

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

PRINTED: 07/14/2023  
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 06/22/2023	
NAME OF PROVIDER OR SUPPLIER  VOCA CORPORATION OF INDIANA				STREET ADDRESS, CITY, STATE, ZIP COD 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 Post Certification Revisit (PCR) to the investigation of complaint #IN00406972 completed on 5/10/23.</p> <p>Complaint #IN00406972: Not corrected.</p> <p>Survey dates: June 20, 21 and 22, 2023</p> <p>Facility Number: 001021 Provider Number: 15G507 AIMS Number: 100245130</p> <p>This deficiency also reflects state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 6/28/23.</p>			W 0000			
W 0149  Bldg. 00	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS 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 5 incident/investigative reports reviewed affecting client F, the facility failed to implement its policies and procedures to prevent staff to client verbal abuse.</p> <p>Findings include:</p> <p>On 6/20/23 at 2:30 PM, a review of the facility's incident/investigative reports was conducted and indicated the following:</p> <p>On 5/19/23 at 8:10 PM, client F told her guardian former staff #9 told client F she would not color her hair until client F stopped wetting her pants.</p>			W 0149	<p><b>W149:</b> The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p><b>Corrective Action:</b></p> <ul style="list-style-type: none"> <li>All staff trained on the Abuse and Neglect Exploitation Policy. (<b>Attachment A</b>)</li> <li>Staff terminated from employment from Rescare for Neglect of client (F). (<b>Attachment B</b>)</li> </ul>		07/10/2023

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

TITLE

(X6) DATE

Anna Brison

Program Director

07/07/2023

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 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>Client F also stated to her guardian former staff #9 called client F a "baby b----" one day as former staff #9 was walking away from client F while in the dining room.</p> <p>The 5/25/23 Investigative Summary indicated in the Conclusion section, "The allegation that [former staff #9] called [client F] a 'b----' cannot be substantiated. However, it cannot be unsubstantiated that [client F] may have overheard [former staff #9] talking to another staff concerning [client F's] behavior. [Former staff #9] denies calling [client F] a 'b---- or baby b----.' All staff deny ever hearing [former staff #9] call [client F] a 'b---- or baby b----.' [Staff #5] and [staff #7] state at shift change [former staff #9] has said [client F] has been a b---- or acted like a baby. The allegation that [former staff #9] told [client F] she would not color her hair until she stopped wetting herself is substantiated. [Client F] states [former staff #9] said something about that and [staff #5] and [staff #7] state they heard [former staff #9] tell [client F] she wasn't going to dye her hair until she stopped wetting herself. The allegation [former staff #9] transfer (sic) [client F] not using a Hoyer is substantiated. [Former staff #9] states she only stands [client F] to change her when incontinent but [staff #7], [staff #5], [staff #10] and [staff #3] state they have witnessed [former staff #9] pick [client F] up to transfer her. [Staff #10] is the only staff stating she has witnessed [former staff #9] to put a bedpan under [client F] in the wheelchair and had saw (sic) that one time."</p> <p>The Recommendations section indicated, "1. Training to staff abuse - appropriate conversations with clients. Appropriate conversations with other staff about clients. 2.</p>				<p><b>Monitoring of Corrective Action:</b></p> <ul style="list-style-type: none"> <li>All staff are trained on the Abuse Neglect policy upon hire and reviewed monthly with the Area Supervisor during house meetings.</li> <li>All abuse neglect allegations will be investigated by Quality Assurance.</li> </ul> <p><b>Completion Date: 7/10/23</b></p>		

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	<p>Training to staff to ensure all transfers with [client F] are 2 staff with the Hoyer lift.</p> <p>3. Training to staff to never use the bedpan in the wheelchair. 4. Recommend termination of [staff #9]."</p> <p>On 6/20/23 at 2:31 PM, the Program Director (PD) indicated the facility had a policy and procedure prohibiting abuse of the clients. The PD indicated the staff was terminated for verbal abuse of client F.</p> <p>On 6/21/23 at 2:08 PM, a review of the facility's 7/18/11 Reporting Violations of Policies and Procedures was conducted. The policy indicated, "ResCare strictly prohibits abuse, neglect, exploitation, mistreatment, or violation of an Individual's rights." A review of an undated Abuse, Neglect and Exploitation policy indicated, "...Ensure that all persons served are free from abuse, neglect, or exploitation... ResCare does not tolerate abuse, neglect, or exploitation of any persons served. All employees are required to report allegations or suspected incidents of abuse, neglect, and exploitation. All alleged or suspected abuse, neglect, and/or exploitation will be immediately investigated. Appropriate corrective action will be taken to ensure prevention of any further occurrence...."</p> <p>This deficiency was cited on 5/10/23. The facility failed to implement a systemic plan of correction to prevent recurrence.</p> <p>This federal tag relates to complaint #IN00406972.</p> <p>9-3-2(a)</p>						