p>To ensure this deficiency does not occur again, the QDP will increase oversite to ensure active treatment is being offered until competency is demonstrated.</p> <p>QDP Responsible</p>	06/02/2023

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	<p>went to the kitchen from her bedroom and started a pot of coffee without assistance.</p> <p>At 8:00 am, clients #1 and #2 were in the kitchen with DSP #1 and House Manager (HM) #1. Client #3 was out of the home for an appointment. At 8:10 am, DSP #1 asked client #2 how she would like her eggs cooked. Client #2 responded, "Scrambled." DSP #1 prepared client #2's eggs. At 8:15 am, client #2 was asked if she ever cooked her own eggs. Client #2 stated, "No. I'm going to community living, so I need to learn. I want to learn." When asked if she had a cooking goal, client #2 stated, "I don't think it's a goal. I want it to be a goal." Client #2 stated, "I can pour my own cereal. That I can do. I did cook when I lived at my mom's house. I used the stove to make noodles. I'm afraid to use the oven, though." DSP #1 was standing nearby and stated, "We can't keep a Q (Qualified Intellectual Disabilities Professional) long enough to have goals." Client #2 stated, "I'm good at cleaning my side of the room. Sometimes I forget my chore. This week it's sweeping and mopping." Client #1 was served scrambled eggs with ketchup in a high sided divided dish and a regular spoon. He had a cup with a spoon and a non-slip mat. DSP #1 sat next to client #1 and prompted him to take small bites and a drink between bites.</p> <p>At 8:15 am, client #2 rinsed her plate and put it in the dishwasher. Client #1 was seated at the table with a box of toys. Client #3 was not in the home. At 8:30 am, client #1 was seated at the table with a box of toys. Client #2 was in her bedroom. Client #3 was not in the home.</p> <p>Clients #1 and #2 were not encouraged to assist in preparing their meals and were not engaged in activities of daily living (ADLs) in the morning routine.</p>			

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	<p>On 4/26/23 at 11:20 am, DSP #1 was in the common area of the home, and HM #1 was in her office. Client #1 was seated on the sofa, and DSP #1 prompted client #1 for toileting. Clients #2 and #3 were in their bedrooms with the doors closed. At 11:36 am, DSP #1 put lunch meat, grapes, mayonnaise, cottage cheese, potato salad, and pudding on the counter. DSP #1 did not prompt clients #1, #2, or #3 to assist with the meal preparation. DSP #1 prepared client #1's meal and sat next to him while he ate. Client #2 prepared her own lunch meat sandwich and pudding. Client #2 did not have a drink with her meal. Client #3 went into the kitchen to ask for a cigarette. Client #3 went outside to smoke. When client #3 returned to the home, he sat at the island in the kitchen and ate grapes from the community bag with his unwashed fingers.</p> <p>At 11:53 am, client #2 rinsed her plate in the sink and put it in the dishwasher. Client #3 prepared a sandwich and ate it. DSP #3 arrived to the home. At 12:08 pm, client #1 was sitting at the dining table with a box of toys. Client #2 was sitting on the sofa in the living room watching television. Client #3 was sitting on the sofa in the living room watching a movie on his cell phone. Client #2 asked DSP #1, "Do you want me to wipe down the counters?" DSP #1 responded, "Who's chore is it today?" Client #7 responded, "Mine and [client #5]." DSP #1 stated, "[Client #7], if you want [client #5] to help you, you need to go knock on his door." Clients #5 and #7 cleaned the kitchen, and client #1 sat on the sofa and watched television.</p> <p>At 12:30 pm, client #1 was outside walking with DSP #1. Clients #2 and #3 were in their bedrooms with the doors closed.</p> <p>At 12:45 pm, client #1 was sitting in the kitchen with DSP #1. Client #2 was playing a game with</p>			

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	<p>DSP #3 and her peers on the floor. Client #3 was in his bedroom.</p> <p>At 12:54 pm, DSP #3 prompted client #3 for his medication. DSP #3 prepared client #3's medication and did not prompt him to punch out his own medications or to name them.</p> <p>At 1:00 pm, client #1 was sitting in the kitchen with DSP #1. Client #2 was playing a game with DSP #3 and her peers on the floor. Client #3 was in his bedroom.</p> <p>At 1:12 pm, client #3 was asleep in a recliner in his bedroom.</p> <p>At 1:30 pm, client #1 was in the living room with a box of toys. Clients #2 and #3 were in their bedrooms.</p> <p>Client #1, #2, and #3 were not encouraged to participate in active treatment activities throughout the observation period.</p> <p>On 4/26/23 at 4:00 pm, client #1 was seated on a sofa in the living room with a box of toys. Client #2 was in her bedroom. Client #3 was in the kitchen making a pot of coffee.</p> <p>At 4:18 pm, client #1 was sitting at the dining table with a box of toys. Client #2 was in her bedroom. Client #3 left his bedroom and went into the kitchen. DSPs #3 and #4 were cooking burgers on the stove top. DSPs #3 and #4 did not ask any clients to assist in cooking the evening meal.</p> <p>At 4:21 pm, DSP #3 asked client #3 to empty the dishwasher, and he did.</p> <p>At 4:24 pm, DSP #3 prepared client #1's evening meal and served him a cheeseburger cut into 6 pieces. Clients #2 and #3 served themselves.</p> <p>At 4:38 pm, DSP #3 served client #1 a chicken breast cut into 2 inch pieces. DSP #3 did not encourage client #1 to assist in preparing his meal.</p> <p>At 4:46 pm, DSP #3 served client #1 another cheeseburger cut into 6 pieces. DSP #3 did not encourage client #1 to assist in preparing his meal.</p>			

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	<p>At 4:48 pm, client #3 prepared his third cheeseburger himself.</p> <p>At 4:51 pm, DSP #3 took client #1's plate to the sink and cleaned his place at the table. Client #1 was not encouraged to assist.</p> <p>Clients #1, #2, and #3 were not encouraged to assist in preparing the evening meal and were not encouraged to engage in active treatment activities throughout the observation period.</p> <p>Client #2 was interviewed on 4/26/23 at 12:30 pm and stated, "I would like to learn how to cook, budget, and how to be more positive in life. I think those would be good goals for me."</p> <p>Client #3 was interviewed on 4/26/23 at 4:12 pm and stated, "I don't know my goals. I want to get a job and get out of here. I want to learn about taxes."</p> <p>1. Client #1's record was reviewed on 5/1/23 at 12:33 pm. Client #1's ISP (Individual Support Plan) dated 2/2/23 indicated goals for the following skills: Bathing, communication, medication administration, oral hygiene, money management, dressing, pedestrian safety, toileting, meal preparation, and laundry.</p> <p>2. Client #2's record was reviewed on 5/1/23 at 12:45 pm. Client #2's ISP dated 11/11/22 indicated goals for the following skills: Meal preparation, medication administration, money management, communication, and program participation.</p> <p>3. Client #3's record was reviewed on 5/1/23 at 1:00 pm. Client #3's ISP dated 5/9/22 indicated goals for the</p>			

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W 0252 Bldg. 00	<p>following skills: Employment, independent living, attending church, improving physical health, visiting family, and making new friends.</p> <p>Assistant Residential Director (ARD) #1 was interviewed on 5/1/23 at 10:00 am and stated, "[Client #3] should be encouraged to participate in what is going on. Everything staff are doing, and she's up and willing, she should be participating." ARD #1 stated, "Anything that we do can be active treatment. It can be helping to set the table. Anything staff do, they should be incorporating the clients with them. They should have opportunities in the home. There are so many teachable moments." ARD #1 stated, "There should be a day program schedule in the home. There are activities in the home. Each home provides a budget for games and crafts, anything that will help them to learn or give them the opportunity to be creative." ARD #1 stated, "Sitting in front of the tv and only coming out for meals is not the right answer." ARD #1 stated, "Clients should be prompted for activity every 10 to 15 minutes. They should be offering."</p> <p>9-3-4(a)</p> <p>483.440(e)(1) PROGRAM DOCUMENTATION Data relative to accomplishment of the criteria specified in client individual program plan objectives must be documented in measurable terms.</p> <p>Based on record review and interview for 3 of 3 sample clients (#1, #2, and #3), the facility failed to ensure clients #1, and #3's programs and goals were implemented and recorded in accordance with their Individual Support Plans (ISPs).</p>	W 0252	On 6/2/23, the Residential Supervisor and DSP's were retrained on the importance of running and documenting client goals properly on each shift. Furthermore, they were retrained	06/02/2023

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	<p>Findings include:</p> <p>1. Client #1's record was reviewed on 5/1/23 at 12:33 pm.</p> <p>Client #1's ISP dated 2/2/23 indicated the following:</p> <p>1A. "[Client #1] will flush the toilet after using the restroom with physical assistance 50% of the time for 6/12 mo (months). 3 times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 2 of 10 trials for 20% success in October 2022. - The review indicated the goal was implemented successfully in 0 of 3 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0 of 2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0 of 1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1B. "[Client #1] will punch his 2:00 pm medications into a bowl with hand over hand assistance 50% of the time for 6/12 mo. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/8 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/3 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 		<p>on how to track on the paper goal system (attachment E) in the instance that the online system is down.</p> <p>To ensure this deficiency does not occur again, the Residential Assistant Director will increase oversight to monitor that goals are getting complete on every shift, as applicable, until competency is demonstrated. Also, paper goal tracking will be placed in the house to use in the instance that AccelTrax is not working.</p> <p>QDP and Assistant Director responsible</p>	

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	<p>2023.</p> <ul style="list-style-type: none"> - The review indicated the goal was not implemented in February and March 2023. <p>1C. "[Client #1] will put his arms through the arm hole of his shirt with physical assistance 50% of the time for 6/12 mo. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 10/10 trials for 100% success in October 2022. - The review indicated the goal was implemented successfully in 3/3 trials for 100% success in November 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1D. "[Client #1] will safely cross the street with physical assistance 50% of the time for 6/12 mo. 3 times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/6 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. 			

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	<p>1E. "[Client #1] will wash his arms with physical assistance 50% of the time for 6/12 mo. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/8 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1F. "[Client #1] will load the washer once a week with 0 - 3 verbal prompts 50% of the time for 6/12 mo. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/9 trials for 11.11% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trials for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1G. "[Client #1] will take the toothbrush to his mouth with physical assistance 25% of the time for 6/12 mo. Twice daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/7 trials for 14.29% success in 			

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	<p>October 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1H. "[Client #1] will assist with simple meal preparation tasks, such as stirring and pouring ingredients with physical assistance 50% of the time for 6/12 mo. 3 times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/8 trials for 12.50% success in October 2022. - The review indicated the goal was implemented successfully in 2/3 trials for 66.67% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1I. "[Client #1] will wait for a receipt when making a purchase with physical assistance 50% of the time for 6/12 mo. 3 times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/6 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in 			

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	<p>November 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1J. "[Client #1] will work on select signs (yes, no, thank you) daily with physical assistance 50% of the time for 6/12 mo. 3 times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/7 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>1K. "[Client #1] will shave his beard once a week with physical assistance. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/6 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented 			

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	<p>successfully in 0/1 trial for 0% success in January 2023.</p> <ul style="list-style-type: none"> - The review indicated the goal was not implemented in February and March 2023. <p>2. Client #2's record was reviewed on 5/1/23 at 12:45 pm.</p> <p>Client #2's ISP dated 11/11/22 indicated the following:</p> <p>2A. "[Client #2] will purchase the items necessary to make a recipe of her choice and then prepare a meal start to finish once a week with 0 - 3 verbal prompts ____ % of the time for 3 out of 4 consecutive months. Objective 1: 60%. Objective 2: 70%. Objective 3: 80%. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/6 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>2B. "[Client #2] will punch out her own medications under staff observation with no more than 2 verbal prompts up to 80% of the time for 6 out of 12 months. 3 times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 8/8 trials for 100% success in October 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in 			

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	<p>November 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>2C. "[Client #2] will communicate her preferences with her mom using 'I' statement independently _____% of the time for 3 out of 4 consecutive months. Objective 1: 50%. Objective 2: 60%. Objective 3: 70%. Three times daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 6/6 trials for 100% success in October 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in November 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>2D. "[Client #2] will brush her teeth twice a day with no more than 1 verbal prompt _____% of the time for 3 out of 4 consecutive months. Objective 1: 50%. Objective 2: 60%. Objective 3: 70%. Twice daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 6/6 trials for 100% success in October 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in 			

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	<p>November 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>2E. "[Client #2] will budget \$50 per week. Staff should touch base with [client #2] once a week to see how much money she has left and counsel her on saving up money for the future. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 2/6 trials for 33.33% success in October 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in November 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3. Client #3's record was reviewed on 5/1/23 at 1:00 pm.</p> <p>Client #3's ISP dated 5/9/22 indicated the following:</p> <p>3A. "[Client #3] will ask for help/initiate the question of conversation he wants to have with staff, to tell staff what he wants to do or where to go _____ times a month for 3 of 4 consecutive months.</p> <p>Objective 1: 6. Objective 2: 8. Objective 3: 10.</p>			

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	<p>Twice daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 2/5 trials for 40% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3B. "[Client #3] will create a budget with staff assistance each month... with no more than 2 verbal prompts for 6 out of 12 consecutive months. Monthly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3C. "[Client #3] will wear his glasses every day with no more than 5 verbal prompts _____ times a month for 2 of 3 consecutive months. Objective 1: 10%. Objective 2: 15%. Objective 3: 20%. Objective 5: 25%. Daily."</p>			

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	<ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3D. "[Client #3] will trim his facial hair with a razor once a week with staff assistance each month for 6 of 12 consecutive months. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in December 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3E. "[Client #3] will participate in planning a lunch and dinner meal each week and help prepare it with staff assistance with no more than 3 verbal prompts _____ times a month for 5 of 6 consecutive months.</p> <p>Objective 1: 4. Objective 2: 6. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented 			

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	<p>successfully in 0/5 trials for 0% success in October 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trials for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3F. "[Client #3] will complete his housework daily... with no more than 3 verbal prompts _____ times a month for 2 of 3 consecutive months.... Objective 1: 10. Objective 2: 15. Objective 3: 20. Objective 4: 25. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/6 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3G. "[Client #3] will bathe every day with no more than 2 verbal prompts from staff _____ times a month for 2 of 3 consecutive months.</p> <p>Objective 1: 4. Objective 2: 8. Objective 3: 12. Daily."</p> <ul style="list-style-type: none"> - The review indicated this goal was not 			

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	<p>implemented in October 2022.</p> <ul style="list-style-type: none"> - The review indicated this goal was not implemented in November 2022. - The review indicated this goal was not implemented in December 2022. - The review indicated this goal was not implemented in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3H. "[Client #3] will participate in filling out his ledgers with staff assistance at least once a week with no more than 3 verbal prompts 3 times a month for 6 of 12 consecutive months. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3I. "[Client #3] will bathe every day with no more than 2 verbal prompts from staff _____ times a month for 2 of 3 consecutive months.</p> <p>Objective 1: 4. Objective 2: 6. Objective 3: 8. Objective 4: 12. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. 			

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	<ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3G. "[Client #3] will trim his facial hair with a razor once a week with staff assistance each month for 6 of 12 consecutive months. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3H. "[Client #3] will apply deodorant every morning when he gets dressed with no more than 2 verbal prompts from staff _____ times a month for 5 of 6 consecutive months. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. 			

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	<ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. 3I. "[Client #3] will apply deodorant every morning when he gets dressed with no more than 2 verbal prompts from staff _____ times a month for 5 of 6 consecutive months. Objective 1: 15. Objective 2: 20. Daily." - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 1/2 trials for 50% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. 3K. "[Client #3] will punch out his own medications and name each of them as he pops them out at every med (medication) pass with no more than 3 verbal prompts _____ % of the time for 2 of 3 consecutive months. Objective 1: 10%. Objective 2: 20%. Objective 3: 30%. Objective 4: 40%. Three times daily." - The review indicated the goal was implemented successfully in 4/5 trials for 80% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented 			

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	<p>successfully in 2/2 trials for 100% success in December 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3L. "[Client #3] will participate in filling out his ledgers for petty cash with staff assistance at least once a week with no more than 3 verbal prompts 3 times a month for 6 of 12 consecutive months. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/6 trials for 16.67% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3M. "[Client #3] will bathe every day with no more than 2 verbal prompts from staff _____ times a month for 2 of 3 consecutive months.</p> <p>Objective 1: 4. Objective 2: 6. Objective 3: 8. Objective 4: 12. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 2/8 trials for 25% success in October 2022. - The review indicated the goal was implemented successfully in 0/3 trials for 0% success in November 2022. - The review indicated the goal was implemented 			

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	<p>successfully in 0/2 trials for 0% success in December 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3N. "[Client #3] will punch out his own medications and name each of them as he pops them out at every med pass with no more than 3 verbal prompts ____% of the time for 2 of 3 consecutive months.</p> <p>Obstructive 1: 10%. Objective 2: 20%. Objective 3: 30%. Objective 4: 40%. Twice daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 7/7 trials for 100% success in October 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in November 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3O. "[Client #3] will participate in all drills each month with no more than 1 verbal prompt for 6 of 12 consecutive months. 3 times monthly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 5/5 trials for 100% success in October 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in November 2022. - The review indicated the goal was implemented 			

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	<p>successfully in 2/2 trials for 100% success in December 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3P. "[Client #3] will wear his glasses every day with no more than 5 verbal prompts _____ times a month or 2 of 3 consecutive months.</p> <p>Objective 1: 10. Objective 2: 15. Objective 3: 20. Objective 4: 25. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3Q. "[Client #3] will participate in planning a lunch and dinner meal each week and help prepare it with staff assistance with no more than 3 verbal prompts _____ times a month for 5 of 6 consecutive months.</p> <p>Objective 1: 4. Objective 2: 6. Twice weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. 			

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	<ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3R. "[Client #3] will complete and sign off on his housework daily according to the chart located in the group home with no more than 3 verbal prompts _____ times a month for 2 of 3 consecutive months.</p> <p>Objective 1: 10. Objective 2: 15. Objective 3: 20. Objective 4: 25. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 1/6 trials for 16.67% success in October 2022. - The review indicated the goal was implemented successfully in 1/3 trials for 33.33% success in November 2022. - The review indicated the goal was implemented successfully in 2/2 trials for 100% success in December 2022. - The review indicated the goal was implemented successfully in 1/1 trial for 100% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3S. "[Client #3] will floss his teeth every day with no more than 3 verbal prompts _____ times a month for 2 of 3 consecutive months.</p> <p>Objective 1: 5. Objective 2: 10. Objective 3: 15. Objective 4: 20. Daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/6 trials for 0% success in October 2022. - The review indicated the goal was implemented 			

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	<p>successfully in 0/2 trials for 0% success in November 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3T. "[Client #3] will practice budgeting skills with staff once a week during day programming with no more than 2 verbal prompts for 6 of 12 consecutive months. Weekly."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in November 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>3U. "[Client #3] will floss his teeth every day with no more than 3 verbal prompts _____ times a month for 2 of 3 consecutive months.</p> <p>Objective 1: 5. Objective 2: 10. Objective 3: 15. Objective 4: 20. Twice daily."</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/5 trials for 0% success in October 2022. - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in 			

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W 0436 Bldg. 00	<p>November 2022.</p> <ul style="list-style-type: none"> - The review indicated the goal was implemented successfully in 0/2 trials for 0% success in December 2022. - The review indicated the goal was implemented successfully in 0/1 trial for 0% success in January 2023. - The review indicated the goal was not implemented in February and March 2023. <p>Direct Support Professional (DSP) #1 was interviewed by phone on 4/27/23 at 2:25 pm and stated, "We have a program on the computer to document their goals. We're supposed to do them every day. All staff are supposed to complete them every day."</p> <p>Assistant Residential Director (ARD) #1 was interviewed on 5/1/23 at 10:00 am and stated, "Staff should be documenting goals on every shift."</p> <p>9-3-4(a)</p> <p>483.470(g)(2) SPACE AND EQUIPMENT The facility must furnish, maintain in good repair, and teach clients to use and to make informed choices about the use of dentures, eyeglasses, hearing and other communications aids, braces, and other devices identified by the interdisciplinary team as needed by the client.</p> <p>Based on observation, record review, and interview for 1 of 3 sample clients (#3), the facility failed to ensure client #3 had access to his Bi-Pap (bilevel positive airway pressure) machine as recommended by his physician.</p>	W 0436	On 6/2/23, the DSP's Residential Supervisor were retrained on the importance of having goals in place for clients to use their adaptive equipment or to have annual IST notes that show the client is refusing to use their	06/02/2023

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	<p>Findings include:</p> <p>Observations were conducted in the group home on 4/26/23 from 6:15 am to 8:30 am, 11:20 am to 2:15 pm, and from 4:00 pm to 5:00 pm. Client #3 was present in the home throughout the observation periods.</p> <p>Throughout the observation period, client #3's Bi-Pap machine was not available to him.</p> <p>Client #3 was interviewed on 4/26/23 at 4:12 pm and stated, "I have a BiPap machine, but it was lost at [former group home]. They just found it and are supposed to bring it here."</p> <p>Client #3's record was reviewed on 5/1/23 at 1:00 pm.</p> <p>Client #3's Sleep Apnea risk plan dated 5/9/22 indicated the following:</p> <ul style="list-style-type: none"> "- [Client #3] has been diagnosed with sleep apnea (a sleep disorder in which breathing repeatedly stops and starts) and nocturnal hypoxemia (blood oxygen drops while sleeping). - [Client #3] has had sleep studies done and has had a CPAP (continuous positive airway pressure) machine more than once but does not want to use it. - [Client #3] had a sleep study done in April 2021 to possibly get a BIPAP machine. - [Client #3] is currently a smoker, does not engage in much physical activity, and is diagnosed with morbid obesity.... - If [client #3] gets a new BiPap, staff should assist him with using it and provide reminders." <p>Direct Support Professional (DSP) #3 was interviewed on 4/26/23 at 5:40 pm and indicated client #3 did not have access to a BiPap machine in the home.</p>		<p>adaptive equipment.</p> <p>Once a doctor's order is received for Client #3 BiPAP machine, a goal will be implemented with 24 hours to encourage usage.</p> <p>To ensure this deficiency does not occur again, the Residential Assistant Director will monitor and ensure that all adaptive equipment is being properly used as prescribed or that there is an IST note in place to acknowledge the refusal to follow orders.</p> <p>Residential Assistant Director responsible.</p>	

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W 0454 Bldg. 00	<p>DSP #4 was interviewed on 4/26/23 at 5:40 pm and stated, "I'm not sure if [client #3] has a machine. I've never seen it."</p> <p>DSP #1 was interviewed by phone on 4/27/23 at 2:25 pm and stated, "[Client #3] went to the doctor and was supposed to get a machine, but the company that supplies them said he would have to pay out of pocket for it. I was told he had one, but it was lost at the previous home."</p> <p>Registered Nurse (RN) #1 was interviewed on 5/1/23 at 12:55 pm and stated, "He had a sleep study done that says he needs the machine. His insurance will not pay for another machine. He already had his machine at his home. I've been trying to find where they are."</p> <p>Assistant Residential Director (ARD) #1 was interviewed on 5/1/23 at 12:55 pm and stated, "[Client #3] has a machine. There are 2. He had 2 sleep studies, and we got both things. There is a CPAP and a BiPap. He absolutely refuses to wear them. Incentives did not work. We did not send the machines with him when he moved to this home. He outright said he was not going to use them. We still have the machines." ARD #1 stated, "He's had the third study, and they want to try it again. He should have access to it."</p> <p>9-3-7(a)</p> <p>483.470(l)(1) INFECTION CONTROL The facility must provide a sanitary environment to avoid sources and transmission of infections.</p> <p>Based on observation, record review, and interview for 3 of 3 sample clients (#1, #2, and #3),</p>	W 0454	On 6/2/23, the DSP's were retrained on Infection Control Procedures (Attachment F). More	06/02/2023

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	<p>plus 5 additional clients (#4, #5, #6, #7, and #8), the facility failed to ensure staff working with clients #1, #2, #3, #4, #5, #6, #7, and #8 implemented universal precautions in regards to hand washing for meal preparation and medication passes.</p> <p>Findings include:</p> <p>Observations were conducted in the group home on 4/26/23 from 6:15 am to 8:30 am, 11:20 am to 2:15 pm, and from 4:00 pm to 5:00 pm. Clients #1, #2, #3, #4, #5, #6, #7, and #8 were present in the home throughout the observation periods.</p> <ol style="list-style-type: none"> 1. On 4/26/23 at 6:54 am, Direct Support Professional (DSP) #1 prompted client #7 to the medication room to take her medication. DSP #1 did not wash or sanitize her own hands and did not prompt client #7 to wash or sanitize her hands. 2. On 4/26/23 at 7:29 am, DSP #1 prepared scrambled eggs for client #5. DSP #1 did not wash or sanitize her hands before cooking client #5's eggs. 3. On 4/26/23 at 7:33 am, DSP #1 served client #5 his plate of eggs. Client #5 opened the microwave and took prepared bacon from the microwave from a serving plate with his fingers. Client #5 sat down at the table and began to eat his bacon and eggs. Client #5 did not wash or sanitize his hands before eating and was not encouraged to do so by staff. 4. On 4/26/23 at 8:10 am, client #7 served herself bacon from the prepared serving plate in the microwave. Client #7 did not wash or sanitize her hands before eating and was not encouraged to do so by staff. 		<p>specifically, on Section 8 - Hand Hygiene and the importance of washing their hands throughout their shift.</p> <p>To ensure this deficiency does not occur again, the Residential Supervisor will increase oversight to monitor that hand hygiene is occurring regularly. Once competency is demonstrated, the Residential Supervisor will resume normal oversight.</p> <p>Residential Supervisor Responsible</p>	

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	<p>5. On 4/26/23 at 8:15 am, client #1 was served prepared eggs with ketchup. Client #1 did not wash or sanitize his hands before eating and was not encouraged to do so by staff.</p> <p>6. On 4/26/23 at 8:22 am, client #6 prepared a peanut butter and jelly sandwich to pack for her lunch. Client #6 did not wash or sanitize her hands before eating and was not encouraged to do so by staff.</p> <p>7. On 4/26/23 at 11:36 am, DSP #1 took lunch meat, grapes, mayonnaise, cottage cheese, potato salad, and pudding out of the refrigerator and put it on the kitchen island. Client #2 used her fingers to take lunch meat from the package and put it on a bun on her plate. Client #2 did not wash her hands and was not encouraged to do so by staff.</p> <p>8. On 4/26/23 at 11:40 am, DSP #1 served client #1 his ground lunch meat with mayonnaise and relish, pudding, and cottage cheese. Client #1 did not wash or sanitize his hands before eating and was not encouraged to do so by staff.</p> <p>9. On 4/26/23 at 11:42 am, clients #5 and #8 prepared their own lunches. Clients #5 and #8 used their hands to take lunch meat from the community containers. Clients #5 and #8 did not wash or sanitize their hands and were not encouraged to do so by staff.</p> <p>10. On 4/26/23 at 11:44 am, client #3 went outside to smoke a cigarette. At 11:53 am, client #3 returned to the home and prepared a drink for himself. Client #3 sat at the kitchen island and ate grapes from the grocery store bag. Client #3 did not wash or sanitize his hands and was not encouraged to do so by staff.</p>			

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	<p>11. On 4/26/23 at 11:49 am, client #7 prepared her own meal at the kitchen island. Client #7 did not wash or sanitize her hands and was not encouraged to do so by staff.</p> <p>12. On 4/26/23 at 4:29 pm, DSP #3 served client #1 a prepared cheeseburger at the dining table. Client #1 did not wash or sanitize his hands and was not encouraged to do so by staff.</p> <p>13. On 4/26/23 at 4:33 pm, clients #2, #3, #4, #5, #7, and #8 prepared their own cheeseburgers. Clients #2, #3, #4, #5, #7, and #8 did not wash or sanitize their hands before eating and were not encouraged to do so by staff.</p> <p>The facility's undated Infection Control Procedures were reviewed on 4/26/23 at 11:45 am and indicated the following:</p> <p>"Hand Hygiene:</p> <ul style="list-style-type: none"> - Staff should perform hand hygiene immediately at the start of their shift and throughout the duration of the shift. - Staff should perform hand hygiene before and after all person served contact, contact with potentially infectious materials, and before putting on and after removing PPE (personal protective equipment) including gloves.... - Staff should perform hand hygiene by using hand sanitizer with 60 - 95% alcohol or washing hands with soap and water for at least 20 seconds. If hands are visibly soiled, use soap and water before hand sanitizer. - Hand hygiene supplies are readily available to all personnel in every location." <p>DSP #3 was interviewed on 4/26/23 at 5:12 pm and stated, "Everyone should wash their hands before preparing and taking medications, before eating,</p>			

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W 0474 Bldg. 00	<p>and after using the restroom."</p> <p>DSP #4 was interviewed on 4/26/23 at 5:40 pm and stated, "Hands should be washed all the time. Before meals, before cooking, after cooking. They do the majority of it themselves and don't need to be reminded."</p> <p>DSP #1 was interviewed by phone on 4/27/23 at 2:25 pm and stated, "Hands should be washed before meals, after the restroom, and when they are taking their medications."</p> <p>Registered Nurse (RN) #1 was interviewed on 5/1/23 at 10:00 am and stated, "They should wash their hands after using the restroom and before they eat. You do have to remind them."</p> <p>9-3-7(a)</p> <p>483.480(b)(2)(iii) MEAL SERVICES Food must be served in a form consistent with the developmental level of the client.</p> <p>Based on observation, record review, and interview for 1 of 3 sample clients (#1), the facility failed to ensure client #1's meal was served in the consistency indicated by his dining plan.</p> <p>Findings include:</p> <p>An observation was conducted in the group home on 4/26/23 from 4:00 pm to 6:00 pm. Client #1 was present in the home throughout the observation period.</p> <p>On 4/26/23 at 4:24 pm Direct Support Professional (DSP #3) prepared a cheeseburger for client #1 with a burger patty, cheese, a bun, and</p>	W 0474	<p>On 6/2/23, the DSP's and Residential Supervisor were retrained on the importance of following the client's risk plans and dining plans during meal time. Furthermore, the DSP's and Residential Supervisor were retrained on Client #1's risk plans and PSATT (attachment G).</p> <p>To ensure this deficiency does not occur again, the QDP will increase oversight to monitor that meals are served in a form consistent with the development level of the clients.</p>	06/02/2023

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	condiments. DSP #3 used a fork to cut the burger into bite size pieces. Client #1's burger was served with a spoon in a high sided divided dish. Client #1 was not provided a drink throughout the meal. Client #1 used the spoon to scoop the burger from the plate. DSP #3 provided verbal and hand over hand prompts to scoop smaller bites. DSP #3 did not prompt client #1 to take a drink between bites of food. DSP #3 walked away from client #1. Client #1 used the spoon to scoop large bites into his mouth. Client #1 chewed each bite two to three times between bites and took bites every 5 to 10 seconds. When part of the burger was eaten, client #1 struggled to scoop the burger with his spoon. Client #1 used his fingers to scoop bites of the burger into his mouth to the second knuckle of his fingers. DSPs #3 and #4 were standing at the stove talking to one another with their backs to client #1. At 4:32 pm, DSP #3 walked over to client #1 and stated, "I'll make you some more." DSP #3 cut a breaded chicken breast into bite size pieces and put it on client #1's plate. At 4:38 pm DSP #3 set the plate down in front of client #1 at the table. DSP #3 provided verbal and physical prompts for client #1 to slow down. DSP #3 walked away from the table at 4:38 pm. Client #1 grabbed handfuls of the chicken and put it into his mouth. Food was falling from client #1's mouth and onto his plate. DSPs #3 and #4 were seated at the kitchen island and were talking to one another and other clients. They were not watching client #1, prompting him to slow down, or prompting him to take drinks between bites. At 4:41 pm, client #1 coughed three times and expelled food from his mouth. Client #5 was seated at the table across from client #1 and stated, "Are you ok, [client #1]?" DSP #3 got up from her seat at the kitchen island and went to client #1. DSP #3 rubbed client #1's head and took his plate. Client #1 picked up pieces of		QDP and Residential Assistant Director Responsible	

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	<p>chicken from the table and ate them. At 4:46 pm, DSP #3 served client #1 a second cheeseburger with fries cut into bite size pieces. DSP #3 stood next to client #1 and watched while he ate. Client #8 stated, "Do you want me to get him a drink?" DSP #3 stated, "Yeah. Sure." Client #8 prepared a cup of tea for client #1 and gave it to him. DSP #3 carried a binder to the table and sat down across from client #1 and began filling out paperwork. At 4:49 pm, client #1 grabbed fistfuls of the burger and ate them. At 4:51 pm, client #1 had finished the burger. DSP #3 prompted client #1 to finish his drink. DSP #3 used wet wipes to clean client #1's hands.</p> <p>DSP #1 was interviewed by phone on 4/27/23 at 2:25 pm and stated, "[Client #1's] dining plan is mechanical soft. It's two bites then a sip. More sips if he decides to. There should be a drink at the table while he's eating. We have to sit by him and prompt him, or he would keep wanting to put the food in his mouth without taking a drink."</p> <p>DSP #3 was interviewed on 4/26/23 at 5:12 pm and stated, "[Client #1's] food is supposed to be mechanical soft. We put it in a blender." DSP #3 stated, "I got yelled at because I was trying to help feed him. He is able to eat himself with the spoon. We never leave him alone. I wouldn't go into another room."</p> <p>DSP #4 was interviewed on 4/26/23 at 5:40 pm and stated, "[Client #1's] food is supposed to be cut up and not hard. We have to watch him. We have to be in the same room." DSP #4 stated, "His plan doesn't say anything about drinks."</p> <p>Client #1's record was reviewed on 5/1/23 at 12:33 pm.</p> <p>Client #1's choking risk plan dated 2/2/23</p>			

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER 15G536	(X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	(X3) DATE SURVEY COMPLETED 05/09/2023
NAME OF PROVIDER OR SUPPLIER CARDINAL SERVICES INC OF INDIANA		STREET ADDRESS, CITY, STATE, ZIP COD 1008 SHORT DRIVE KNOX, IN 46534		
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	<p>indicated the following:</p> <p>"- I require my food to be cut into small pieces.</p> <p>- After each bite, it should be followed by sips of liquid.</p> <p>- Staff is to remain with me at all times during meals...."</p> <p>Registered Nurse (RN) #1 was interviewed on 5/1/23 at 12:55 pm and stated, "[Client #1's] diet is mechanical soft. It has to be ground up and moistened. Chicken breast cut up is not mechanical soft. It needs to be ground in the (food processor). Staff should prompt for a drink every two to three bites. They usually sit with him. He does require prompts to slow down and take the drink."</p> <p>9-3-8(a)</p>			