

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

PRINTED: 02/22/2012
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 14G309	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/22/2011
NAME OF PROVIDER OR SUPPLIER DEARBORN COURT			STREET ADDRESS, CITY, STATE, ZIP CODE 520 SOUTH DEARBORN STREET KANKAKEE, IL 60901	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (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 000	INITIAL COMMENTS	W 000		
W 149	<p>INCIDENT REPORT INVESTIGATION OF 8/18/11 - IL54401</p> <p>483.420(d)(1) STAFF TREATMENT OF CLIENTS</p> <p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>This STANDARD is not met as evidenced by: Based on interview and record review the facility failed to ensure their policy was implemented, to prevent neglect of 1 of 5 individuals, R5, when R5 fell and fractured 2 bones while not being supervised in accord with identified needs.</p> <p>Findings include:</p> <p>Facility policy number 5.24 defines Neglect: as "Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness."</p> <p>The September 1, 2011 Physician's Orders sheet notes R5 is a 61 year old female whose diagnoses include Severe Mental Retardation IQ (Intelligence Quotient) 33, Schizophrenia-Chronic Undifferentiated type, Hydrocephalus, Seizure Disorder, Cataracts - OS (left eye), (L) (left) hip fracture, and Osteopenia. Physician Orders include "to wear protective helmet when out of bed" "Ambulate with walker, Gait belt, Standby assist, may use wheelchair."</p> <p>R5 has a Behavior Program dated 5/20/10 which targets hoarding and physical aggression. Her</p>	W 149		10/17/11
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE		(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days 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 14 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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W 149	<p>Continued From page 1</p> <p>Long Term goal states, " (R5) will reduce incidents of physical aggression to 15 or less per month for 3 consecutive months.</p> <p>R5's 5/7/11 Individual Service Plan, dietary assessment states her weight is 175 pounds, "this is not within the IBW (Ideal Body Weight) range of 98 - 108 pounds."</p> <p>R5 has a Nursing Care Plan dated 10/7/10 addressing problem "Fall risk. Approaches "1. supervise closely 2. transfer with assistance 3. wear helmet 4. use gait belt for all transfers 5. use rolling walker 6. use wheelchair prn (when needed) 7. remind her to ask for assistance 8. bathroom activities (shower, toileting, etc) with assistance 9. maintain clutter free environment 10. shoes on while awake 11. frequent bed checks 12. assist as soon as she awakens 13. assist to bed only when tired Short Term Goal Free of injury Fall prevention</p> <p>Safety committee report dated 8/22/11 and incident report dated 8/18/11 summarize an incident of August 18, 2011, which occurred at 6:40 a.m. Direct Support Persons (DSPs) E4 and E11 were working. E4 was in the kitchen cooking, E11 was assisting R5 in the restroom. During this time another individual, R4 (a 48 year old ambulatory, verbal, female according to her</p>	W 149			

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W 149	<p>Continued From page 2</p> <p>1/20/11 Individual Service Plan), screamed. Both staff, E4 and E11 simultaneously went to the other individual, R4. When E11 saw that E4 was going to address the scream, E11 returned to the restroom. R5 was lying on the floor on her right side in front of the toilet. E11 noticed what appeared to be urine on the floor and 3-1/2 - 4 inch bruise on R5's left leg. E11 called E4 for help. E4 got a mop to clean the urine from the floor. E11 checked R5 for injuries. After mopping E4 and E11 lifted R5 from the floor to her wheel chair. R5's clothing was wet with urine. E11 dressed R5 in her bed while E4 called E1 (Residential Services Director (RSD)/ Qualified Mental Retardation Professional (QMRP) in training). E4 assisted E11 with getting R5 dressed and R5 was placed in the wheelchair. E4 was instructed to take R5 to the emergency room in her wheelchair via the facility van. R5 had xrays completed and was diagnosed with a fractured left Tibia and Fibula.</p> <p>According to hospital medical records, dated 8/20/11 R5 was discharged to a nursing home on 8/20/11.</p> <p>Hospital medical records dated 8/29/11 document R5 was readmitted to the hospital for surgical repair of the fractured Tibia and Fibula on 8/29/11 then discharged on 9/1/11 to a different nursing home near her family.</p> <p>E1, RSD/QMRP in training and E2 facility representative, were interviewed on 9/12/11 at 1:35 p.m. E1 was asked what the level of supervision was for R5. E1 said staff are supposed to be with R5 in the rest room. E1 and E2 said training was given to all staff prior to the fall, that R5 was not to be out of eye sight. E1</p>	W 149			

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W 149	<p>Continued From page 3 and E2 said the employee, E11 was given disciplinary action.</p> <p>E1 and E2 gave surveyor an unsigned document indicating a written warning was given to E11. The written warning reads, "Failure to properly perform job duties. On 8-18-11, DSP assisted a resident in the bathroom. She then left a resident in the bathroom unattended to attend to another client. This resident fell resulting in broken bones. DSP had received training on 6/29/11 for job duties. This was discussed at time of incident for retraining."</p> <p>E4 was interviewed on 9/13/11 at 9:43 a.m. E4 confirmed she worked on the morning R5 fell. E4 said R4 screamed as if in pain and both E4 and E11 ran to the other restroom to address the scream. During that time R5 fell to the floor and was lying in urine. E4 said E11 called her to the restroom when R5 was found on the floor. E4 said she called E1 immediately, who contacted the nurse and then instructed E4 to take R5 to the hospital. E4 said she had to mop the floor in order to get R5 up because she is so heavy it takes two staff to lift her. E4 said, we couldn't pick her up in the urine because she would slide. E4 said after she and E11 got R5 up and dressed, she took R5 to the emergency room. E4 said R5 was not screaming or crying as if in pain, if so they would have called 911. R5 just moaned. E4 said she stayed with R5 at the hospital. After E4 returned to the home from the hospital, she took R4 to the doctor, R4 had an ear infection.</p> <p>During the interview with E4 on 9/13/11 at 9:43 a.m., E4 said we have had in house inservices on</p>	W 149			

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W 149	<p>Continued From page 4</p> <p>R5 that she is to be 1 to 1 with staff. There are times R5 will lunge for something like a piece of lint even when staff is with R5.</p> <p>E11 was interviewed on 9/14/11 at 9:00 a.m. E11 said she took R5 to the bathroom like always. E11 said there was an issue with R4 that night. R4 kept touching her ear during the night. R4 didn't want to get up that morning but did get up. E11 said in the meantime she got R5 up. E11 said she gets R5 up last because she has to be in the bathroom with R5. E11 said in the morning staff really has to work with R5 to get her to get dressed. E11 said sometimes she has to get other staff to help convince R5 to change out of her night clothes. E11 confirmed R5 cannot walk without a walker and gait belt. E11 said R4 screamed like she fell, so E11 ran up to see what happened. E4 had also come from the kitchen. E11 confirmed that when she returned to the back restroom R5 was on the floor lying in urine. R5 was pointing to her leg. E11 called E4 to help her lift R5 from the floor. E11 said she knew of R5's past falls and was aware of her level of supervision, that it has to be 1 to 1. "I have received training." After the incident E1 brought me an inservice form. E11 said today, 9/14/11 was the first day she got a written warning.</p> <p>On 9/14/11 at 2:05 p.m. E1 gave surveyor a signed copy of the written warning that had been given to surveyor on 9/12/11 and was not signed at that time. The signed written warning was dated 8/18/11. E1 was questioned about it and said it was an error the actual written warning was given 9/14/11 and E1 wrote error on the written warning and dated it 9/14/11.</p>	W 149			

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W 149	<p>Continued From page 5</p> <p>Prior falls and injuries are documented in incident reports, nursing notes, safety committee reports, and emergency department records, including the following:</p> <p>2/28/11 While unloading client off bus, (staff) was getting her wheelchair prepared outside of bus...client suddenly began to walk down the steps causing staff to lose her grip ending with client falling down 2 steps of the bus. (documented in day training incident report and facility nursing notes dated 2/28/11.</p> <p>3/23/11 at workshop was found on floor in front of wheel chair at day training, with bruising (documented in day training incident report and facility nursing notes dated 3/23/11 and in Annual Health History dated 5/10/11)</p> <p>5/25/11 Fall on left hip. (documented in emergency room record, facility nursing notes and incident report dated 5/25/11 and safety committee report dated 6/1/11) She complained of left hip pain, xrays of both hips, the left femur and left tibia and fibula were completed. in the emergency department.</p> <p>5/26/11 Staff was walking R5 to the bus at 7:40 a.m., she slipped from the grip the staff had on her gait belt and fell her right hand hit the bottom step of the bus. (documented in day training incident report and facility nursing notes dated 5/26/11 and safety committee report dated 6/1/11) No complaints of discomfort, no bruising or abrasions.</p> <p>5/26/11 R5 fell from wheelchair when she tried to stand up at 3:05 p.m. (documented in facility nursing notes dated 5/27/11 and incident report</p>	W 149			

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W 149	<p>Continued From page 6</p> <p>dated 5/26/11 and safety committee report dated 6/1/11) Lab work drawn for anti convulsant levels.</p> <p>5/26/11 R5 fell at 9:30 p.m. getting into bed. R5 was taken to the hospital and released following exam and x-rays. Safety protocol was reviewed by staff. (documented in nursing notes of 5/27/11 and safety committee report of 6/1/11). Committee considerations discuss with day training site alternative transportation, monitor dilantin levels closely, re-train staff on nursing care plan and use of gait belts.</p> <p>5/27/11 Facility instructed to hold two doses of Dilantin after R5 returned to emergency department for evaluation due to falls on 5/26/11 (documented in facility nursing notes dated 5/27/11 and emergency department report dated 5/27/11) .</p> <p>6/5/11 R5 fell on her back in the bathroom while sitting on the toilet before dinner. R5 had a little blood in her mouth and gestured that her right knee was bothering her. First aid was administered. (Documented in incident report dated 6/5/11, nursing notes dated 6/6/11 and safety committee report dated 6/7/11) Safety committee considerations to keep a line of sight vision on R5 to prevent any further falls. In-service record dated 6/6/11 documents all facility staff attended. Follow up with dentist. R5 had dental evaluation on 6/21/11, reason for consultation is documented as "check teeth after falling."</p> <p>6/14/11 R5 attempted to get out of her chair at day training. R5 started to slide down toward floor hitting her head on a table staff noticed a</p>	W 149			

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W 149	<p>Continued From page 7</p> <p>small cut on side on forehead. (Documented in day training incident report and 6/14/11 nursing notes) In-service record for day training staff regarding R5's serious fall risk presented by former facility QMRP on 7/14/11.</p> <p>6/20/11 Direct Support Person, E7, heard a noise at 5:10 a.m. E7 found R5 had tried to get out of her bed and had slid down to the floor. She was in a sitting position on the floor. There was a 1/2 inch red mark in the center of her back. Upon entering the room, E7 found R5's bed rails not properly attached. (Documented in facility incident report and nursing notes dated 6/20/11 and safety committee report dated 6/21/11.) Safety committee considerations, ensure both bed rails are in place each night. In-service record dated 6/20/11 related to the bed rails is signed by all staff.</p> <p>6/29/11 R5 was brought to the table in her wheel chair due to an unsteady gait. Two direct support persons were present, E4 and E7. R5 tried to get out of her wheel chair and slipped onto the ground. R5 fell onto her knees and then slid onto her rear end. E7 was attending to behaviors of another individual. E7 documented in her report that she could not reach R5. (Documented in facility incident report and nursing notes dated 6/29/11, and safety committee report dated 7/1/11. Nursing notes dated 6/29/11 document abrasion to top of foot. Safety committee considerations include discuss with DSPs (Direct Support Persons) positioning closer to R5 when indicated and fall risk situations with R5 take precedent over other situations.</p> <p>7/5/11 R5 had an injury to her right hand with</p>	W 149			

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W 149	Continued From page 8 bruising. An xray was completed on 7/5/11, and follow up with her primary doctor, E12 was done on 7/5/11 and 7/10/11. Nursing notes document R5 was hitting her hand on the table on 7/4/11. (Documented in nursing notes and physician consultation notes.)	W 149			
W 154	483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated. This STANDARD is not met as evidenced by: Based on interview and record review the facility failed to ensure a thorough investigation of an incident for 1 of 1 individuals, R5, who sustained fractures to her tibia and fibula. Findings include: The September 1, 2011 Physician's Orders sheet notes R5 is a 61 year old female whose diagnoses include Severe Mental Retardation IQ (Intelligence Quotient) 33, Schizophrenia-Chronic Undifferentiated type, Hydrocephalus, Seizure Disorder, Cataracts - OS (left eye), (L) (left) hip fracture, and Osteopenia. Physician Orders include "to wear protective helmet when out of bed" "Ambulate with walker, Gait belt, Standby assist, may use wheelchair." Safety committee report dated 8/22/11 and incident report dated 8/18/11 summarize an incident of August 18, 2011, which occurred at 6:40 a.m. Direct Support Persons (DSPs) E4 and E11 were working. E4 was in the kitchen cooking,	W 154		10/17/11	

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W 154	<p>Continued From page 9</p> <p>E11 was assisting R5 in the restroom. During this time another individual, R4 (a 48 year old ambulatory, verbal, female according to her 1/20/11 Individual Service Plan), screamed. Both staff, E4 and E11 simultaneously went to the other individual, R4. When E11 saw that E4 was going to address the scream. E11 returned to the restroom. R5 was lying on the floor on her right side in front of the toilet. E11 noticed what appeared to be urine on the floor and 3-1/2 - 4 inch bruise on R5's left leg. E11 called E4 for help. E4 got a mop to clean the urine from the floor. E11 checked R5 for injuries. After mopping E4 and E11 lifted R5 from the floor to her wheel chair. R5's clothing was wet with urine. E11 dressed R5 in her bed while E4 called E1 (Residential Services Director (RSD)/ Qualified Mental Retardation Professional (QMRP) in training). E4 assisted E11 with getting R5 dressed and R5 was placed in the wheelchair. E4 was instructed to take R5 to the emergency room in her wheelchair via the facility van. R5 had xrays completed and was diagnosed with a fractured left Tibia and Fibula.</p> <p>Surveyor reviewed investigation. Four individuals, R1, R2, R3 and R4 were at home at the time of the incident. All are verbal according to their respective Individual Service Plans.</p> <p>In the investigation, there was no information regarding the use of R5's adaptive equipment. E1 said he was not here when this happened but saw the helmet at the emergency room. He said he didn't know if the gait belt and walker were being used.</p> <p>E1, QMRP in training and E2, facility</p>	W 154			

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W 154	Continued From page 10 representative were interviewed on 9/12/11 at 1:45 p.m. E1 and E2 stated the investigative committee all comes together and asks questions for investigation. E2 said no residents were interviewed because the bathroom door was closed. E11 was interviewed on 9/14/11 at 9:00 a.m. R5's helmet was probably backward, she turns it so the back end is over her eyes. She will look up from under it. If on the right way it fits. E11 said the walker and gait belt were being used because R5 cannot walk without them. E11 said R1, R2 and R3 were up. R1 asked if R5 was o.k. E4 was interviewed on 9/13/11 at 9:43 a.m. E4 said R1 and R4 were up and knew something happened. Both E4 and E11 confirmed the bathroom door was open after the fall.	W 154			
W 186	483.430(d)(1-2) DIRECT CARE STAFF The facility must provide sufficient direct care staff to manage and supervise clients in accordance with their individual program plans. Direct care staff are defined as the present on-duty staff calculated over all shifts in a 24-hour period for each defined residential living unit. This STANDARD is not met as evidenced by: Based on observation, interview and record review the facility failed to provide sufficient direct care staff during early a.m. hours on 8/18/11 when one of one individual R5, fell and fractured her tibia and fibula due to staff not supervising R5	W 186		10/12/11	

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W 186	<p>Continued From page 11 in accord with her identified needs.</p> <p>Findings include:</p> <p>Facility census on 8/18/11 at 6:40 a.m. was 5 individuals, R1, R2, R3, R4 and R5.</p> <p>The September 1, 2011 Physician's Orders sheet notes R5 is a 61 year old female whose diagnoses include Severe Mental Retardation IQ (Intelligence Quotient) 33, Schizophrenia-Chronic Undifferentiated type, Hydrocephalus, Seizure Disorder, Cataracts - OS (left eye), (L) (left) hip fracture, and Osteopenia. Physician Orders include "to wear protective helmet when out of bed" "Ambulate with walker, Gait belt, Standby assist, may use wheelchair."</p> <p>R5's 5/7/11 Individual Service Plan, dietary assessment states her weight is 175 pounds, "this is not within the IBW (Ideal Body Weight) range of 98 - 108 pounds."</p> <p>R5 has a Behavior Program dated 5/20/10 which targets hoarding and physical aggression. Her Long Term goal states, " (R5) will reduce incidents of physical aggression to 15 or less per month for 3 consecutive months.</p> <p>R5 has a Nursing Care Plan dated 10/7/10 addressing problem "Fall risk. Approaches "1. supervise closely 2. transfer with assistance 3. wear helmet 4. use gait belt for all transfers 5. use rolling walker 6. use wheelchair prn (when needed)</p>	W 186			

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W 186	<p>Continued From page 12</p> <ol style="list-style-type: none"> 7. remind her to ask for assistance 8. bathroom activities (shower, toileting, etc) with assistance 9. maintain clutter free environment 10. shoes on while awake 11. frequent bed checks 12. assist as soon as she awakens 13. assist to bed only when tired <p>Short Term Goal Free of injury Fall prevention</p> <p>Safety committee report dated 8/22/11 and incident report dated 8/18/11 summarize an incident of August 18, 2011, which occurred at 6:40 a.m. Direct Support Persons (DSPs) E4 and E11 were working. E4 was in the kitchen cooking, E11 was assisting R5 in the restroom. During this time another individual, R4 (a 48 year old ambulatory, verbal, female according to her 1/20/11 Individual Service Plan), screamed. Both staff, E4 and E11 simultaneously went to the other individual, R4. When E11 saw that E4 was going to address the scream. E11 returned to the restroom. R5 was lying on the floor on her right side in front of the toilet. E11 noticed what appeared to be urine on the floor and 3-1/2 - 4 inch bruise on R5's left leg. E11 called E4 for help. E4 got a mop to clean the urine from the floor. E11 checked R5 for injuries. After mopping E4 and E11 lifted R5 from the floor to her wheel chair. R5's clothing was wet with urine. E11 dressed R5 in her bed while E4 called E1 (Residential Services Director (RSD)/ Qualified Mental Retardation Professional (QMRP) in training). E4 assisted E11 with getting R5 dressed and R5 was placed in the wheelchair. E4 was instructed to take R5 to the emergency</p>	W 186			

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W 186	<p>Continued From page 13</p> <p>room in her wheelchair via the facility van. R5 had xrays completed and was diagnosed with a fractured left Tibia and Fibula.</p> <p>E1, RSD/QMRP in training and E2 facility representative, were interviewed on 9/12/11 at 1:35 p.m. E1 was asked what the level of supervision was for R5. E1 said staff are supposed to be with R5 in the rest room. E1 and E2 said training was given to all staff prior to the fall, that R5 was not to be out of eye sight.action.</p> <p>E4 was interviewed on 9/13/11 at 9:43 a.m. E4 confirmed she worked on the morning R5 fell. E4 said R4 screamed as if in pain and both E4 and E11 ran to the other restroom to address the scream. During that time R5 fell to the floor and was lying in urine. E4 said E11 called her to the restroom when R5 was found on the floor. E4 said she called E1 immediately, who contacted the nurse and then instructed E4 to take R5 to the hospital. E4 said she had to mop the floor in order to get R5 up because she is so heavy it takes two staff to lift her. E4 said, we couldn't pick her up in the urine because she would slide. E4 said after she and E11 got R5 up and dressed, she took R5 to the emergency room. E4 said R5 was not screaming or crying as if in pain, if so they would have called 911. R5 just moaned. E4 said she stayed with R5 at the hospital. After E4 returned to the home from the hospital, she took R4 to the doctor, R4 had an ear infection.</p> <p>During the interview with E4 on 9/13/11 at 9:43 a.m., E4 said we have had in house inservices on R5 that she is to be 1 to 1 with staff. There are</p>	W 186			

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W 186	<p>Continued From page 14</p> <p>times R5 will lunge for something like a piece of lint even when staff is with R5.</p> <p>E11 was interviewed on 9/14/11 at 9:00 a.m. E11 said she took R5 to the bathroom like always. E11 said there was an issue with R4 that night. R4 kept touching her ear during the night. R4 didn't want to get up that morning but did get up. E11 said in the meantime she got R5 up. E11 said she gets R5 up last because she has to be in the bathroom with R5. E11 said in the morning staff really has to work with R5 to get her to get dressed. E11 said sometimes she has to get other staff to help convince R5 to change out of her night clothes. E11 confirmed R5 cannot walk without a walker and gait belt. E11 said R4 screamed like she fell, so E11 ran up to see what happened. E4 had also come from the kitchen. E11 confirmed that when she returned to the back restroom R5 was on the floor lying in urine. R5 was pointing to her leg. E11 called E4 to help her lift R5 from the floor. E11 said she knew of R5's past falls and was aware of her level of supervision, that it has to be 1 to 1. I have received training.</p> <p>Prior falls and injuries are documented in incident reports, nursing notes, safety committee reports, and emergency department records, including the following: 2/28/11 While unloading client off bus, (staff) was getting her wheelchair prepared outside of bus...client suddenly began to walk down the steps causing staff to lose her grip ending with client falling down 2 steps of the bus. (documented in day training incident report and facility nursing notes dated 2/28/11.</p>	W 186			

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W 186	<p>Continued From page 15</p> <p>3/23/11 at workshop was found on floor in front of wheel chair at day training, with bruising (documented in day training incident report and facility nursing notes dated 3/23/11 and in Annual Health History dated 5/10/11)</p> <p>5/25/11 Fall on left hip. (documented in emergency room record, facility nursing notes and incident report dated 5/25/11 and safety committee report dated 6/1/11) She complained of left hip pain, xrays of both hips, the left femur and left tibia and fibula were completed. in the emergency department.</p> <p>5/26/11 Staff was walking R5 to the bus at 7:40 a.m., she slipped from the grip the staff had on her gait belt and fell her right hand hit the bottom step of the bus. (documented in day training incident report and facility nursing notes dated 5/26/11 and safety committee report dated 6/1/11) No complaints of discomfort, no bruising or abrasions.</p> <p>5/26/11 R5 fell from wheelchair when she tried to stand up at 3:05 p.m. (documented in facility nursing notes dated 5/27/11 and incident report dated 5/26/11 and safety committee report dated 6/1/11) Lab work drawn for anti convulsant levels.</p> <p>5/26/11 R5 fell at 9:30 p.m. getting into bed. R5 was taken to the hospital and released following exam and x-rays. Safety protocol was reviewed by staff. (documented in nursing notes of 5/27/11 and safety committee report of 6/1/11). Committee considerations discuss with day training site alternative transportation, monitor dilantin levels closely, re-train staff on nursing care plan and use of gait belts.</p>	W 186			

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W 186	<p>Continued From page 16</p> <p>5/27/11 Facility instructed to hold two doses of Dilantin after R5 returned to emergency department for evaluation due to falls on 5/26/11 (documented in facility nursing notes dated 5/27/11 and emergency department report dated 5/27/11) .</p> <p>6/5/11 R5 fell on her back in the bathroom while sitting on the toilet before dinner. R5 had a little blood in her mouth and gestured that her right knee was bothering her. First aid was administered. (Documented in incident report dated 6/5/11, nursing notes dated 6/6/11 and safety committee report dated 6/7/11) Safety committee considerations to keep a line of sight vision on R5 to prevent any further falls. In-service record dated 6/6/11 documents all facility staff attended. Follow up with dentist. R5 had dental evaluation on 6/21/11, reason for consultation is documented as "check teeth after falling."</p> <p>6/14/11 R5 attempted to get out of her chair at day training. R5 started to slide down toward floor hitting her head on a table staff noticed a small cut on side on forehead. (Documented in day training incident report and 6/14/11 nursing notes) In-service record for day training staff regarding R5's serious fall risk presented by former facility QMRP on 7/14/11.</p> <p>6/20/11 Direct Support Person, E7, heard a noise at 5:10 a.m. E7 found R5 had tried to get out of her bed and had slid down to the floor. She was in a sitting position on the floor. There was a 1/2 inch red mark in the center of her back. Upon entering the room, E7 found R5's bed rails</p>	W 186			

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W 186	<p>Continued From page 17</p> <p>not properly attached. (Documented in facility incident report and nursing notes dated 6/20/11 and safety committee report dated 6/21/11.) Safety committee considerations, ensure both bed rails are in place each night. In-service record dated 6/20/11 related to the bed rails is signed by all staff.</p> <p>6/29/11 R5 was brought to the table in her wheel chair due to an unsteady gait. Two direct support persons were present, E4 and E7. R5 tried to get out of her wheel chair and slipped onto the ground. R5 fell onto her knees and then slid onto her rear end. E7 was attending to behaviors of another individual. E7 documented in her report that she could not reach R5. (Documented in facility incident report and nursing notes dated 6/29/11, and safety committee report dated 7/1/11. Nursing notes dated 6/29/11 document abrasion to top of foot. Safety committee considerations include discuss with DSPs (Direct Support Persons) positioning closer to R5 when indicated and fall risk situations with R5 take precedent over other situations.</p> <p>7/5/11 R5 had an injury to her right hand with bruising. An xray was completed on 7/5/11, and follow up with her primary doctor, E12 was done on 7/5/11 and 7/10/11. Nursing notes document R5 was hitting her hand on the table on 7/4/11. (Documented in nursing notes and physician consultation notes.)</p> <p>R1,R2,R3, and R4 have specific mobility, personal care and or behavioral needs as described below:</p> <p>According to the 4/21/11 Individual Service Plan</p>	W 186			

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W 186	<p>Continued From page 18</p> <p>(ISP) dated 4/21/11, R1 is a 44 year old female who functions in the moderate level of Mental Retardation. R1's diagnoses include Cerebral Palsy with Hydrocephalus, Urine retention and obesity. ISP General Observations section states, "(R1) ambulates using a wheelchair. (R1's) limitations in functioning are primarily her mobility issues." ISP motor skills section states, "(R1) can stand for at least 5 seconds.." ISP functional skills section states, "(R1) is unable to prepare snacks or meals, including those that do not require use of the stove or other electrical appliances..." (R1) is independent with toileting but needs assistance with cleaning herself after she has had a bowel movement..." "(R1) can also put on her pants and shoes but needs staff assistance to tie her shoe laces. She can put on a t-shirt or pull over shirt but may not realize that it needs to be adjusted if it is on backwards or inside out..." "(R1) requires assistance with applying toothpaste to her toothbrush, drying off her entire body after a shower or bath.."</p> <p>The 8/9/11 quarterly health status review identifies R1 as using glasses, gait belt, wheelchair, safety helmet and bilateral braces. R1's mobility is identified as via wheelchair, transfers with assistance. Surveyor observed R1 on 9/12/11 at 3:45 p.m. being transferred from her wheelchair to the couch by Direct Support Person (DSP) E5. E5 used a gait belt. The transfer required E5 to provide total assist including full support of R1. R1 was not able to stand and support her weight.</p> <p>According to the 2/11/11 ISP, R2 is a 63 year old male who functions in the Severe range of Mental Retardation. R2's diagnoses include,</p>	W 186			

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W 186	<p>Continued From page 19</p> <p>Moderate-High frequency hearing loss bilaterally, hearing aid (right) ear. Lens implant (right) eye. Functional skills sections states "He has had a lamine(c)tomy and has deficits in the area of coordination and balance which limit his functioning in higher lever gross motor activities. Adaptive devices "(R2) has a wheeled walker."</p> <p>August 24, 2011 Safety Committee report notes R2 fell on the morning of 8/15/11. He received a superficial abrasion to his left elbow. R2 also fell in the morning on 8/15/11 while he was sitting down on a chair waiting for the day training bus, R2 missed the chair and ended up falling to the ground. The committee findings state, "(R2) doesn't have a history of falls. (R2) does have a missing right eye and can make depth perception difficult to judge at times." 8/16/11 Physician's order reads provide with new walker. R2 was observed on 9/12/11 using his old walker. The old walker caused him to bend forward because the tennis balls used to help the walker glide were worn down. During interview with Z3, rehabilitation technology supplier, on 9/13/11 at 3:15 p.m., Z3 confirmed R2 has been scheduled to be seen for a new walker on 9/14/11.</p> <p>According to the 1/29/11 ISP, R3 is a 40 year old female who functions in the Moderate range of Mental Retardation. R3 diagnoses include cerebral palsy, bipolar disorder, OCD (Obsessive Compulsive Disorder), depression, anxiety disorder w/ obsessive compulsive features. Motor skills section identifies R3 has right hand deformity and has adaptive equipment for eating . Functional skills section states, "(R3) does have interruptions in her walking due to her OCD as she will frequently stop and touch her knees and</p>	W 186			

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W 186	<p>Continued From page 20</p> <p>or elbows to the ground. With considerable staff assistance and supervision, (R3) can complete many basic ADL's (Activities of Daily Living) such as eating, dressing, toileting and grooming with staff supervision..." ((R3) requires assistance or prompting in the majority of self-help areas. She needs reminders to put her utensils down between bites when she exhibits maladaptive behaviors. She occasionally exhibits a behavior of throwing her plate, her food or her beverage... "She can use her spoon and fork adequately but requires assistance with cutting her food with her knife. She cannot prepare simple snacks like cereal or a sandwich.." "In the area of dressing, (R3) requires assistance in coordinating colors and wearing weather appropriate clothing. She needs assistance to button and zip her clothes..." "She needs prompting to initiate and complete grooming tasks. She needs prompts and assistance in tooth brushing and continues to require formal programming in this area." "She does need assistance with washing her hair and bathing." The behavior section states, "overall, (R3) demonstrates moderately serious problem behaviors. Her internalized maladaptive behavior is in the serious range, including repetitive habits and hurting herself...." The problem that causes the most concern is repetitive habits such as grinding teeth, nervous tics includes (touching objects repeatedly, kicking things repeatedly, hitting elbow on floor, hitting knees on floor and throwing food on floor at meal time.) According to the Behavior Management Program dated 2/15/11, R3 wears a soft shell helmet for her protection.</p> <p>The 6/30/11 Behavior Management committee report documents 27 behaviors in the month of</p>	W 186			

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W 186	<p>Continued From page 21</p> <p>May, 24 behaviors in the the month of June. July 2011 QMRP program notes document 16 behaviors. August 2011 QMRP program progress notes document 7 behaviors. Day training reports document 9 behaviors from 8/15/11 through 8/31/11.</p> <p>According to the 1/20/11 ISP, R4 is a 48 year old female who functions in the Severe range of Mental Retardation. R4's diagnoses include Down's Syndrome, Bilateral Hearing loss and obesity. The functional skills section states," (R4) does on rare occasions have accidents including both urinary and bowel incontinence. ..." In the areas of hygiene and grooming, (R4) requires staff prompting and assistance... She is not able to regulate a temperature for a shower or bath. She is unable to bath or wash her hair without on-going staff prompting and assistance. without assistance, (R4) does not properly wash, rinse or dry either her body or her hair. (R4) requires staff assistance with tooth brushing, shaving her legs, brushing her hair, nail care, and deodorant usage." (R4) cannot prepare simple foods that do not require cooking."</p> <p>Direct Support Persons, E3, E4, E5, E6, E7, E8, E10 and E11 were interviewed regarding level of supervision required for R5.</p> <p>E8 (9/14/11 at 11:44 a.m.) said R5 can't be alone. R5 has to always be in sight. Staff have to hold her gait belt when walking. She moves a lot that is why she has to be watched. "If we get busy with other residents like R3 with a lot of behaviors, it takes 2 staff to calm R3 down." R5 always tries to get things she drops. If R3 needs calming you can't watch R5. R5 needs 1 to 1. R5's helmet falls down around her eyes. It is</p>	W 186			

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W 186	<p>Continued From page 22</p> <p>hard for her to see because she turns it around the wrong way.</p> <p>E3 (9/14/11 at 2:25 p.m.), said all of us kept her in sight. She required us to be with her. I had written up an incident in the team book, when she got up and lost her balance and slid to the floor. She is heavier, we struggled a lot before because of her size. They told us she was the number one priority.</p> <p>E11 (9/14/11 at 9:00 a.m.), said I usually take R5 to the front bathroom but that morning I had to take her to the back bathroom. R5 said R1 usually uses the back toilet and doesn't always leave it clean for another individual due to R1's physical limits. R5 will ball up tissue to throw on the floor. She then attempts to reach it. R5's helmet was probably backward, she turns it so the back end is over her eyes. She will look up from under it. If on the right way it fits. E11 said it can be done to manage the resident's needs in the morning. One person has to be with R5 and issues do occur with others and the other staff has to cook. Every day there are incidents and behaviors. R3 is physically aggressive. I knew that R5 fell, I have been able to catch her when getting on the bus going up stairs.</p> <p>E10 (9/13/11 at 3:25 p.m.) said, I had to walk with her and keep an eye on her. I have to sit in the bathroom when she is toileting and bathing. We need 2 staff for bathing. She would try to get up and pick up things from the floor.</p> <p>E7 (9/13/11 at 9:15 a.m. said, inservices were held on R5. She was 1 on 1 always in eyesight. R5 always had problems with her gait. She would</p>	W 186			

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W 186	<p>Continued From page 23</p> <p>try to get up on her own. There were a lot of close calls. She would try to do things by herself. I could be helping someone else and when I was the only one here she fell once or twice, when she fell there were no injuries. Most of the time I could catch her when she fell. Once I was helping R3 with her plate and I had to go to R5 when she got up. . There may have been another person in the kitchen and I had to help another person. When 2 staff are here one had to cook breakfast. I almost felt she should have had a 1 on 1 assigned just for her because she tried to do things on her own.</p> <p>E4 (9/13/11 at 9:43 a.m.) said we know R5's bones are brittle so anytime she falls we have to take her to E.R. (emergency room). We've had in house inservices on her that she is 1 to 1. There are times when you can be with her and she will lunge for something like a piece of lint.</p> <p>E5 (9/12/11 at 3:05 p.m.) said we have to watch her at all times.</p> <p>E1, QMRP in training was interviewed on 9/15/11 at 8:40 a.m E1 said R1 was never a 1 to 1. Two staff should have been enough to manage R5 and the other individuals. R1 does a lot of ADL's independently, she needs assistance getting in and out of her wheelchair. I've been told she crawls in the morning to get herself ready. R2 uses a walker but can ambulate well with it. R2 is independent in ADL's. R4 is independent in ADL's. she had an ear infecion on the same day R1 fell. She has arthritis, whenever she complains we involve the nurse. R3 needs some assistance, she has a problem with her left hand</p>	W 186			

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W 186	Continued From page 24 other wise is independent. I've seen R3 exhibit maladaptive behavior one time. She was alone in the building. Both staff engaged in managing the behavior. She was throwing whatever she could get her hands on.	W 186			
W 240	During interview on 9/19/11 at 9:48 a.m., E1 said he took over in the middle of July, 2011. E1 said he started training for QMRP in July and will be training until October. 483.440(c)(6)(i) INDIVIDUAL PROGRAM PLAN The individual program plan must describe relevant interventions to support the individual toward independence. This STANDARD is not met as evidenced by: Based on interview and record review the facility failed to provide the day training site with relevant interventions described in a fall prevention plan for 1 of 1 individuals, R5, who has a fall prevention nursing care plan. Findings include: The September 1, 2011 Physician's Orders sheet notes R5 is a 61 year old female whose diagnoses include Severe Mental Retardation IQ (Intelligence Quotient) 33, Schizophrenia-Chronic Undifferentiated type, Hydrocephalus, Seizure Disorder, Cataracts - OS (left eye), (L) (left) hip fracture, and Osteopenia. Physician Orders include "to wear protective helmet when out of bed" "Ambulate with walker, Gait belt, Standby assist, may use wheelchair." R5 has a Nursing Care Plan dated 10/7/10	W 240		10/20/11	

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W 240	<p>Continued From page 25 addressing problem "Fall risk. Approaches "1. supervise closely 2. transfer with assistance 3. wear helmet 4. use gait belt for all transfers 5. use rolling walker 6. use wheelchair prn (when needed) 7. remind her to ask for assistance 8. bathroom activities (shower, toileting, etc) with assistance 9. maintain clutter free environment 10. shoes on while awake 11. frequent bed checks 12. assist as soon as she awakens 13. assist to bed only when tired Short Term Goal Free of injury Fall prevention</p> <p>R5 has documented falls occurring at the day training site and on the bus.</p> <p>2/28/11 While unloading client off bus, (staff) was getting her wheelchair prepared outside of bus...client suddenly began to walk down the steps causing staff to lose her grip ending with client falling down 2 steps of the bus. (documented in day training incident report and facility nursing notes dated 2/28/11.</p> <p>3/23/11 at workshop was found on floor in front of wheel chair at day training, with bruising (documented in day training incident report and facility nursing notes dated 3/23/11 and in Annual Health History dated 5/10/11)</p> <p>5/26/11 Staff was walking R5 to the bus at 7:40</p>	W 240			

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W 240	Continued From page 26 a.m., she slipped from the grip the staff had on her gait belt and fell her right hand hit the bottom step of the bus. (documented in day training incident report and facility nursing notes dated 5/26/11 and safety committee report dated 6/1/11) No complaints of discomfort, no bruising or abrasions. 6/14/11 R5 attempted to get out of her chair at day training. R5 started to slide down toward floor hitting her head on a table staff noticed a small cut on side on forehead. (Documented in day training incident report and 6/14/11 nursing notes) In-service record for day training staff regarding R5's serious fall risk presented by former facility QMRP on 7/14/11. Z4, day training was interviewed on 9/13/11 at 2:25 p.m. and confirmed the day training staff was inserviced that R5 is a fall risk. On 9/14/11 at 10:10 a.m. Z4 said we had no inservicces on how to transfer and on her fall prevention protocol.	W 240			
W 436	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. This STANDARD is not met as evidenced by: Based on observation, interview and record review the facility failed to: a. teach 1 of 5	W 436		12/1/11	

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W 436	<p>Continued From page 27</p> <p>individuals on the use of her helmet, R5. b. provide 2 of 5 individuals with adaptive equipment, R1 and R3.</p> <p>Findings include:</p> <p>a. The September 1, 2011 Physician's Orders sheet notes R5 is a 61 year old female whose diagnoses include Severe Mental Retardation IQ (Intelligence Quotient) 33, Schizophrenia-Chronic Undifferentiated type, Hydrocephalus, Seizure Disorder, Cataracts - OS (left eye), (L) (left) hip fracture, and Osteopenia. Physician Orders include "to wear protective helmet when out of bed" "Ambulate with walker, Gait belt, Standby assist, may use wheelchair."</p> <p>R5 has a Behavior Program dated 5/20/10 which targets hoarding and physical aggression. Her Long Term goal states, " (R5) will reduce incidents of physical aggression to 15 or less per month for 3 consecutive months.</p> <p>R5's 5/7/11 Individual Service Plan, dietary assessment states her weight is 175 pounds, "this is not within the IBW (Ideal Body Weight) range of 98 - 108 pounds."</p> <p>R5 has a Nursing Care Plan dated 10/7/10 addressing problem "Fall risk. Approaches "1. supervise closely 2. transfer with assistance 3. wear helmet 4. use gait belt for all transfers 5. use rolling walker 6. use wheelchair prn (when needed) 7. remind her to ask for assistance</p>	W 436			

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W 436	<p>Continued From page 28</p> <p>8. bathroom activities (shower, toileting, etc) with assistance</p> <p>9. maintain clutter free environment</p> <p>10. shoes on while awake</p> <p>11. frequent bed checks</p> <p>12. assist as soon as she awakens</p> <p>13. assist to bed only when tired</p> <p>Short Term Goal Free of injury Fall prevention</p> <p>Facility received a citation on 6/2/11 public health survey that documented R5 was observed at the day training site wearing helmet backwards causing it to fall in her line of vision.</p> <p>July 20, 2011 correspondence in R5's clinical file sent by Z3, Rehabilitation Technology Supplier, reads, " In the matter of (R5) and her current helmet, this piece of equipment was measured to her specifications and the helmet was provided by our organization at no cost to the client or their insurance.</p> <p>If a new helmet is necessary according to the guidelines of the case worker who viewed the helmet on the patient, the cost will be \$300.00 , to be paid by the client's insurance after prior approval is done."</p> <p>E11, Direct Support Person (DSP) was interviewed 9/14/11 at 9:00 a.m. regarding a fall on 8/18/11. R5 fractured her tibia and fibula during the fall. E11 said R5's helmet was probably backward, she turns it so the back end is over her eyes. She will look up from under it. If on the right way it fits.</p>	W 436			

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W 436	<p>Continued From page 29</p> <p>E8 (9/14/11 at 11:44 a.m.) said R5's helmet falls down around her eyes. It is hard for her to see because she turns it around the wrong way.</p> <p>Z4, QMRP from the day training site was interviewed on 9/14/11 at 10:10 a.m. Z4 said R3 would not wear her helmet right. She would throw the helmet every now and then.</p> <p>E1, facility QMRP in training, was interviewed on 9/14/11 at 2:30 p.m. E1 said he had only seen R3 take off her helmet twice. When it was seen E1 or staff went back and had her put it on. E1 said, "when she put it on backwards we redirected her to put it on correctly and she would" E1 said there was no training program on the proper way for R5 to wear her helmet.</p> <p>b. 1. According to the 1/29/11 FISP, R3 is a 40 year old female who functions in the Moderate range of Mental Retardation. R3 diagnoses include cerebral palsy, bipolar disorder, OCD (Obsessive Compulsive Disorder), depression, anxiety disorder w/ obsessive compulsive features. ." The behavior section states, "overall, (R3) demonstrates moderately serious problem behaviors. Her internalized maladaptive behavior is in the serious range, including repetitive habits and hurting herself...." The problem that causes the most concern is repetitive habits such as grinding teeth, nervous tics includes (touching objects repeatedly, kicking things repeatedly, hitting elbow on floor, hitting knees on floor and throwing food on floor at meal time.) According to the Behavior Management Program dated 2/15/11, R3 wears a soft shell helmet for her protection.</p>	W 436			

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W 436	<p>Continued From page 30</p> <p>During the survey 9/12/11 through 9/14/11 R3 was observed wearing her helmet. The helmet was falling below R3's line of vision. R3 was repeatedly adjusting the helmet.</p> <p>July 20, 2011 correspondence in R3's clinical file sent by Z3, Rehabilitation Technology Supplier, reads, " In the matter of (R3) and her current helmet, this piece of equipment was measured to her specifications and the helmet was provided by our organization at no cost to the client or their insurance.</p> <p>If a new helmet is necessary according to the guidelines of the case worker who viewed the helmet on the patient, the cost will be \$300.00 , to be paid by the client's insurance after prior approval is done."</p> <p>Surveyor observed R3 on 9/14/11 at 3:25 p.m. Z3 came to the facility to evaluate R3's helmet. Z3 looked at the helmet fit and said R3 needs something different.</p> <p>E1, QMRP in training, was interviewed on 9/15/11 at 9:15 a.m. E1 said R3 will get a new helmet because the material might be too soft and stretched out because she is constantly manipulating it.</p> <p>b. 2. According to the 4/21/11 Individual Service Plan (ISP) dated 4/21/11, R1 is a 44 year old female who functions in the moderate level of Mental Retardation. R1's diagnoses include Cerebral Palsy with Hydrocephalus, Urine retention and obesity. ISP General Observations section states, "(R1) ambulates using a wheelchair. (R1's) limitations in functioning are</p>	W 436			

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W 436	Continued From page 31 primarily her mobility issues." ISP motor skills section states, "(R1) can stand for at least 5 seconds.." The 8/9/11 quarterly health status review identifies R1 as using glasses, gait belt, wheelchair, safety helmet and bilateral braces. R1's mobility is identified as via wheelchair, transfers with assistance. Surveyor observed R1 on 9/12/11 at 3:45 p.m. being transferred from her wheelchair to the couch by Direct Support Person (DSP) E5. E5 used a gait belt. The transfer required E5 to provide total assist including full support of R1. R1 was not able to stand and support her weight. R1 was interviewed at 3:45 p.m. on 9/12/11 after transfer. R1 said she was missing the armrest to her new wheelchair. R1 also said she had difficulty positioning her feet with existing footrests. Z3 was interviewed on 9/13/11 at 3:10 p.m. Z3 said R1 has a new wheelchair, "I didn't know about the wheelchair armrest. E1 was interviewed on 9/15/11 at 9:15 a.m. E1 said, R1 will bet boxes for her wheelchair footrests and a new armrest.	W 436			
W9999	FINAL OBSERVATIONS LICENSURE VIOLATIONS 350.1210 350.3240a) Section 350.1210 Health Services	W9999			

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W9999	<p>Continued From page 32</p> <p>The facility shall provide all services necessary to maintain each resident in good physical health.</p> <p>Section 350.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on interview and record review the facility failed to prevent neglect of 1 of 5 individuals, R5, when R5 fell and fractured 2 bones while not being supervised in accordance with identified needs.</p> <p>Findings include:</p> <p>Facility policy number 5.24 defines Neglect as: "Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness."</p> <p>The September 1, 2011 Physician's Orders sheet notes R5 is a 61 year old female whose diagnoses include Severe Mental Retardation IQ (Intelligence Quotient) 33, Schizophrenia-Chronic Undifferentiated type, Hydrocephalus, Seizure Disorder, Cataracts - OS (left eye), (L) (left) hip fracture, and Osteopenia. Physician Orders include "to wear protective helmet when out of bed" and "Ambulate with walker, Gait belt, Standby assist, may use wheelchair."</p> <p>R5 has a Behavior Program dated 5/20/10 which targets hoarding and physical aggression. Her</p>	W9999			

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W9999	<p>Continued From page 33</p> <p>Long Term goal states, "(R5) will reduce incidents of physical aggression to 15 or less per month for 3 consecutive months.</p> <p>R5's 5/7/11 Individual Service Plan, dietary assessment states her weight is 175 pounds, "this is not within the IBW (Ideal Body Weight) range of 98 - 108 pounds."</p> <p>R5 has a Nursing Care Plan dated 10/7/10 addressing problem "Fall risk." Approaches "1. supervise closely 2. transfer with assistance 3. wear helmet 4. use gait belt for all transfers 5. use rolling walker 6. use wheelchair prn (when needed) 7. remind her to ask for assistance 8. bathroom activities (shower, toileting, etc) with assistance 9. maintain clutter free environment 10. shoes on while awake 11. frequent bed checks 12. assist as soon as she awakens 13. assist to bed only when tired</p> <p>Short Term Goal Free of injury Fall prevention"</p> <p>Safety committee report dated 8/22/11 and incident report dated 8/18/11 summarize an incident of 8/18/11, which occurred at 6:40 a.m. Direct Support Persons (DSPs) E4 and E11 were working. E4 was in the kitchen cooking, E11 was assisting R5 in the restroom. During this time another individual, R4 (a 48 year old ambulatory, verbal, female according to her 1/20/11 Individual</p>	W9999			

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W9999	<p>Continued From page 34</p> <p>Service Plan), screamed. Both staff, E4 and E11 simultaneously went to the other individual, R4. When E11 saw that E4 was going to address the scream, E11 returned to the restroom. R5 was lying on the floor on her right side in front of the toilet. E11 noticed what appeared to be urine on the floor and 3-1/2 - 4 inch bruise on R5's left leg. E11 called E4 for help. E4 got a mop to clean the urine from the floor. E11 checked R5 for injuries. After mopping, E4 and E11 lifted R5 from the floor to her wheelchair. R5's clothing was wet with urine. E11 dressed R5 in her bed while E4 called E1 (Residential Services Director (RSD)/Qualified Mental Retardation Professional (QMRP) in training). E4 assisted E11 with getting R5 dressed and R5 was placed in the wheelchair. E4 was instructed to take R5 to the emergency room in her wheelchair via the facility van. R5 had xrays completed and was diagnosed with a fractured left Tibia and Fibula.</p> <p>According to hospital medical records, dated 8/20/11, R5 was discharged to a nursing home on 8/20/11. Hospital medical records dated 8/29/11 document R5 was readmitted to the hospital for surgical repair of the fractured Tibia and Fibula on 8/29/11 then discharged on 9/1/11 to a different nursing home near her family.</p> <p>E1, RSD/QMRP in training and E2 facility representative, were interviewed on 9/12/11 at 1:35 p.m. E1 was asked what the level of supervision was for R5. E1 said staff are supposed to be with R5 in the restroom. E1 and E2 said training was given to all staff prior to the fall that R5 was not to be out of eyesight. E1 and E2 said the employee, E11 was given disciplinary action.</p>	W9999			

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W9999	<p>Continued From page 35</p> <p>E1 and E2 gave surveyor an unsigned document indicating a written warning was given to E11. The written warning reads, "Failure to properly perform job duties. On 8-18-11, DSP assisted a resident in the bathroom. She then left a resident in the bathroom unattended to attend to another client. This resident fell resulting in broken bones. DSP had received training on 6/29/11 for job duties. This was discussed at time of incident for retraining."</p> <p>E4 was interviewed on 9/13/11 at 9:43 a.m. E4 confirmed she worked on the morning R5 fell. E4 said R4 screamed as if in pain and both E4 and E11 ran to the other restroom to address the scream. During that time R5 fell to the floor and was lying in urine. E4 said E11 called her to the restroom when R5 was found on the floor. E4 said she called E1 immediately, who contacted the nurse and then instructed E4 to take R5 to the hospital. E4 said she had to mop the floor in order to get R5 up because she is so heavy it takes two staff to lift her. E4 said, "we couldn't pick her up in the urine because she would slide." E4 said after she and E11 got R5 up and dressed, she took R5 to the emergency room. E4 said R5 was not screaming or crying as if in pain, if so they would have called 911. R5 just moaned. E4 said she stayed with R5 at the hospital. After E4 returned to the home from the hospital, she took R4 to the doctor. R4 had an ear infection.</p> <p>During the interview with E4 on 9/13/11 at 9:43 a.m., E4 said they have had in house inservices on R5 that she is to be 1 to 1 with staff. There are times R5 will lunge for something like a piece</p>	W9999		

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W9999	<p>Continued From page 36 of lint even when staff is with R5.</p> <p>E11 was interviewed on 9/14/11 at 9:00 a.m. E11 said she took R5 to the bathroom like always. E11 said there was an issue with R4 that night. R4 kept touching her ear during the night. R4 did not want to get up that morning but did get up. E11 said in the meantime she got R5 up. E11 said she gets R5 up last because she has to be in the bathroom with R5. E11 said in the morning staff really has to work with R5 to get her to get dressed. E11 said sometimes she has to get other staff to help convince R5 to change out of her night clothes. E11 confirmed R5 cannot walk without a walker and gait belt. E11 said R4 screamed like she fell, so E11 ran up to see what happened. E4 had also come from the kitchen. E11 confirmed that when she returned to the back restroom R5 was on the floor lying in urine. R5 was pointing to her leg. E11 called E4 to help her lift R5 from the floor. E11 said she knew of R5's past falls and was aware of her level of supervision, that it has to be 1 to 1. "I have received training." After the incident E1 brought me an inservice form. E11 said today, 9/14/11, was the first day she got a written warning.</p> <p>On 9/14/11 at 2:05 p.m., E1 gave surveyor a signed copy of the written warning that had been given to surveyor on 9/12/11 and was not signed at that time. The signed written warning was dated 8/18/11. E1 was questioned about it and said it was an error the actual written warning was given 9/14/11 and E1 wrote error on the written warning and dated it 9/14/11.</p> <p>Prior falls and injuries are documented in incident reports, nursing notes, safety committee reports,</p>	W9999			

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W9999	<p>Continued From page 37 and emergency department records, including the following:</p> <p>2/28/11 While unloading client off bus, (staff) was getting her wheelchair prepared outside of bus...client suddenly began to walk down the steps causing staff to lose her grip ending with client falling down 2 steps of the bus. (documented in day training incident report and facility nursing notes dated 2/28/11.)</p> <p>3/23/11 at workshop was found on floor in front of wheel chair at day training, with bruising (documented in day training incident report and facility nursing notes dated 3/23/11 and in Annual Health History dated 5/10/11)</p> <p>5/25/11 Fall on left hip. (documented in emergency room record, facility nursing notes and incident report dated 5/25/11 and safety committee report dated 6/1/11) She complained of left hip pain, xrays of both hips, the left femur and left tibia and fibula were completed. in the emergency department.</p> <p>5/26/11 Staff was walking R5 to the bus at 7:40 a.m., she slipped from the grip the staff had on her gait belt and fell her right hand hit the bottom step of the bus. (documented in day training incident report and facility nursing notes dated 5/26/11 and safety committee report dated 6/1/11) No complaints of discomfort, no bruising or abrasions.</p> <p>5/26/11 R5 fell from wheelchair when she tried to stand up at 3:05 p.m. (documented in facility nursing notes dated 5/27/11 and incident report dated 5/26/11 and safety committee report dated</p>	W9999			

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W9999	<p>Continued From page 38</p> <p>6/1/11) Lab work drawn for anti convulsant levels.</p> <p>5/26/11 R5 fell at 9:30 p.m. getting into bed. R5 was taken to the hospital and released following exam and x-rays. Safety protocol was reviewed by staff. (documented in nursing notes of 5/27/11 and safety committee report of 6/1/11). Committee considerations discuss with day training site alternative transportation, monitor dilantin levels closely, re-train staff on nursing care plan and use of gait belts.</p> <p>5/27/11 Facility instructed to hold two doses of Dilantin after R5 returned to emergency department for evaluation due to falls on 5/26/11 (documented in facility nursing notes dated 5/27/11 and emergency department report dated 5/27/11) .</p> <p>6/5/11 R5 fell on her back in the bathroom while sitting on the toilet before dinner. R5 had a little blood in her mouth and gestured that her right knee was bothering her. First aid was administered. (Documented in incident report dated 6/5/11, nursing notes dated 6/6/11 and safety committee report dated 6/7/11) Safety committee considerations to keep a line of sight vision on R5 to prevent any further falls. In-service record dated 6/6/11 documents all facility staff attended. Follow up with dentist. R5 had dental evaluation on 6/21/11, reason for consultation is documented as "check teeth after falling."</p> <p>6/14/11 R5 attempted to get out of her chair at day training. R5 started to slide down toward floor hitting her head on a table staff noticed a small cut on side on forehead. (Documented in</p>	W9999			

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W9999	<p>Continued From page 39</p> <p>day training incident report and 6/14/11 nursing notes) In-service record for day training staff regarding R5's serious fall risk presented by former facility QMRP on 7/14/11.</p> <p>6/20/11 Direct Support Person, E7, heard a noise at 5:10 a.m. E7 found R5 had tried to get out of her bed and had slid down to the floor. She was in a sitting position on the floor. There was a 1/2 inch red mark in the center of her back. Upon entering the room, E7 found R5's bed rails not properly attached. (Documented in facility incident report and nursing notes dated 6/20/11 and safety committee report dated 6/21/11.) Safety committee considerations, ensure both bed rails are in place each night. In-service record dated 6/20/11 related to the bed rails is signed by all staff.</p> <p>6/29/11 R5 was brought to the table in her wheelchair due to an unsteady gait. Two direct support persons were present, E4 and E7. R5 tried to get out of her wheelchair and slipped onto the ground. R5 fell onto her knees and then slid onto her rear end. E7 was attending to behaviors of another individual. E7 documented in her report that she could not reach R5. (Documented in facility incident report and nursing notes dated 6/29/11, and safety committee report dated 7/1/11.) Nursing notes dated 6/29/11 document abrasion to top of foot. Safety committee considerations include discuss with DSPs (Direct Support Persons) positioning closer to R5 when indicated and fall risk situations with R5 take precedent over other situations.</p> <p>7/5/11 R5 had an injury to her right hand with bruising. An xray was completed on 7/5/11, and</p>	W9999			

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W9999	Continued From page 40 follow up with her primary doctor, E12 was done on 7/5/11 and 7/10/11. Nursing notes document R5 was hitting her hand on the table on 7/4/11. (Documented in nursing notes and physician consultation notes.) <p style="text-align: center;">(A)</p>	W9999			