

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

PRINTED: 07/11/2012
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 14G293	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 04/05/2012
NAME OF PROVIDER OR SUPPLIER BRIARBROOK PLACE			STREET ADDRESS, CITY, STATE, ZIP CODE 228 BRIARBROOK DRIVE EAST PEORIA, IL 61611		
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W 154 W9999	Continued From page 69 In an interview on 3/16/12 at 11:20 AM, when asked if this incident on 1/15/12 was investigated, E2 (RSD), stated No. FINAL OBSERVATIONS LICENSURE VIOLATIONS 350.620a) 350.1060e) 350.3240a) 350.3240f) Section 350.620 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually. Section 350.1060 Training and Habilitation Services e) An appropriate, effective and individualized program that manages residents' behaviors shall be developed and implemented for residents with aggressive or self-abusive behavior. Adequate, properly trained and supervised staff shall be available to administer these programs. Section 350.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.	W 154 W9999			

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W9999	<p>Continued From page 70</p> <p>f) Resident as perpetrator of abuse. When an investigation of a report of suspected abuse of a resident indicates, based upon credible evidence, that another resident of the long-term care facility is the perpetrator of the abuse, that resident's condition shall be immediately evaluated to determine the most suitable therapy and placement for the resident, considering the safety of that resident as well as the safety of other residents and employees of the facility.</p> <p>These regulations are not met, as evidenced by the following:</p> <p>Based on observations, interview, and record review, the facility failed to implement their policy to prevent neglect, when the facility failed to ensure an environment free of fear and abuse from a peer for 14 of 15 individuals in the facility (R2-R15), when:</p> <ol style="list-style-type: none"> 1. R1's behaviors escalated, the facility failed to ensure adequate supervision of R1 and safeguards are in place to ensure the other individuals in the facility are free from abuse and neglect. 2. Failed to ensure the environment of fear does not increase behaviors and injuries of other clients. 3. Failed to ensure documentation is available with descriptions of behaviors and the clients in the facility who are impacted. 	W9999			

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W9999	<p>Continued From page 71</p> <p>4. Failed to review and revise R1's plan to include sufficient interventions are in place to decrease and de-escalate her behaviors, including, but not limited to the use of an approved techniques (CPI-Crisis Prevention Intervention).</p> <p>5. Failed to develop and implement a policy on reporting and investigating allegations of abuse, neglect or mistreatment of individuals if the allegation is against facility administration and failed to implement the peer to peer abuse policy.</p> <p>Findings include:</p> <p>1. In review of the facility submitted roster, undated, that validates level of functioning, there are fifteen (15) individuals in the facility. R's 1, 3, 6 and 8 function in the mild range of mental retardation; R's 4, 9, 10 and 14 function in the moderate range of mental retardation; R's 2, 5 and 13 function in the severe range of mental retardation; R's 7, 11, 12 and 15 function in the profound range of mental retardation.</p> <p>In review of R1's Individual Service Plan (ISP), dated 11/15/11, R1 functions in the moderate range of mental retardation and has additional diagnoses of Major Depressive Disorder and Schizophrenia.</p> <p>R1's 11/12/11 ICAP documents R1's overall age equivalent of 10 years and 2 months. In review of the 3/6/12 Psychiatric Evaluation, R1's IQ (Intelligence Quote) is 68.</p>	W9999			

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W9999	<p>Continued From page 72</p> <p>R1's 11/15/11 ISP documents that she is 5 feet tall and weighs 155 pounds.</p> <p>There is no evidence in R1's 11/15/11 ISP of a supervision level for R1.</p> <p>On 3/13/12 at 3:30 PM, R1 is observed to be ambulatory and verbal. R1 has a flat facial affect. When R1 walked by surveyor and surveyor spoke to R1, R1 did not respond or acknowledge surveyor.</p> <p>In review of R1's 3/13/12 hospital discharge record, R1 is receiving the following medication for behaviors: Lorazepam, Depakote ER, Effexor XR, Haldol Injection, Paroxetine HCL, Seroquel, Cogentin, and Risperidone.</p> <p>R1's 1/17/12 revised Behavior Management Program (BMP) validates maladaptive behaviors of: Self injurious behaviors defined as scratching herself, hitting objects and cutting herself; Aggression defined as swearing, making threats, hitting others, pushing others and other similar behaviors that may result in injury to others; Leaving designated area defined as leaving facility property without staff knowledge; Addictive behavior correlating with beverages such as tea and soda; and Anxiety defined as becoming anxious about places, people or events seen as cursing staff and throwing objects.</p> <p>Facility Behavior Event Records (BER), General Event Records (GER), T-Logs and IDPH (Illinois Department of Public Health) notification letters were reviewed from 10/9/11 to 3/13/12. These document R1's behaviors as the following:</p>	W9999			

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W9999	<p>Continued From page 73</p> <p>10/9/11 - R1 threw cup of water, kicked over a chair and made threats to R9 10/13/11 - per IDPH notification letter, R1 was taken to the ER due to SIB (self abusive behavior), sedation given and returned to facility. 10/24/11 (9:40 PM to 10:19 PM) R1 cussing staff, slamming doors, turned music up - waking up other residents, slammed head four times into headboard and hit it with her fist 3 times, walked outside and refused to come in, wanting to go to the hospital , continuing to turn music up. 10/28/11 (10:00 PM to 11:59 PM), R1 was upset, refusing to turn her stereo down, waking others up. Staff report they would turn it down and R1 would turn it back up. R1 then pulled a push pin off her cork board and stabbed her left wrist 3-4 times. Staff removed the pin and R1 got another pin and started to stab her wrist again. Staff removed the pin. R1 then hit her head against the wall 3-4 times. The police arrived and restrained her. R1 was taken to the hospital.</p> <p>In an interview on 3/23/12 at 2:00 PM, when asked if this incident on 10/28/11 was reported to IDPH, E1 (Administrator), stated No, it's not in the reportable book.</p> <p>11/1/11 (9:30 AM at workshop) R1 was cussing staff, threatening to hit staff, threw paper at staff hitting them in the face, shoved a table at staff, threw her glasses across the room. 11/2/11 - 11-8/11 - R1 was hospitalized per a notification to IDPH for suicidal ideations. 12/5/11 - per IDPH notification letter dated 12/6/11, R1 kicked a trash can hitting R14. No injury to R14 was noted. 12/16/11 (5:00 PM) yelling, cursing staff, tossed</p>	W9999			

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W9999	<p>Continued From page 74</p> <p>down a dining room chair at staff, slamming doors.</p> <p>12/24/11 (4:15 PM - 5:21 PM) yelling, cursing, knocking over chairs.</p> <p>12/26/11 (7:33 AM and 8:32 AM) R1 demanding to go get a soda, yelling, throwing objects, slamming doors, breaking objects.</p> <p>12/28/11 - knocking over chairs, cursing staff, throwing food, slamming doors, barricaded self in her room.</p> <p>12/28/11 - 1/9/12 hospitalized for aggression.</p> <p>1/16/12 - cursing staff, told R3 to "shut the f--- up", slamming doors.</p> <p>1/17/12 (5:16 PM) threatening to hit staff</p> <p>1/17/12 (6:15 PM) cursing staff, threw a cup breaking it, slamming doors upsetting clients during supper.</p> <p>1/17/12 (6:17 PM) upset about a soda, slamming doors, cursing staff, threatening to slap staff.</p> <p>1/23/12 - "had her hand down the back of her pants digging in her behind", staff asked about her washing hands and she started cursing staff.</p> <p>1/24/12 (4:40 PM) slamming doors, threw a kitchen chair, pushed chair with staff in it, pushed R9 into the door, slamming doors. No injuries to R9.</p> <p>1/24/12 (5:35 PM) cursing staff, pushed activity table into R14's stomach while she was eating, knocking over chairs, slamming doors. No injuries to R14.</p> <p>1/25/12 - per IDPH notification letter, R1 was verbally aggressive and left the designated area. No other information was provided.</p> <p>In an interview on 3/22/12 at 8:35 AM, when asked if there was a BER (Behavior Event Record) on this incident, E2 (RSD) stated, she could not find one. When asked what happened</p>	W9999			

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W9999	<p>Continued From page 75</p> <p>on 1/25/12, E2 stated that R1 got mad and started walking toward Springfield Road. R1 then turned toward the interstate walking. E2 stated that R1 walked approximately a half mile to a mile before staff was able to get her in a vehicle.</p> <p>1/26/12 - yelling "everyone gets attention but her and she is f----- tired of it," slamming doors.</p> <p>1/27/12 - stating others are taking her things out of her room.</p> <p>1/29/12 - cursing staff, stated "fix my f----- tea," slamming doors.</p> <p>1/30/12 (3:45 PM) upset, asking for RSD, stated "that she wont have time for me if she is spending with other people."</p> <p>1/30/12 (4:30 PM) - R1 stated "these B----- are starting with me", cursing staff, slamming doors, walked outside and away from the building, "when we reached Harris road she walked right into traffic while a truck was coming I (E4 - DSP) had to jump in front of her to avoid her getting hit." E4 and E2 (RSD) returned R1 to facility, R1 was slamming doors again.</p> <p>In an interview on 3/13/12 at 2:48 PM, E4 (DSP) verified that R1 took off toward Harris Road and she (E4) had to jump in front of a truck to keep R1 from being hit by the truck.</p> <p>1/30/12 (5:50 PM - 6:00 PM) demanding staff to take her to the store, attempted to slam fire door, hitting wall in hall way 3 times with a closed fist, slammed the door to her room.</p> <p>1/30/12 (6:30 PM) R1 attempted to call her dad - no answer, cursing because he did not answer, slamming doors.</p> <p>1/30/12 - grinding her forehead into the door frame in the hall while waiting on the EMT's to</p>	W9999			

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W9999	Continued From page 76 arrive. Taken to the hospital. 1/31/12 - 2/7/12 - hospitalized for escalating behaviors and leaving designated area. 2/13/12 - R1 demanding to go get a soda. Told E2 "I want a f----- soda b---- and a few other choice words." slamming doors, yelling at R2, saying "she won't keep the f----- door shut", E2 brought R2 out to the living room and R1 again said "I want a f----- soda." 2/14/12 - cursing during dinner, slammed plate down. 2/15/12 - cursing, demanding for E2 and for staff to make her some juice, slamming doors. 2/20/12 - cursing, slamming doors, refused to go on outing, R2 (R1's roommate) removed from the bedroom because of R1 slamming door, cursing staff, throwing beverages. R1 was yelling at R10 "get the f--- out of here," stated the "b---- keeps coming in my room," cursing staff again, and slamming doors. 2/21/12 - R1 threatening that she was not coming home after workshop. 2/21/12 (1:00 PM at workshop) - yelling at another client, told staff to shut up, called staff a b----, picked up 3 chairs and threw them. 2/21/12 (4:36 PM) - cursing, stated "I am sick and f----- tired of you and him and everyone." Slamming doors, threw two cups at staff, kicked the garbage can, and kicked a plant into one of the residents. 2/23/12 - R1 kept picking at different residents trying to fight and argue. R1 got mad when re-directed, went to her room, slamming doors. 2/24/12 (9:00 AM at workshop) - R1 and R4 had each others bag/purse, staff made them exchange back. R1 was yelling and cursing, then picked up the wet floor sign and threw it across the room, hitting the window.	W9999			

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W9999	Continued From page 77 2/25/12 (1:15 AM) - sneaking into refrigerator, eating cake. 2/27/12 (1:45 PM at workshop) - yelling at staff, calling staff a "f----- b----," pushing chairs over. 2/27/12 (5:02 PM) - demanding staff take her to store. E4 (DSP) documented "I heard all the residents scream." R1 kicked over 2 trash cans full of garbage before slamming the fire door and her bedroom door. R1 told R9 to "shut the f--- up" when R9 was talking with E7 (DSP). 2/28/12 - refused to return to workshop after a medical appointment, R1 stated "if she goes back she would kick her teachers a-- because shes mean to her." 3/6/12 (12:45 PM at workshop) - R1 stated to staff "I can't go all day without a f----- soda," then R1 repeated this to staff. R1 grabbed the bags staff was counting, threw them on the floor and at staff, R1 hit staff, then grabbed wheels out of a box and began throwing them at staff. 3/6/12 (3:11 PM) yelling, cursing staff, kicked the trash can. 3/6/12 (3:27 PM) screaming at staff, knocking everything off tables and computer desk, knocking over chairs, walked right into R12, R12 tried to get out of R1's way and R1 kept getting into R12's way; R1 was shaking her fists at staff, walked away slamming doors causing other residents to scream and yell. R1 yelled "F--- you R9! You stupid b----," slammed her door again. E4 then went into the bedroom to remove R2 (R1's roommate). 3/6/12 (4:20 PM) demanding to go to the store. Staff refused. R1 punched the back of staff's chair and went to her room, throwing and breaking things. 3/6/12 (5:30 PM) R1 expressed that she wants to kill herself. Suicidal ideations policy was	W9999			

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W9999	<p>Continued From page 78</p> <p>implemented. Staff removed 2 tacks from her hands. R1's physician was notified and wanted her to be kept stable at home until the next day. R1 went outside and got a rock and tried to cut herself. Staff removed the rock from R1's possession.</p> <p>3/6/12 (8:46 PM) - R1 had a pen in her hand, refused to give it to staff, ran to her room. Staff stopped her, R1 raised the pen as if she wanted to stab someone. Finally R1 gave the pen to staff. R1 went to her room, slammed the door and began banging on the back of the wall.</p> <p>3/6/12 - 3/13/12 - R1 was hospitalized.</p> <p>In an interview on 3/13/12 at 11:10 AM, Z1, (Vice President of Day Training and Senior Services), stated that most of R1's behaviors are at home.</p> <p>In an interview on 3/13/12 at 11:40 AM, Z2, (Day Training Case Manager), stated that R1 usually comes in upset and her behaviors are a carryover from the facility. When asked if R1 has injured others, Z2 stated that her peers recognize when she gets upset and they get up and move away from her.</p> <p>E1 (Administrator) was interviewed on 3/15/12 at 10:25 AM.. When asked if she was aware of any client being afraid of R1, E1 stated, "I feel some of the fear has been instilled by staff. When there is a peer to peer and they are in her way, R1 is loud and slams doors." E2 (Residential Services Director - RSD) was interviewed on 3/15/12 at 8:30 AM. When asked if any client was afraid of R1, E2 stated "yes, and E1 is aware that my residents are afraid of R1."</p> <p>E4 (DSP) was interviewed on 3/13/12 at 2:48 PM.</p>	W9999			

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W9999	<p>Continued From page 79</p> <p>When asked if any client was afraid of anyone here, E4 stated "yes". When asked of whom, E4 stated R1. E4 further stated that all of the verbal people are afraid of R1. Everyone moves out of her way (they clear a path). R6 has called her mom, R9 has called her sister, and R8 has told staff that they are afraid of R1. E4 further stated that R1's current roommate is R2 and R2 is non-verbal. R1 has had R's 5 and 7 as roommates, all have limited verbalization.</p> <p>E5 (DSP) was interviewed on 3/16/12 at 1:03 PM. When asked if anyone was afraid of anyone here, E5 stated that R2 and R10 does not like R1. R9 said she is afraid of R1. E5 also stated that R1 brags about it saying, "they should be afraid of me." E5 stated that R2 refuses to be in her room with R1 and routinely comes out to the couch after third shift comes on duty. E8 (DSP) was interviewed on 3/13/12 at 2:35 PM. When asked if anyone was afraid of anyone here, E8 stated "pretty much all of them are afraid of R1, she is violent toward herself, staff and residents. R9 told her sister that she is afraid of R1." E8 further stated "that when R1 has a behavior, R2 will not sleep in the room, she sleeps on the couch." E10 DSP was interviewed on 3/13/12 at 3:50 PM. When asked if anyone was afraid of anyone here, E10 stated yes. Some of the residents you can tell by their actions and looks. They are afraid of R1.</p> <p>E8 stated that R1 causes R3 to have behaviors.</p> <p>Observations at the facility on 3/14/12 at 3:10 PM, R3 came into dining room upset and yelling "shut up R1 b----." R3 yelled this several times. R3 was attempting to hit his head on the floor, E's 1,</p>	W9999			

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W9999	<p>Continued From page 80</p> <p>2, 3, and 9 attempting CPI. The dining room door was then shut. R1 was in the activity/computer area by the dining room door and stated "All I want is my damn tea." R1 stated this a few times, then stomped off to her room, slamming doors. The only staff present during this incident with R1 was E13 (Maintenance). E13 stated to surveyor, "I'm not trained." R3 came out of dining room at approximately 3:20 PM. R3 had a red area to his upper left forehead.</p> <p>Observations at the facility on 3/15/12 at approximately 3:15 PM, E11 (Cook) was in the kitchen with R9 and R14. R1 walked into the kitchen and R14 looked up and saw R1. R14's face turned pale, her eyes were wide and she was shaking/trembling. R14 then went outside. R1 started saying to E11, "that b---- is always starting with me", as she is following E11 out of the dining room, R1 is shaking her fists at E11, attempting to hit her. R1 stated "she's not scared of me". At 3:30 PM, R14 is still outside, sitting on the picnic table, shaking, saying "mom, mom. go home. go home."</p> <p>E8 (DSP - Direct Service Person) was interviewed on 3/13/12 at 2:35 PM, E4 (DSP) was interviewed on 3/13/12 at 2:48 PM, E2 (RSD - Residential Services Director) was interviewed on 3/14/12 at 11:45 AM, E5 (DSP) was interviewed on 3/16/12 at 1:03 PM, all stated that R1 and R2 are currently roommates. The 4/19/11 ISP states, R2 functions in the severe range of mental retardation. R2 is described as 5 feet tall and weighs 128 pounds. The ISP documents that R2 is verbal and makes her needs and wants know. In the safety section of R2's ISP, it documents that R2 requires assistance when it comes to</p>	W9999			

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W9999	<p>Continued From page 81</p> <p>safety. If an emergency were to arise, R2 would not know what to do.</p> <p>In review of R2's 9/2/10 Speech/Language Consultation, R2 "attempts to communicate her wants/needs, using spontaneous words, gestures, facial expressions and signs."</p> <p>R5, per her 1/17/12 ISP, has limited verbal skills and generally asks repetitive questions. R5 only knows certain words to sign language.</p> <p>R7, per her 3/22/11 ISP, R7's speech is difficult to understand and her vocabulary is limited to grunts in response to yes or no questions. R7 cannot verbally express herself.</p> <p>In an interview on 3/13/12 at 2:48 PM, E4 (DSP) stated that R1's roommate is R2 and that R2 is non-verbal. E4 stated that there is no way to tell if R2 is being targeted by R1. R7 was R1's roommate and she was moved because staff complained that she is non - verbal and R1's behaviors increased. E4 stated that R2 can yell, scream and point. E4 stated that after R7, R5 became R1's roommate. R5 would be wrapped up in blankets and say, "Don't hurt me." R5 also had an increase in bed wetting.</p> <p>In review of the facility's "T-Log", dated 1/15/12 at 1:13 PM, E4 (Direct Service Person - DSP), documented that R5 :has been wetting the bed since the room changes. I went in to get her up this morning and she was wrapped up really tight in her blankets, with her head covered saying "DONT HURT ME".</p> <p>There is no documented evidence that this</p>	W9999			

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W9999	<p>Continued From page 82</p> <p>allegation of abuse of 1/15/12 was investigated or reported to IDPH.</p> <p>In an interview on 3/15/12 at 8:30 AM, E2 (RSD) stated that R2 is made to come out of her room while R1 is having a behavior or when R1 does not want her in there to prevent R1 from harming R2.</p> <p>In an interview on 3/16/12 at 1:03 PM, E5 (DSP) stated that R2 is currently R1's roommate. E5 stated that R2 refuses to be in her room with R1 and comes out to the couch after third shift comes on duty. E5 further stated that R2 does not like R1. R7 used to be R1's roommate, but she came up with bruises that were unknown. R5 was moved because she did not sleep. R5 was up every night screaming.</p> <p>In an interview on 3/16/12 at 11:45 AM, E2 (RSD) stated that R2 moved in with R1 on 1/17/12. E2 further stated that R5 and R7 are non-verbal.</p> <p>In an interview on 3/13/12 at 2:48 PM, E4 (DSP) stated that R1's roommate is R2 and that R2 is non-verbal. E4 stated that there is no way to tell if R2 is being targeted by R1. R7 was R1's roommate and she was moved because staff complained that she is non - verbal and R1's behaviors increased. E4 stated that R2 can yell, scream and point. E4 stated that after R7, R5 became R1's roommate. R7 would be wrapped up in blankets and say, "Don't hurt me." R7 also had an increase in bed wetting.</p> <p>In an interview on 3/15/12 at 8:30 AM, E2 (RSD) stated that R2 is made to come out of her room while R1 is having a behavior or when R1 does not want her in there to prevent R1 from hurting</p>	W9999			

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W9999	<p>Continued From page 83 R2.</p> <p>In an interview on 3/16/12 at 1:03 PM, E5 (DSP) stated that R2 is currently R1's roommate. E5 stated that R2 refuses to be in her room with R1 and comes out to the couch after third shift comes on duty. R7 used to be R1's roommate, but she came up with bruises that were unknown. R5 was moved because she did not sleep. R5 was up every night screaming. E5 further stated that R2 does not like R1.</p> <p>In an interview on 3/16/12 at 11:45 AM, E2 (RSD) stated that R2 moved in with R1 on 1/17/12.</p> <p>2. In review of other BER's(Behavior Event Logs) , GER's(General Event Logs) and T-Logs, other individuals in the facility are having behaviors.</p> <p>Observations at the facility on 3/15/12 at approximately 3:15 PM, E11 (Cook) was in the kitchen with R9 and R14. R1 walked into the kitchen and R14 looked up and saw R1. R14's face turned pale, her eyes were wide and is was shaking/trembling. R14 then went outside. R1 started saying to E11, "that b---- is always starting with me", as she is following E11 out of the dining room, R1 is shaking her fists at E11, attempting to hit her. R1 stated "she's not scared of me". At 3:30 PM, R14 is still outside, sitting on the picnic table, shaking, saying "mom, mom. go home. go home."</p> <p>In an interview on 3/15/12 at 3:30 PM, when asked if she is scared of R1, R14 stated "yes", and shook her head up and down.</p> <p>At 3:45 PM on 3/15/12, R9 reported to surveyor</p>	W9999			

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W9999	<p>Continued From page 84 that during the incident in the kitchen, R1 threatened her with a knife that was on the counter.</p> <p>In an interview on 3/14/12 at 2:53 PM, when asked if she was afraid of anyone here, R9 stated, "I'm afraid of R1." When asked why she was afraid of R1, R9 stated, "she had a pen in her hand and I thought she was going to stab another individual here or staff."</p> <p>In an interview on 3/15/12 at 8:30 AM, E2 (RSD) stated that because of R1's behaviors, those residents who have never had behaviors are having behaviors now, such as R5, R9 is mimicking R1 and R15 is cussing.</p> <p>R15 on 1/6/12 grabbed R6 by the neck and attempted to head butt her. Approximately 30 minutes later, R15 attempted to head butt R11.</p> <p>On 1/26/12, R9 began yelling at one of the residents, walked outside as if she was going to leave the premises. This incident occurred during another residents behavior.</p> <p>Observations at the facility on 3/14/12 at 3:10 PM, R3 came into dining room upset and yelling "shut up R1 b----." R3 yelled this several times. R3 was attempting to hit his head on the floor, E's 1, 2, 3, and 9 attempting CPI for R3. The dining room door was then shut. R1 was in the activity/computer area by the dining room door and stated "All I want is my damn tea." R1 stated this a few times, then stomped off to her room, slamming doors. The only staff present during this incident with R1 was E13 (Maintenance). E13 stated to surveyor, "I'm not trained." R3</p>	W9999			

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W9999	<p>Continued From page 85</p> <p>came out of dining room at approximately 3:20 PM. R3 had a red area to his upper left forehead.</p> <p>R3 has had 11 behaviors in 1/12, 5 behaviors in 2/12, and 5 behaviors in 3/12, some of these behaviors have resulted in R3 banging his head causing injuries.</p> <p>In an interview on 3/15/12 at 3:40 PM, E12 (DSP) stated that R1 causes a lot of R3's behaviors. R3's behaviors have increased since R1's have increased.</p> <p>3. The facility Behavior Event Records (BER), General Event Records (GER), T-Logs and IDPH notification letters were reviewed from 10/9/11 to 3/13/12. These document R1's behaviors as the following:</p> <p>In a notification letter to IDPH, dated 10/13/11, R1 was taken to the emergency room on 10/12/11 for displaying self injurious behavior.</p> <p>In a notification letter to IDPH dated 11/3/11, R1 was taken to the emergency room and admitted on 11/2/11 for suicidal ideations.</p> <p>In a notification letter to IDPH dated 12/6/11, R1 kicked over a trash can hitting R14.</p> <p>12/26/11 (7:33 AM), R1 demanding staff take her to the store to get a soda, yelling, throwing objects, and slamming doors.</p> <p>12/26/11 (8:32 AM), R1 demanding to go get a soda, R1 threw a plate of food on the floor, breaking it, then slamming doors.</p> <p>1/17/12 (6:15 PM) cursing staff, threw a cup breaking it, slamming doors upsetting clients during supper.</p> <p>1/17/12 (6:17 PM) upset about a soda, slamming doors, cursing staff, threatening to slap staff.</p>	W9999			

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W9999	<p>Continued From page 86</p> <p>1/23/12 - "had her hand down the back of her pants digging in her behind," staff asked about her washing hands and she started cursing staff.</p> <p>There is a T-Log dated 1/23/12 from E2 (RSD), it states "I keep getting calls in the morning about R1 but I am not seeing any BER's. Any time she is cussing, yelling and slamming doors I need BERS."</p> <p>1/25/12 - per IDPH notification letter, R1 was verbally aggressive and left the designated area. No other information was provided.</p> <p>In an interview on 3/22/12 at 8:35 AM, when asked if there was a BER on this incident, E2 (RSD) stated, she could not find one. When asked what happened on 1/25/12, E2 stated that R1 got mad and started walking toward Springfield Road. R1 then turned toward the interstate walking. E2 stated that R1 walked approximately a half mile to a mile before staff was able to get her in a vehicle.</p> <p>1/30/12 - grinding her forehead into the door frame in the hall while waiting on the EMT's to arrive. Taken to the hospital.</p> <p>2/13/12 - R13 reported that R1 took his money. R1 then called E11 "b-----" and walking toward E11 in a threatening manner. The police were notified.</p> <p>2/14/12 - cursing during dinner, slammed plate down.</p> <p>2/15/12 - Note reporting that R1 threatened to "kick someones a--" today at workshop and is coming home upset.</p> <p>2/15/12 - cursing, demanding for E2, R1 was refusing med's and demanding for staff to make</p>	W9999			

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W9999	<p>Continued From page 87</p> <p>her some juice, slamming doors. 2/20/12 - cursing, slamming doors, refused to go on outing, R2 (R1's roommate) was removed from the bedroom because of R1 slamming door, cursing staff, throwing beverages. R1 was yelling at R10 "get the f--- out of here," stated the "b---- keeps coming in my room," cursing staff again, and slamming doors. 2/20/11 - E4 documents that R14 was in the living room and R1 walked pass her, R14 began backing up real fast, R14 was asked why, R1 stated "why the f--- you think she is backing up? Because of me!!!!" R1 then told E4 to "shut the f--- up. E2 was notified of this behavior and then took R1 to the store." 2/21/12 - R1 threatening that she was not coming home after workshop. 2/21/12 - E2 documented that R1 proudly showed the hole she punched in the wall due to her behaviors last night. R1 stated that she slammed her TV stand into the wall. R1 walked into the office demanding to take 2 candy bars and a soda to workshop. R1 is threatening to run away. 2/21/12 (4:36 PM) - cursing, stated "I am sick and f----- tired of you and him and everyone." Slamming doors, threw two cups at staff, kicked the garbage can, and kicked a plant into one of the residents. 2/22/12 - T-Log documents that R10 was peeking her head into R1's room on Sunday (2/19/12). E10 (DSP) documented she wrote a T-Log about R1 cussing at her. 2/23/12 - R1 kept picking at different residents trying to fight and argue. R1 got mad when re-directed, went to her room, slamming doors. 2/25/12 (1:15 AM) - sneaking into refrigerator, eating cake. 2/28/12 - refused to return to workshop after a</p>	W9999			

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W9999	<p>Continued From page 88</p> <p>medical appointment, R1 stated "if she goes back she would kick her teachers a-- because shes mean to her."</p> <p>2/27/12 (6:24 PM) R1 kicked the trash can twice and told R9 to "shut the f--- up."</p> <p>3/6/12 (3:11 PM) yelling, cursing staff, kicked the trash can.</p> <p>3/6/12 (3:27 PM) screaming at staff, knocking everything off tables and computer desk, knocking over chairs, walked right into R12, R12 tried to get out of R1's way and R1 kept getting into R12's way; R1 was shaking her fists at staff, walked away slamming doors causing other residents to scream and yell. R1 yelled "F--- you R9! You stupid b----," slammed her door again. E4 then went into the bedroom to remove R2 (R1's roommate).</p> <p>3/6/12 (4:20 PM) demanding to go to the store. Staff refused. R1 punched the back of staff's chair and went to her room, throwing and breaking things.</p> <p>3/6/12 (5:30 PM) R1 expressed that she wants to kill herself. Suicidal ideations policy was implemented. Staff removed 2 tacks from her hands. R1's physician was notified and wanted her to be kept stable at home until the next day. R1 went outside and got a rock and tried to cut herself. Staff removed the rock from R1's possession.</p> <p>3/6/12 (8:46 PM) - R1 had a pen in her hand, refused to give it to staff, ran to her room. Staff stopped her, R1 raised the pen as if she wanted to stab someone. Finally R1 gave the pen to staff. R1 went to her room, slammed the door and began banging on the back of the wall.</p> <p>There is no reproducible evidence that a BER (Behavior Event Record) was completed on the</p>	W9999			

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W9999	<p>Continued From page 89 above incidents.</p> <p>In an interview on 3/13/12 at 2:48 PM, E4 (DSP) stated we were told to put R1's behaviors in the T-Logs instead of a BER for R1 to look good for placement. E1 (Administrator) said all the BER's don't look good to get R1 out of here. This was told to us at our last meeting approximately 2-3 weeks ago. We are to give her what she wants. E4 further stated that after she put a note in the T-Log about her entries missing and that she was going to save them, no more have been deleted.</p> <p>In an interview on 3/14/12 at 11:45 AM, when asked if the facility has a policy regarding documenting behaviors, E1 (Administrator) stated "our policy is for staff to complete a BER. At times staff will put the behavior in a T-Log. E2 (RSD) reviews all T-Logs to match them up. Our new staff are still in the process of learning where to document." E1 further stated that the BMP's state to document on the BER's.</p> <p>In an interview on 3/14/12 at 3:00 PM, when asked to see the policy, E1 stated "I am working on implementing a policy regarding Therap documentation." When asked if anyone can delete documentation in Therap, E1 stated "there is a way to delete a T-Log. I have an option to delete and I have an option to search for deleted items. E2 and I can delete BER's, Ger's (General Event Record), and T-Logs. When asked why an item might be deleted, E1 stated incorrect information, but it never disappears."</p> <p>In an interview on 3/28/12 at 11:20 AM, when asked if staff are able to access the Therap system from outside the facility, Z3 (Therap</p>	W9999			

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W9999	<p>Continued From page 90</p> <p>Administrator) stated yes. When asked if anyone is able to delete entries, Z3 stated yes, the Administrator, RSD and QMRP (Qualified Mental Retardation Professional). When asked if the deleted entries are gone, Z3 stated, the BER's are gone, the GER's and T-Logs are not. Z3 further stated that she can track if a BER is deleted, she is unable to see the report and she can tell who has deleted it. When asked if anyone can access Therap under another staff's name, Z3 stated only if they have the user name and password.</p> <p>R1's QMRP (Qualified Mental Retardation Professional) Monthly Comprehensive Progress Summary dated for 12/11, 1/12, and 2/12 were reviewed. Under the section for R1's behavior, the only behaviors being tracked are: Leaving the designated area and SIB (Self Abusive Behavior).</p> <p>There are no other listed behaviors for R1 on the monthly summaries.</p> <p>In an interview on 3/23/12 at 9:18 AM, when asked who inputs the targeted behaviors into the Therap system, E1 (Administrator) stated the RSD (Residential Services Director). E1 further stated that staff have an option to create other behavior on the BER (Behavior Event Record) if it is not the targeted behavior.</p> <p>In an interview on 3/15/12 at 8:30 AM, E2 (RSD) stated that E1 has to edit and approve everything I do. E2 stated that if it makes R1 look bad, I have to correct it. E1's motive is to make R1 look good and that we want to keep her, that way another facility will accept her. I am told to only give the other facilities the BER's (Behavior Event</p>	W9999			

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W9999	<p>Continued From page 91 Record's) on R1.</p> <p>In an interview with E1 on 3/15/12 at 10:25 AM, E1 stated that she has had a special meeting with the staff to discuss the staff's concerns regarding R1's behaviors and what to do, but E1 stated she has no documentation or sign in sheet. E1 stated that she can't find it.</p> <p>4. In review of R1's 3/13/12 hospital discharge record, R1 is receiving the following medication for behaviors: Lorazepam, Depakote ER, Effexor XR, Haldol Injection, Paroxetine HCL, Seroquel, Cogentin, and Risperidone.</p> <p>R1's 1/17/12, most recent, revised Behavior Management Program (BMP) validates maladaptive behaviors of: Self injurious behaviors defined as scratching herself, hitting objects and cutting herself; Aggression defined as swearing, making threats, hitting others, pushing others and other similar behaviors that may result in injury to others; Leaving designated area defined as leaving facility property without staff knowledge; Addictive behavior correlating with beverages such as tea and soda; and Anxiety defined as becoming anxious about places, people or events seen as cursing staff and throwing objects.</p> <p>R1's behavior intervention program states that when R1 exhibits verbal aggression, "staff are to redirect R1 by asking her to help them with an activity or with a domestic duty that she enjoys. If R1 does follow a directive from staff, staff will tell R1 they will return in 10 minutes. At any time R1 becomes aggressive or shows signs of aggression staff need to firmly ask her to stop and ask her to participate in a different activity. If</p>	W9999			

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W9999	<p>Continued From page 92</p> <p>R1 continues to display or attempt to display aggressive behavior after one such attempt, staff will calmly remove the residents from the immediate area or ask if R1 is willing to go to a quiet area away from others. Staff will use the least intrusive means possible to ensure resident safety. With visual observation of R1 will be monitored and staff will reproach and ask if she is ready to return to the group or discuss what is bothering her after 10 minutes. Staff will continue to complete this step until R1 has calmed down, not to exceed 30 minutes. If at any time R1's behavior becomes unmanageable, has exceed 30 minutes of intervention techniques, or she causes harm to herself or others, staff will immediately notify the RSD and/or nursing. CPI techniques will be used as a last resort to control R1 when she is adamant about hurting herself or others."</p> <p>In an interview on 3/23/12 at 2:00 PM, when asked if all staff are trained in CPI techniques, E1 (Administrator), stated "yes. The staff are trained initially and during a refresher course yearly."</p> <p>In an interview on 3/15/12 at 8:30 AM, E2 (Residential Services Director - RSD) stated that R1's BMP does not work. Any verbal de-escalations don't work. It takes at least three staff to witness R1's behaviors because of R1 making allegations against staff. E2 further stated that, "we have been directed to give R1 everything she wants. We are to Kiss her a--." E2 further stated that, R1 "even thinks if it's staff personal items, we are to use it for her also." E2 stated that the staff are not allowed to use CPI holds on R1.</p>	W9999			

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W9999	<p>Continued From page 93</p> <p>In an interview on 3/14/12 at 3:25 PM, when asked what safeguards are in place to protect/prevent harm to other individuals by R1, E2 (RSD) stated, "there are none. Pretty much residents and staff are at her mercy." E2 further stated that R1's behaviors have become more intense and violent since 2/12 due to the continuous re-enforcement of her behaviors. E2 stated that E1 (Administrator) was told that this would make R1's behaviors worse by giving her what she wanted.</p> <p>In an interview on 3/14/12 at 3:40 PM, E6 (Direct Service Person - DSP), stated we are to verbally de-escalate the situation and give her what she wants. When asked if this a directive, E6 stated "yes." When asked by whom, E6 stated, E1, our Administrator.</p> <p>In an interview on 3/13/12 at 2:48 PM, E4 (DSP), stated that they are not able to physically hold R1, staff are not to remove tacks from her when she is cutting herself. E4 also stated that the staff are to wait until the police arrive and the police are to restrain her.</p> <p>In an interview on 3/16/12 at 1:03 PM, E5 (DSP) stated the staff were told to give R1 what she wants no matter what. We were told to keep her behaviors down and this is not right. When asked who told this to staff, E5 stated it was E1 (Administrator). E5 further stated that this makes R1's behavior worse.</p> <p>In an interview on 3/15/12 at 3:40 PM, E12 (DSP) stated "we are to cater to R1. Give her what she wants." When asked who told her this, E12 stated, E1 (Administrator).</p>	W9999			

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W9999	<p>Continued From page 94</p> <p>In further review of R1's BMP, it is documented that the BMP was revised on 10/4/11 to show her new medication changes. On 10/18/11, the TRC (Treatment Review Committee) reviewed and approved R1's BMP. On 12/2011, R1's BMP was revised to add a soda schedule, anxiety methodology and medication changes. On 1/17/12, R1's BMP documents "BMP revised and reviewed by TRC."</p> <p>There is no evidence of what part of or how R1's BMP was revised.</p> <p>5. Based upon the allegations made by E2 (RSD - Residential Services Director, regarding the Administrator removing documents and allegations made by E2, E's 4, 5, 8, and 10 (DSP - Direct Service Person) that the Administrator allowed clients residing in the facility to be verbally, physically and psychologically abused by R1. E3, (Vice President of Compliance and Development) was notified on 3/15/12 of this allegation.</p> <p>The facility policy regarding abuse, neglect and mistreatment of individuals residing in the facility were reviewed. The facility policy titled "Abuse and Neglect Program (ICF), which contained a "Revision date: December 2009," stated the following:</p> <p>"It is the policy of this facility that all residents have the right to be free from verbal, sexual, physical and mental abuse, corporal punishment, involuntary seclusion, misappropriation of property and neglect. Residents are not to be subjected to abuse, corporal punishment, and</p>	W9999			

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W9999	<p>Continued From page 95</p> <p>misappropriation of property or neglect by anyone, including, but not limited to, facility staff, other residents, family members or legal guardians, friends or other individuals."</p> <p>Neglect is defined in this same policy as, "failure to provide goods and/or services necessary to avoid physical harm, mental anguish or mental illness."</p> <p>"At the time an alleged incident of abuse, neglect or misappropriation of property is reported to any facility, that staff person will immediately inform their direct supervisor. The supervisor will relay the allegation to the Administrator."</p> <p>Under the section titled Procedure - Investigation, number 4. it states, "All persons involved in, or having direct knowledge of, the alleged incident will be asked to write a detailed report of the incident. All reports will be turned in to the RSD/QMRP. The Administrator will direct the investigation and may delegate the tasks of investigation."</p> <p>The policy does not contain any reference as to who to report abuse, neglect or mistreatment to if the alleged perpetrator is the administrator.</p> <p>In review of the facility's "PEER TO PEER ABUSE POLICY", undated, it documents, "It is the policy of the facility that incidents of peer to peer physical, verbal or sexual abuse will be addressed by the IDT (Interdisciplinary Team), of the persons involved. Persons living at the facility have the right to expect that they will not be abused by a peer."</p>	W9999			

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W9999	Continued From page 96 Under the section titled "Procedure", it documents, "1. The staff of the facility will document the incident each time there is an incident of peer to peer physical contact, verbal abuse that was volitional and not accidental or sexual abuse. 2. Staff will address the issue at the time of the incident and have the person allegedly abused evaluated by designee (staff). If an incident results in an injury to the person who was abused, the QMRP (Qualified Mental Retardation Professional)/RSD (Residential Services Director) or other administrative staff will be notified by phone. The staff present will assure that the person who committed the abuse is closely monitored to assure that they can not abuse others. Once the QMRP/RSD or other administrative staff has been contacted they will determine the extent of the measures to be taken in order to assure that further abuse will not be involved and give staff direction. 3. The guardian, physician and IDPH (Illinois Department of Public Health) will be notified of any abuse. 4. In either case, an abbreviated IDT meeting may be held to review the BMP (Behavior Management Program) for the person and determine if the current interventions strategies remain appropriate. 5. After three incidents, the IDT will meet to review the person's needs, revise the intervention methods and review the overall plan for the person. The team may pursue technical assistance as a means of gaining additional input regarding the person's needs. 6. These meetings and reviews will be documented and any changes in interventions or treatment plan will be noted. 7. In case the team determines they cannot meet the person's needs, the person will be referred for immediate placement at another facility up to and including	W9999			

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W9999	<p>Continued From page 97 emergency discharge."</p> <p>There is no reproducible evidence that the facility implemented and followed the Peer to Peer policy.</p> <p>E2 (RSD) was interviewed 3/16/12 at 10:30 AM. When asked about who to report allegations regarding the administrator, E2 stated, "It is not in the policy, staff would report to her, the RSD." E6 (DSP) was interviewed on 3/16/12 at 10:15 AM. When asked about who to report allegations regarding the administrator, E6 stated, "I would call my supervisor, the RSD and Administrator."</p> <p>E7 (DSP) was interviewed on 3/16/12 at 11:42 AM. When asked about who to report allegations regarding the administrator, E7 stated, "basically, I would call the state." E8 (DSP) was interviewed on 3/16/12 at 12:05 PM. When asked about who to report allegations regarding the administrator, E8 stated, "I would report to the RSD then to E9 (Vice President of Compliance and Development)." E5 (DSP) was interviewed on 3/16/12 at 1:03 PM. When asked about who to report allegations regarding the administrator, E5 stated "I have never been told what to do, only when it is against another resident." E9 (Vice President of Compliance and Development), was interviewed on 3/16/12 at 9:35 AM. When asked about who staff are to report allegations regarding the administrator, E9 stated, "they are to report to their direct supervisor or they can call the Corporate Compliance, who is myself."</p> <p>In review of the facility's "T-Log" dated 1/18/12 at 5:34 PM, E3 (Registered Nurse - RN) documented that R1 told E1 (Administrator) that</p>	W9999			

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W9999	<p>Continued From page 98</p> <p>R4 was stealing money and giving it to her. There was \$11 R1 gave to E1 and she locked it in E2's (RSD) office. R1 also reported that R4 gave her a bear.</p> <p>In a "T-Log" dated 1/18/12 at 5:29 PM, E3 documented that R4 is upset because of the money he stole this week and gave to R1.</p> <p>In an interview on 3/16/12 at 10:30 AM, E2 stated that the workshop and facility staff were alerted regarding R4 stealing money. When asked if this 1/18/12 incident was investigated, E2 stated no, but R4 stated he got the money from the mailman. .</p> <p>In review of the facility's "T-Log" dated 2/13/12 at 7:20 AM, E11 (cook) documented that R1 and R4 were outside handling money that R13 received from his sister. R13 yells that R1 took his money and then R1 becomes threatening and the police were notified.</p> <p>There is no evidence these allegations were investigated.</p> <p>In review of the facility's "T-Log", dated 1/15/12 at 1:13 PM, E4 (Direct Service Person - DSP), documented that R5 :has been wetting the bed since the room changes. I went in to get her up this morning and she was wrapped up really tight in her blankets, with her head covered saying "DONT HURT ME".</p> <p>In an interview on 3/16/12 at 11:20 AM, when asked if this incident on 1/15/12 was investigated, E2 (Residential Services Director - RSD), stated No.</p>	W9999			

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W9999	<p>Continued From page 99</p> <p>In review of the facility's "T-Log" dated 1/18/12 at 5:34 PM, E3 (Registered Nurse - RN) documented that R1 told E1 (Administrator) that R4 was stealing money and giving it to her. There was \$11 R1 gave to E1 and she locked it in E2's (RSD) office. R1 also reported that R4 gave her a bear.</p> <p>In a "T-Log" dated 1/18/12 at 5:29 PM, E3 documented that R4 is upset because of the money he stole this week and gave to R1.</p> <p>In an interview on 3/16/12 at 10:30 AM, E2 stated that the workshop and facility staff were alerted regarding R4 stealing money. When asked if this 1/18/12 incident was investigated, E2 stated no, but R4 stated he got the money from the mailman.</p> <p>In review of the facility's "T-Log" dated 2/13/12 at 7:20 AM, E11 (cook) documented that R1 and R4 were outside handling money that R13 received from his sister. R13 yells that R1 took his money and then R1 becomes threatening and the police were notified.</p> <p>There is no documented evidence that this incident of 1/15/12 was reported to IDPH.</p> <p>In an interview on 3/16/12 at 11:20 AM, when asked if this incident on 1/15/12 was investigated, E2 (RSD), stated No.</p> <p style="text-align: right;">(B)</p>	W9999			