

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER 15G676	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	(X3) DATE SURVEY COMPLETED 11/27/2024
NAME OF PROVIDER OR SUPPLIER  MOSAIC		STREET ADDRESS, CITY, STATE, ZIP COD 1703 WOODMONT DR SOUTH BEND, IN 46614		
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W 0000  Bldg. 00	<p>This visit was for the investigation of complaint #IN00445513.</p> <p>Complaint #IN00445513: Federal/state deficiencies related to the allegation(s) were cited at W249, W250 and W288.</p> <p>Dates of Survey: 11/21, 11/22, 11/26 and 11/27/24.</p> <p>Facility Number: 009969 Provider Number: 15G676 Aims Number: 200129000</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality Review of this report completed by #15068 on 12/17/24.</p>	W 0000		
W 0249  Bldg. 00	<p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>Based on observation, interview and record review of 2 of 2 sampled clients (A and B), the facility failed to ensure clients A and B's goals were implemented during formal and informal opportunities.</p> <p>Findings include:</p> <p>Observations were conducted at the group home on 11/21/24 from 3:28 pm to 5:03 pm.</p> <p>On 11/21/24 at 3:28 pm client C was sitting in the doorway looking outside, client A was walking around in the living room and client D was in the</p>	W 0249	<p>="" p=""&gt;</p> <p>1- Mosaic reviewed ISP goals for all individuals to ensure goals were in place. Mosaic set a house meeting to review documenting expectations with all staff in the Woodmont home.</p> <p>2. Mosaic added the topic of goal documentation to each house meeting's agenda for all staff to ensure proper ISP programs are completed and documented on.</p> <p>3- Mosaic changed requirements</p>	12/06/2024

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

TITLE

(X6) DATE

Rachel Pemberton

Executive Director

01/08/2025

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>kitchen. Client B was in her bedroom lying in bed. An interview with client B was conducted on 11/21/24 at 3:33 pm. Client B stated, "I am tired of going to the movies, mall and library for day program. I sit in my room all day when I am at home." At 3:56 pm client D was sitting in a recliner in the living room. Staff #1 took client C to his bedroom and changed his brief and then staff #1 brought client D back to the living room in front of the door. Client A and the Direct Support Supervisor (DSS) were in client A's bedroom getting a movie on the television. At 4:13 pm client B came out of her room and took her medication and then went back to her room. At 4:16 pm client D was sitting in the living room in the recliner, client A was walking around the house and client C was sitting in his wheelchair looking out the front door. At 4:32 pm client D talked about going to the hospital and then said, "not today". At 4:33 pm client A walked into her bedroom and sat on her bed watching the movie that was playing. At 4:45 pm client C moved his wheelchair around and then turned to face the door. Client D went to his bedroom and was lying in his bed. Client B was lying on her bed in her room.</p> <p>1. Client A's record was reviewed on 11/21/24 at 2:18 pm.</p> <p>Client A's ISP (Individual Support Plan) dated 7/16/24 indicated the following goals:</p> <p>"...Community Participation log: Engage in interactions with community members and increase potential and actual natural support circles. ...Meal Preparation (Prep): Given three or less verbal prompts, the Individual [client A] will prepare a simple, healthy dish at least 1 night per week 100% of all trials in one month for 3</p>		<p>in our Therap system to mandate all staff to document ISP programs instead of requiring only a post shift summary. This will increase documentation of ISP programs for all Mosaic individuals.</p> <p>4- Associate Director will be auditing goal documentation from ISP programs in Therap with the house supervisors at least bi-weekly to ensure all programs are being completed.</p> <p>="" p=""&gt;&gt;</p> <p>="" p=""&gt;&gt;</p> <p>="" p=""&gt;&gt;</p>	

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W 0250 Bldg. 00	<p>consecutive months or until this objective has been mastered. Safety: [client A] will ask staff to take her for a walk or a drive when she would like to go out of the house."</p> <p>2. Client B's record was reviewed on 11/22/24 at 11:58 am.</p> <p>Client B's ISP (Individual Support Plan) dated 3/22/24 indicated the following goals:</p> <p>"...Finance: With three or less verbal prompts, the Individual [client B] will purchase an item(s) in the community (preferred but also can purchase items online.) 100% of all trials per month for 3 consecutive months or until this objective has been mastered. ...Independent Living: I want to be able to grocery shop, make meals for myself, complete household chores and be responsible for my money to gain independence."</p> <p>An interview with the Qualified Intellectual Disability Professional (QIDP) was conducted on 11/26/24 at 1:47 pm. The QIDP stated, "The staff should be implementing ISP goals throughout the day."</p> <p>An interview with the Assistant Director (AD) was conducted on 11/26/24 at 1:04 pm. The AD stated, "The staff should be implementing ISP goals throughout the day."</p> <p>This federal tag relates to complaint #IN00445513.</p> <p>9-3-4(a)</p> <p>483.440(d)(2) PROGRAM IMPLEMENTATION</p> <p>Based on observation, record review and</p>	W 0250	1- Mosaic reviewed active treatment with staff at the	12/06/2024

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	<p>interview for 2 of 2 sampled clients (A and B), plus 2 additional clients (C and D), the facility failed to have specific daily active treatment schedules.</p> <p>Findings include:</p> <p>Observations were conducted at the group home on 11/21/24 from 3:28 pm to 5:03 pm.</p> <p>On 11/21/24 at 3:28 pm client C was sitting in the doorway looking outside, client A was walking around in the living room and client D was in the kitchen. Client B was in her bedroom lying in bed. An interview with client B was conducted on 11/21/24 at 3:33 pm. Client B stated. "I am tired of going to the movies, mall and library for day program. I sit in my room all day when I am at home." At 3:56 pm client D was sitting in a recliner in the living room. Staff #1 took client C to his bedroom and changed his brief and then staff #1 brought client D back to the living room in front of the door. Client A and the Direct Support Supervisor (DSS) were in client A's bedroom getting a movie on the television. At 4:13 pm client B came out of her room and took her medication and then went back to her room. At 4:16 pm client D was sitting in the living room in the recliner, client A was walking around the house and client C was sitting in his wheelchair looking out the front door. At 4:32 pm client D talked about going to the hospital and then said, "not today". At 4:33 pm client A walked into her bedroom and sat on her bed watching the movie that was playing. At 4:45 pm client C moved his wheelchair around and then turned to face the door. Client D went to his bedroom and was lying in his bed. Client B was lying on her bed in her room. At 4:52 pm staff #2 arrived and went into the kitchen and began preparing dinner. No clients were prompted to assist with dinner.</p>		<p>Woodmont location. Mosaic set a house meeting to review active treatment expectations with all staff in the Woodmont home.</p> <p>2- Mosaic created a new active treatment schedule for other individuals that were not robust in engagement. Games and interactive activities were purchased as needed for the ICF homes. Active Treatment was added to the house meeting agenda for all sites to review and reset expectations.</p> <p>3- Management visits will be scheduled for 2nd and 3rd shifts throughout the quarter to ensure active treatment is happening. Mosaic is implementing an Active Treatment Observation Report that will be completed at least monthly by QIDP and Corrective Action Plan developed for locations not showing aggressive active treatment routines.</p> <p>4- Mosaic is implementing an Active Treatment Observation report that will be completed at least monthly by the QIDP and Corrective Action Plans developed for locations not showing aggressive treatment routines.</p> <p>="" p=""&gt;&gt;</p> <p>="" p=""&gt;&gt;</p>	

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	<p>An interview with staff #1 was conducted on 11/21/24 at 4:20 pm. Staff #1 stated, "We walk [client C] around the house in his wheelchair, [client A] will watch TV and walk around. [Client B] will go with day program staff but sometimes she refuses. We don't have any activities to do with the clients. It's mostly just sitting around watching TV. [Client B] sits in her room most of the time, she will go out with her job coach 2 times a week."</p> <p>An interview with the Direct Support Supervisor (DSS) was conducted on 11/21/24 at 4:17 pm. The DSS stated, "The individuals watch TV and walk around. They just do what they want to do. We used to have UNO in the house. There are no other activities for them to do in the house."</p> <p>1. Client A's record was reviewed on 11/21/24 at 2:18 pm. Client A's undated Active Treatment Schedule indicated the following:</p> <p>"[Client A's] Activity Plan</p> <ul style="list-style-type: none"> <li>* 6:30 a.m.- 7 a.m. [client A] follows her usual morning routine. She needs prompts to change her clothes and make her bed.</li> <li>* [client A] gets her breakfast and morning meds. After breakfast, staff should remind [client A] to brush her teeth and assist as needed.</li> <li>* 8 am-12 pm: [client A] likes to do some activities. She can choose any activity during this time frame (see list of activities at the bottom of the page).</li> <li>* 12 pm-1 pm: [client A] gets lunch. She can help clean up afterward, set the table, and wipe down the table after the meal.</li> <li>* 1 pm-2:30 pm [client A] likes to watch Disney movies in her room. If the staff asks, [client A] might help with house chores but will usually say 'no.'</li> <li>* At 4 p.m., [client A] can help with dinner prep</li> </ul>		="" p="">> ="" p="">>	

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	<p>and/or setting the table if she chooses.</p> <p>* 5 pm-6 pm [client A] eats dinner with her housemates and can help clean up afterward.</p> <p>* 6 pm-7 pm: [client A] likes to watch movies in her room before her bedtime routine. She can also assist with chores as needed.</p> <p>* 7:30 pm-9 pm: [client A] starts her evening meds and bedtime routine. Staff will assist in ADLs (Activities of Daily Living) as needed.</p> <p>[Client A's] Activities</p> <ol style="list-style-type: none"> <li>1. Going outside (weather permitting)</li> <li>2. Going for walks with staff</li> <li>3. Watching Disney Movies</li> <li>4. Looking at pictures of her and her mom</li> <li>5. Playing with sensory toys</li> <li>6. Playing with my stuffed animals</li> </ol> <p>[client A] does not currently attend a community-based day program."</p> <p>2. Client B's records were reviewed on 11/22/24 at 11:58 am. Client B's undated Active Treatment Schedule indicated the following:</p> <p>"[Client B's] Activity Plan</p> <p>* 6:30 a.m.- 7 a.m. [client B] follows her usual morning routine. She needs prompts to change her clothes and make her bed.</p> <p>* [Client B] gets her breakfast and morning meds. After breakfast, staff should remind [client B] to brush her teeth and assist as needed.</p> <p>* 8 am-12 pm: [client B] likes to do some activities. She can choose any of those activities during this time frame (list of activities at the bottom of the page). [Client B] enjoys helping with meal prep. Especially if it is something that follows her diet.</p> <p>* 12 pm-1 pm: [client B] gets lunch. She can help clean up afterward, set the table, and wipe down the table after the meal.</p> <p>* 1 pm-2:30 pm [client B] likes to watch TV in her room. [Client B] will also help with house chores if the staff asks.</p>			

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	<ul style="list-style-type: none"> <li>* At 4 p.m., [client B] can help with dinner prep and/or setting the table, if she chooses.</li> <li>* 5 pm-6 pm [client B] eats dinner with her housemates and can help clean up afterward.</li> <li>* 6 pm-7 pm: [client B] likes to watch TV in her room before her bedtime routine. She can also assist with chores as needed.</li> <li>* 7:30 pm-9 pm: [client B] starts her evening meds and bedtime routine.</li> </ul> <p>[Client B's] Activities</p> <ol style="list-style-type: none"> <li>1. Going outside (weather permitting)</li> <li>2. Going for walks with staff</li> <li>3. Making bracelets</li> <li>4. Writing</li> <li>5. Listening to music</li> <li>6. Having alone time in her room</li> </ol> <p>[Client B] attends a community-based day program on Monday, Wednesday, Thursday and Friday, if she chooses."</p> <p>3. Client C's record was reviewed on 11/26/24 at 10:41 am. Client C's undated Active Treatment Schedule indicated the following:</p> <p>"[Client C's] Activity Plan</p> <ul style="list-style-type: none"> <li>* 6:30 am-7 am [client C] gets his normal morning routine done. [Client C] needs full assistance to change his clothes, staff need to make sure they are clean, his, and not what he was wearing the day before.</li> <li>* 7 am-8 am [client C] gets his breakfast and morning meds. After breakfast, staff should assist [client C] with brushing his teeth.</li> <li>* 8 am-12 pm [client C] has some activities he likes to do. [Client C] can choose any of those activities during this time frame (list of activities at the bottom of the page).</li> <li>* 12 pm-1 pm [client C] gets lunch.</li> <li>* 1 pm-2:30 pm [client C] likes to watch out the door or window. [Name] normally comes during this time to spend time with [client</li> </ul>			

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	<p>C] and take him on a walk.</p> <p>* 4 pm [client C] can help with dinner prep and/or setting the table if he chooses.</p> <p>* 5 pm-6 pm [client C] eats dinner with his housemates.</p> <p>* 6 pm-7 pm [client C] likes to watch TV for a little while before doing his bedtime routine. He can also assist with chores as needed.</p> <p>*7:30 pm-9 pm Evening meds and bedtime routine. [Client C] gets his evening meds and his bedtime routine started. Staff will fully assist [client C] in the shower, brush his teeth, and put on clean pajamas, [client C] prefers to shower in the evenings.</p> <p>[Client C's] Activities</p> <ol style="list-style-type: none"> <li>1. Going outside (weather permitting)</li> <li>2. Going for walks outside with staff and [name].</li> <li>3. Watching TV with housemates.</li> <li>4. Listening to music</li> </ol> <p>[Client C] attends Community based day program on Tuesday, Wednesday, Thursday."</p> <p>4. Client D's record was reviewed on 11/26/24 at 11:33 am. Client D's undated Active Treatment Schedule indicated the following:</p> <p>"[Client D's] Activity Plan</p> <p>* 6:30 a.m.- 7 a.m. [client D] follows his usual morning routine. He needs prompts to change his clothes and make his bed. [Client D] needs prompts to change his clothes. Staff needs to make sure they are clean, his, and not what he was wearing the day before.</p> <p>* [Client D] gets his breakfast and morning meds. After breakfast, staff should remind [client D] to brush his teeth and assist as needed.</p> <p>* 8 am-12 pm: [client D] likes to do some activities. He can choose any of those activities during this time frame (list of activities at the bottom of the page). [Client D] loves to help with cleaning (laundry, kitchen) and meal prep. [Client D] will</p>			

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	<p>also need assistance making his bed and putting his clothes away.</p> <p>* 12 pm-1 pm: [client D] gets lunch. He can help clean up afterward, set the table, and wipe down the table after the meal.</p> <p>* 1 pm-2:30 pm [client D] likes to watch TV or get into a recliner and nap for a while. [Client D] will also help with house chores if the staff asks.</p> <p>* At 4 pm [client D] can help with dinner prep and/or setting the table if he chooses.</p> <p>* 5 pm-6 pm [client D] eats dinner with his housemates and can help clean up afterward.</p> <p>* 6 pm-7 pm: [client D] likes to watch TV briefly before his bedtime routine. He can also assist with chores as needed.</p> <p>*7:30 pm-9 pm: [client D] starts his evening meds and bedtime routine. Staff will assist [client D] in the shower, brush his teeth, and put on clean pajamas. [Client D] prefers to shower in the evening.</p> <p>[Client D's] Activities</p> <ol style="list-style-type: none"> <li>1. Going outside (weather permitting)</li> <li>2. Going for walks with staff</li> <li>3. Doing laundry</li> <li>4. Watching TV with housemates</li> <li>5. Listening to music</li> </ol> <p>[Client D] attends a community-based day program on Monday."</p> <p>An interview with the Qualified Intellectual Disability Professional (QIDP) was conducted on 11/26/24 at 1:47 pm. The QIDP stated. "They should have some variations to their daily schedules. Differences throughout the day would be nice. We should try to coax the individuals not to be watching the television all day."</p> <p>An interview with the Assistant Director (AD) was conducted on 11/26/24 at 1:04 pm. The AD stated, "They should have different activities to</p>			

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W 0288  Bldg. 00	<p>do daily. They should have a choice of activities. There should always be activities in the house they can be doing."</p> <p>This federal tag relates to complaint #IN00445513.</p> <p>9-3-4(a)</p> <p>483.450(b)(3) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR</p> <p>Based on observation, record review, and interview for 1 of 2 sampled clients (A), the facility failed to ensure techniques to manage inappropriate behavior not be used as a substitute for an active treatment program in regard to client A's elopement.</p> <p>Findings include:</p> <p>Observations were conducted at the group home on 11/21/24 from 3:28 pm to 5:03 pm.</p> <p>On 11/21/24 throughout the observations there were chain locks on the front door and the door leading into the garage.</p> <p>On 11/21/24 at 3:27 pm staff #1 stated, "We were trained on the new locks on the front door and door by garage." Staff #1 indicated the locks are to help prevent client A from getting out of the house without staff knowing she got out.</p> <p>A review of client A's record was conducted on 11/21/24 at 2:18 pm. Client A's Individual Support Plan (ISP) dated 11/11/24 and Behavior Support Plan (BSP) dated 2/2024 did not include having chains on the doors to assist with her elopement issue.</p>	W 0288	<p>="" p=""&gt;&gt;</p> <p>="" p=""&gt;&gt;1- HRC approval was given for door locks and an addendum was added to the BSP</p> <p>="" p=""&gt;&gt;2- HRC Committee will continue to meet and discuss individuals' needs. This information will be documented in meeting notes and shared out to Mosaic's leadership team as applicable when rights change.</p> <p>QIDP has reviewed the past 30 days of restriction requests and will submit any approvals needed to the HRC committee and update BSPs as needed based on restrictions.</p> <p>="" p=""&gt;&gt;3- Mosaic will discuss client rights at the monthly house meeting agenda to ensure education is ongoing about client rights.</p> <p>="" p=""&gt;&gt;</p> <p>="" p=""&gt;&gt;4- QIDP will act as HRC liaison to obtain approval while the Quality Coordinator role is open. Associate Director or Executive</p>	12/06/2024

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CENTERS FOR MEDICARE & MEDICAID SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER 15G676	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	(X3) DATE SURVEY COMPLETED 11/27/2024
NAME OF PROVIDER OR SUPPLIER  MOSAIC		STREET ADDRESS, CITY, STATE, ZIP COD 1703 WOODMONT DR SOUTH BEND, IN 46614		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIE (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
	<p>An interview with the Qualified Intellectual Disability Professional (QIDP) was conducted on 11/26/24 at 1:47 pm. The QIDP stated. "The human rights committee (HRC) information and her BSP should have included putting chains on the doors to try and assist with [client A's] elopement issues."</p> <p>An interview with the Assistant Director (AD) was conducted on 11/26/24 at 1:04 pm. The AD stated, "I am not sure if [client A's] BSP included having chains on the front door and the door going into the garage." The AD indicated the chains were discussed with the HRC so it should have been included on the form.</p> <p>This federal tag relates to complaint #IN00445513.</p> <p>9-3-5(a)</p>		<p>Director will take notes and ensure communication is sent out after each HRC meeting. BSP updates will be documented on a spreadsheet and reviewed at least annually.</p> <p>="" p=""&gt;</p> <p>="" p=""&gt;</p>	