

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

PRINTED: 10/30/2012  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>14G293</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/28/2012</b>
NAME OF PROVIDER OR SUPPLIER  <b>BRIARBROOK PLACE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>228 BRIARBROOK DRIVE</b> <b>EAST PEORIA, IL 61611</b>		
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W 322	Continued From page 75 ordered, but staff is not using one. E4 was asked if she had received training on use of a gait belt with R1. E4 stated, "Not yet." E4 was asked how R1 was transferred. E4 stated that 2 staff are used to walk R1.	W 322			
W9999	During interview on 6/15/12 at 224pm, E9, DSP in training, was asked if a gait belt was used on R1. E9 stated no. E9 was asked if she had been offered training on the use of a gait belt. E9 stated no. E9 was asked how R1 was transferred. E9 stated by using a 2 person (manual) lift. FINAL OBSERVATIONS  LICENSURE VIOLATIONS  350.620a) 350.680e) 350.1060e) 350.1060h) 350.3240a 350.3240f)  Section 350.680 Developmental Disabilities Aides  e) During inspections of the facility, the Department may require developmental disabilities aides to demonstrate competency in the principles, techniques, and procedures covered by the developmental disabilities aide training program curriculum described in the rules governing training programs for developmental disabilities aides (see 77 Ill. Adm. Code 395.310), when possible problems in the care provided by developmental disabilities aides or other evidences of inadequate training are observed. Failure to demonstrate competency of the	W9999			

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W9999	<p>Continued From page 76</p> <p>principles, techniques and procedures shall result in the provision of in-service training to the individual by the facility. The in-service training shall address the developmental disabilities aide training principles and techniques relative to the procedures in which the developmental disabilities aides are found to be deficient during inspection (see 77 Ill. Adm. Code 395).</p> <p>Section 350.1060 Training and Habilitation Services</p> <p>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.</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.</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. (Section 3-612 of the Act)</p> <p>These Requirements are NOT MET as</p>	W9999			

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W9999	<p>Continued From page 77</p> <p>Evidenced by:</p> <p>Based on observation, interview and record review the facility failed to ensure a safe environment for 3 of 3 individuals in the sample (R1-R3) and 12 individuals outside of the sample (R4-R15) when the facility failed to:</p> <ol style="list-style-type: none"> <li>1. Ensure that 14 of 14 individuals in the home are free from fear for their physical and psychological well-being when subjected to R2's explosive behaviors (R1 and R3-R15)</li> <li>2. Ensure the safety of 1 of 1 individual in the sample with frequent self injurious behavior when he repeatedly sustained injuries resulting from his behaviors which occurred in a predictable pattern. (R2)</li> <li>3. Adequately staff each shift with competently trained individuals during periods demonstrated to have a predictable pattern of behaviors needed to meet the needs of 1 of 1 individual in the sample who requires CPI techniques according to his behavior plan. (R2)</li> <li>4. Revise active treatment strategies for 1 of 1 individual in the sample with frequent behaviors which require intervention to meet his needs after current strategies were proven to be ineffective. (R2)</li> </ol> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. According to an Individual Service Plan (ISP) dated 02/14/12, R2 is a 27 year old male who functions at the moderate level of mental retardation. R2 has additional diagnoses of</li> </ol>	W9999			

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W9999	<p>Continued From page 78</p> <p>Autism, Intermittent Explosive Disorder and Impulse Control Disorder. According to his ISP, R2 has an ICAP score of 53 and a broad independence score of 7 years 6 months.</p> <p>R2's ISP indicates that he is 5'3, 123 pounds, speaks very well and is easily understood. R2 is ambulatory. R2's ISP states he will talk in a loud aggressive manner when he becomes upset, bangs his head on surfaces and has become quite bossy and likes to tell others what to do.</p> <p>R2's ISP states that in reaction to situations, "he will display maladaptive behaviors in the form of self injurious (banging his head on items such as walls, concrete, floors, trees and etc...), aggression (swearing, punching walls, threatening others, hitting staff or peers, throwing items which may be in the direction of others, knocking over items, breaking items, knocking holes in walls etc..). The bossing behavior is becoming a big issue as it is causing outbursts in other residents." R2's ISP states that he wears a helmet at day training but removes it when at home.</p> <p>R2's Behavior Management Program (BMP) dated 2/26/10 addresses the self-injurious behaviors by:</p> <ul style="list-style-type: none"> <li>a) Redirection or asking if R2 is in pain.</li> <li>b) Attempt to determine the cause and modify, then use CPI techniques if he is causing physical harm to self or others</li> <li>c) If R2 continues SIB, staff is to touch him on his arm in a comforting manner and redirect him</li> <li>d) These methods are to continue until the behavior is stopped</li> <li>e) If R2 becomes unmanageable or significant</li> </ul>	W9999			

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W9999	<p>Continued From page 79 injury occurs, staff will notify RSD/QMRP and/or nursing</p> <p>R2's BMP for aggression and property destruction states measures including: a) Attempt redirection b) Firmly ask him to stop c) Ask R2 to go to a quiet area d) Ask if R2 is ready to apply coping skills, if not recheck in 10 minutes with visual monitoring maintained e) Continue the 10 minute rechecks for up to 45 minutes</p> <p>R2's BMP shows medication increases in January and May 2012. R2's BMP does not reflect modifications to behavior management techniques, changes in programming or environment.</p> <p>A June 2012 Physician Order Sheet (POS) for R2 has the following medications prescribed to control behaviors: Seroquel XR 200 milligrams every morning, Seroquel XR 400 milligrams at bedtime, Trileptal 300 milligrams three times daily, and Lithium ER 450 milligrams at bedtime.</p> <p>In review of Behavior Event Reports provided by the facility, R2 has had 19 recorded incidents of behaviors at his residence between the dates of March 5 and June 11, 2012 which occurred between 3:00pm and 4:03pm Monday through Friday while getting off of the bus from day training.</p> <p>"Behavior Event Record" (BER) for the facility shows R2 had incidents on the following dates and times:</p>	W9999			

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W9999	Continued From page 80  3/5/12 at 3pm - yelling while getting off of bus 3/12/12 at 3pm - screaming and kicking while getting off of bus 3/14/12 at 3:10pm - Yelling, hit head, cursing, CPI utilized 3/15/12 at 3:10pm - Cursing, yelling, hit head on ground, CPI utilized 3/19/12 at 3:30pm - Cursing, yelling, knocked items off TV stand, kicking 3/30/12 at 3pm - Got off bus screaming, cursing 4/2/12 at 3:10pm - Screaming, yelling while coming from bus, attempted to hit head, hit hand several times 4/4/12 at 3:05pm - physical redirection/verbal prompt needed for SIB and aggression, no documentation 4/10/12 at 3pm - Physical redirection/verbal prompt needed for SIB, no documentation 4/18/12 at 3pm - Yelling, screaming, hit head on dresser 4/23/12 at 3:05pm - Yelling, screaming, swinging arms, hit hand, cursing, picked scab, CPI utilized 4/27/12 at 3:15pm - Counseling/physical redirection/verba prompt for aggression, SIB. No documentation 4/28/12 at 4:03pm - Screaming, shouting, cursing with vulgar language. Hit head three times on wall 4/30/12 at 3pm - Yelling and cursing coming from bus. Hit head on front window and door. Knocked stereo and dresser over, continued to intermittently hit his head on furniture. 5/4/12 at 3:15pm - Screaming/cursing as bus pulled up 5/7/12 at 3pm - Bus pulled up, screaming 5/25/12 at 3:04pm - Got off bus cursing/yelling. Hit head on kitchen shelf 6/6/12 at 3:10pm - Hitting hand on door while on	W9999			

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W9999	<p>Continued From page 81</p> <p>bus 6/11/12 at 3:10pm - On bus screaming/cursing, hit emergency window on bus, hit head on picnic table, throwing kitchen items, hit cabinets</p> <p>In review of "General Event Reports" (GER) provided by the facility, R2 had additional behavioral issues not found documented in the BER's on the following dates/times:</p> <p>4/11/12 at 3pm-yell/scream, kicked trash cans, CPI hold required by staff 4/16/12 at 3:10pm - Hit wall requiring treatment 5/14/12 at 3:15pm - Hit peer, threw everything he could and hit head on dresser, required first aid</p> <p>In review of "Event Communication Reports" provided by R2's day training site, R2 had 10 recorded behaviors between March 1 and June 7, 2012 including the following dates and times:</p> <p>3/1/12 at 9:10am - yelling/cussing, banged head on wall - staff held arms and legs 3/5/12 at 9:05am - yelling, flipped table over, hit head, first aid administered 3/15/12 at 9am - yelling, cursing hit head on concrete- required staff hold restrictions and first aid 4/5/12 at 9am - yelling, cursing 4/30/12 at 9:05am - yelling, cursing, hit head on table, first aid required 5/8/12 at 9am - yelling, cursing, kicking, hit head, first aid and staff hold restrictions required 5/16/12 at 8:55am - flip table over, banged head on table, yelling, cursing, staff hold restriction required 5/24/12 at 8:30 - yelling, flipped table, hit head, required staff hold restriction and first aid</p>	W9999			

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W9999	<p>Continued From page 82</p> <p>5/29/12 at 9am - Hit head, yell/swear, kick, required staff hold restriction and first aid</p> <p>6/7/12 at 8:45am - yelling cussing coming from bus, broke calculator, flipped table/chairs, hit wall 4 times, flipped computer screen off desk, required staff hold restrictions/physician urgent care visit for injuries</p> <p>Review of R2's chart shows that outside medical attention was sought for self injurious behaviors on the following dates and times in 2012:</p> <p>1/20/12 (Urgent care) facility for xray of right hand due to injury which happened 1/20/12 at 3:30pm</p> <p>1/25/12 Emergency visit/head laceration. "Put head through a double pained glass window at 930 today"</p> <p>5/16/12 Urgent Care visit "self inflicted injury, forehead abrasion, contusion. Hit his head on cement."</p> <p>6/7/12 Physician visit. Hit hand on wall several times, x-ray negative</p> <p>QMRP Monthly Comprehensive Progress Summary reports available in the chart for R2 show that in February 2012, R2 had 5 incidents of explosive behaviors at home. February 2012 is the most recent QMRP Monthly Comprehensive Progress Summary reports provided by the facility.</p> <p>During observation on 6/14/12 at 3:10pm, the day training bus pulled up in front of R2's residence. R2 could be heard yelling from inside the bus before the doors opened from the distance of approximately 200 feet. R2 was yelling curse words along with "QUIET," "TAKE ME HOME" and "LEAVE ME ALONE." R2 was carrying a</p>	W9999			



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W9999	<p>Continued From page 83 large two handled cooler.</p> <p>E6, Direct Service Person (DSP) (in training) met R2 at the bus and directed him toward the front door of the residence. R2 continued to yell and repeat the same phrases while walking, and shaking his head with his eyes tightly closed.</p> <p>R4 was noted to get up from the living room area and walk toward her bedroom. R4 remained in the hallway area pacing between the hall and her bedroom during R2's behavior.</p> <p>E1 Residential Service Director (RSD) and E2 (Administrator) met R2 on the front porch. E1 spoke to R2 briefly. R2 calmed momentarily and gave E1 a hug. R2 then abruptly picked up the cooler and began yelling as he was let into the house by E2.</p> <p>R2 entered the living room yelling obscenities, held the cooler by one handle, reached over and flipped the coffee table from the upright position to it's top. There were four residents sitting near the coffee table in the living room at the time (R1, R5, R6, R7).</p> <p>R2 proceeded though the living room and hit a cabinet before entering the kitchen area, followed by E2 who asked if he was calm as he entered the kitchen. R2 continued to yell and hit his hand and head on the table.</p> <p>On 6/14/12 at 3:15pm, R2 knocked over chairs in dining room, kicked the trash can from the dining room into the small living area and entered the small dining room yelling, "She started it." R2 proceeded to knock over a chair in the small</p>	W9999			

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W9999	<p>Continued From page 84</p> <p>dining room. R2 then kicked the trash can in the small dining room out into the living room where R1, R5, R6 and R7 were sitting, distributing debris across the living room.</p> <p>On 6/14/12 at 3:16pm, R2 re-entered the kitchen area and E2 shut the kitchen door. Upon entering the kitchen, R2 had hit his head on the wall dividing the kitchen and dining room. There was a significant amount of blood running down two areas on the wall. The center dining table in the dining room is approximately 3 feet by 6 feet long and was standing up on end. Multiple chairs were scattered about the dining area. The trash can was tipped over and trash was scattered.</p> <p>E2 and E4 (DSP) were physically holding R2's arms outstretched, back and behind him, R2 was down on his knees on the floor and continued to yell and remain combative. E1 was standing in close proximity and assuring that other residents did not enter the room. E2 and E4 continued the 2 person restraint on R2 for two minutes. At that time, E4 released her hold while E2 continued to hold her hand on R2's chest/shoulder area. R2 continued to yell and scream while on the floor.</p> <p>On 6/14/12 at 3:18pm, R2 touched his forehead and noticed his hand covered with blood. R2 appeared upset. R2 continued to scream and asked for E6 by name. E1 remained standing by while E4 obtained a first aid kit and E2 remained holding R2.</p> <p>On 6/14/12 at 3:19, E2 released hold of R2. E4 provided first aid to R2's head and provided an ice pack for his hand.</p>	W9999			

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W9999	<p>Continued From page 85</p> <p>On 6/14/12 at 3:21pm, R2 was assisted up into a chair. R2 appears calm and stated that his hand hurts. E6 was present as R2 had requested him and remained in the area to keep R2 calm.</p> <p>On 6/14/12 at 3:24pm, E2 took R2's blood pressure.</p> <p>On 6/14/12 at 3:30pm, E1 remained with R2 at the dining table and finished R2's vital signs. R2 finished his drink which was provided and apologized to E1.</p> <p>On 6/14/12 at 3:36pm, R2 stated that he is better. E1 opened the kitchen door to the living room. R2 went with E6 to take a shower.</p> <p>Four staff (E1, E2, E4, E6) were needed to assist with R2's behavior which lasted for 26 minutes.</p> <p>During an interview on 6/15/12 at 9:15am, Z2, case manager reported that R2's behaviors have increased recently. Z2 stated that the day training site has taken measures such as riding along with R2 to see if there are concerns which would provoke his behaviors on the bus, provided positive reinforcement, changed initial approach in greeting him in the morning and recently determined to change the morning drop off location for R2 as his behavior seems to worsen as the bus sits in line waiting to unload.</p> <p>Z2 was asked if she felt that residents at workshop or on the bus were fearful of R2 during his explosive behaviors. Z2 stated "Yes, when he yells, but they know to leave the area."</p> <p>During interview on 6/15/12 at 8:45am, Z5, day</p>	W9999			

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W9999	<p>Continued From page 86</p> <p>training, stated that R2's behaviors are being addressed by quicker drop offs in the morning and staff greeting him on the bus prior to departure. Z5 related that this has greatly reduced R2's behaviors.</p> <p>Z5 reported that prior to recent changes in R2's environment, he would get off the bus "hollering, throwing things, tipping tables and have self injurious behaviors."</p> <p>Z5 was asked who rides the bus to and from day training with R2. Z5 reported that R6 and R8 (both non-verbal) ride the bus each day with R2.</p> <p>Z5 was asked about the driver of the bus when she related that drivers change daily, but they are gathering data which reveals that R2 has more frequent behaviors on Mondays and Thursdays. Therefore, day training is tracking data on the drivers as well.</p> <p>Z5 was asked how long they had been having issues with fluctuation and increases in R2's behavior. Z5 stated, "6 months."</p> <p>Z5 was asked how long R2's behaviors last. Z5 reported R2's behaviors last from 5 to 20 minutes and require case managers to control behaviors with restrictive techniques.</p> <p>Z5 was asked if other residents are fearful of R2 during his behaviors. Z5 stated, "Yes, they get up and move."</p> <p>During interview on 6/15/12 at 9:00am, Z3, bus company, was asked for information regarding knowledge of R2's behaviors while on the bus. Z3</p>	W9999			

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W9999	<p>Continued From page 87</p> <p>stated that R2 had ongoing behaviors for the past several months which include screaming and hitting. Z3 stated that they have escalated to approximately 3-4 times per work week.</p> <p>Z3 was asked if he felt R2 was a danger to himself or others while being transported on the bus. Z3 stated that he screams and hits doors and windows to the point that drivers thought the safety glass would break.</p> <p>Z3 was asked if he felt that his drivers were fearful. Z3 reported that there have been several incident report complaints filed from drivers, the most recent which came from Z4 (driver).</p> <p>Z4 (driver) was interviewed on 6/15/12 at 9:45am and was asked for information regarding his experiences while driving R2 to or from day training. Z4 reported that R2's actions are always worse as they approach his residence. He begins to bang on the emergency glass and is very volatile while kicking and hitting.</p> <p>Z4 was asked if other residents were upset or fearful. Z4 stated that he would describe other passengers as "leery" and that R2's behaviors initiate "half of the bus to be upset" and that they begin "screaming and crying."</p> <p>Z4 indicated a concern for the personal safety of R2 and due to this concern he has made two incident reports which are on file with his supervisor.</p> <p>In review of a 3/28/12 "Incident Report" written by Z4 referencing a behavior on 3/15/12, Z4 wrote that he took clients home this date and stepped</p>	W9999			

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W9999	<p>Continued From page 88</p> <p>off of the bus to assist in unloading. Z4 wrote, "Once (R2) got off he began to get loud as he walked to the residence. I got back in the bus and was doing paperwork when I looked up to see (R2) being held down on the ground by 3 staff members while screaming and kicking. I did not observe any inappropriate treatment from what I observed before resuming my run. As I drove off (R2) was still being restrained on the ground."</p> <p>In review of a second "Incident Report" written by Z4 on 6/11/12, Z4 stated that once he turned down the road leading to R2's residence, "(R2) began screaming and hitting the emergency door with this fists. Upon arrival (home) I motioned staff to tend to (R2) at which time he was still screaming. As they were trying to lead him off the bus he began to kick the cooler as well as punching the lift with his fists. Staff was finally able to get him off the bus."</p> <p>In review of a third "Incident Report" written by Z3 on 4/13/12 on behalf of suggestions by Z4 and another driver, the report states, "Two drivers have both noticed that (R2's) behavior problems seem to start right before the bus come to a stop (at the residence). It is usually around this time that he starts getting agitated, wanted everyone else on the bus to get off quickly. (Z4) said that he is fine up until then, but that it is almost like he has a panic attack. The drivers thought it might be worth a try to seat (R2) in the front of the bus in the afternoon." The seating arrangement is made by other parties, so this will be suggested and attempt to get approval.</p> <p>The 4/13/12 "Incident Report" was noted to be sent to R2's residence and day training facility.</p>	W9999			

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W9999	<p>Continued From page 89</p> <p>Additional notes indicate that this will be checked in to and that the day training site took measures to ride along for observation on 4/26/12.</p> <p>Z6 (driver) was interviewed on 6/15/12 at 2:35pm. Z6 related that there are "no triggers" for R2's behaviors known as he sits in the back of the bus per assigned seating. R2 suddenly starts screaming "Quiet," then two others start to yell, then everyone is yelling. He stated that R2 begins pounding on the window and back emergency exit. Z6 stated that this has happened two times when he was driving.</p> <p>Z6 was asked if other residents were fearful when R2 had a behavior. Z6 stated that some may be fearful and others become angry due to the "distasteful experience."</p> <p>Z6 stated the incident which was witnessed by this surveyor on 6/14/12 was not nearly as bad as what he experienced on 6/8/12 and wrote an incident report on. On this date, R2 was having a behavior to the point that day training staff had to re-enter the bus to calm R2 prior to leaving the parking lot. The behavior continued during the trip to the residence and it was "bedlam on the bus."</p> <p>An "Incident Report" filed by Z6 on 6/7/12 regarding R2's behavior on the bus states that he arrived at R2's day training site at 2:45pm. "(R2) sat in the back and began yelling loudly and beating on the window glass of the emergency door with his right fist." The report stated that day traing staff returned to the bus which quieted R2 momentarily. When the day training staff left the bus "(R2) starting screaming 'quiet.'" Day training staff re-entered the bus again and calmed R2</p>	W9999			

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W9999	<p>Continued From page 90</p> <p>which worked for a few seconds. "We did not clear the parking lot before the screaming recurred. I asked (R2) to refrain and he continued - soon several other passengers were yelling at (R2) and so the yelling match escalated all the way to (the residence). The excess noise is in this writers' opinion, a serious distraction creating a safety issue. (Z6) respectfully asks not to drive this individual again."</p> <p>A fifth "Incident Report" by an unknown driver dated 6/8/12 and supplied by the bus company reads, "(R2) got really agitated on the ride home. He repeatedly kept hitting the back door and would not stop despite me asking him nicely to quit. Upon leaving the bus he hit his head a few times on the bus doors."</p> <p>On 6/14/12 at 4:17pm during an interview R9 (resident), was asked if R2 has behaviors. R9 stated, "A lot. He slams doors, yells at staff, hits himself and staff." R9 also stated that this "happens every day morning and night, when he gets off the bus especially."</p> <p>According to an undated facility roster provided at the beginning of the complaint investigation, R9 functions at the level of mild mental retardation and is his own guardian. R9 was asked what time the RSD leaves each day. R9 stated, "Usually at 5 o'clock, but if he (R2) goes off then, then what?"</p> <p>R9 also stated during the interview, "I want out of the line of fire" and "We need a break." R9 went on to say, "(R2) tells us what to do and I don't like it."</p> <p>R9 was asked, "Are you scared?" R9 said "Yes."</p>	W9999			



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W9999	<p>Continued From page 91</p> <p>R9 was asked what he does when R2 is yelling and hitting. R9 stated "I just go to my room" and further stated he spends a lot of time in his room.</p> <p>According to an undated facility roster provided at the beginning of the complaint investigation, R5 functions at the level of mild mental retardation and is her own guardian. R5 was interviewed on 6/15/12 at 3:26pm. R5 was asked how often R2 has behaviors. R5 stated "Every day when he gets off the bus."</p> <p>R5 was asked how many staff it usually takes to help with his. R5 stated, "2 to 3."</p> <p>R5 was asked what she does when R2 has a behavior. R5 stated that she wants to give him a hug or tell the house manager.</p> <p>R5 was asked, "Are you afraid of (R2)? R5 stated, "A little afraid when he hits and throws tables."</p> <p>2. During observation on 6/14/12 at 3:10pm, there was an incident involving R2 which resulted in self injurious behavior and required the assistance of four staff members consuming 26 minutes. R2 sustained injuries to his forehead and right hand resulting from self injurious behavior.</p> <p>In review of Behavior Event Reports provided by the facility, R2 has had 19 recorded similar incidents of behaviors at his residence between the dates of March 5 and June 11, 2012 while getting off of the bus from day training.</p>	W9999			

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W9999	<p>Continued From page 92</p> <p>"Behavior Event Record" (BER) for the facility show R2 had incidents on the following dates and times:</p> <p>3/5/12 at 3pm - yelling while getting off of bus 3/12/12 at 3pm - screaming and kicking while getting off of bus 3/14/12 at 3:10pm - Yelling, hit head, cursing, CPI utilized 3/15/12 at 3:10pm - Cursing, yelling, hit head on ground, CPI utilized 3/19/12 at 3:30pm - Cursing, yelling, knocked items off TV stand, kicking 3/30/12 at 3pm - Got off bus screaming, cursing 4/2/12 at 3:10pm - Screaming, yelling while coming from bus, attempted to hit head, hit hand several times 4/4/12 at 3:05pm - physical redirection/verbal prompt needed for SIB and aggression, no documentation 4/10/12 at 3pm - Physical redirection/verbal prompt needed for SIB, no documentation 4/18/12 at 3pm - Yelling, screaming, hit head on dresser 4/23/12 at 3:05pm - Yelling, screaming, swinging arms, hit hand, cursing, picked scab, CPI utilized 4/27/12 at 3:15pm - Counseling/physical redirection/verba prompt for aggression, SIB. No documentation 4/28/12 at 4:03pm - Screaming, shouting, cursing with vulgar language. Hit head three times on wall 4/30/12 at 3pm - Yelling and cursing coming from bus. Hit head on front window and door. Knocked stereo and dresser over, continued to intermittently hit his head on furniture. 5/4/12 at 3:15pm - Screaming/cursing as bus pulled up 5/7/12 at 3pm - Bus pulled up, screaming</p>	W9999			

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W9999	<p>Continued From page 93</p> <p>5/25/12 at 3:04pm - Got off bus cursing/yelling. Hit head on kitchen shelf</p> <p>6/6/12 at 3:10pm - Hitting hand on door while on bus</p> <p>6/11/12 at 3:10pm - On bus screaming/cursing, hit emergency window on bus, hit head on picnic table, throwing kitchen items, hit cabinets</p> <p>In review of "General Event Reports" (GER) provided by the facility, R2 had additional behavioral issues not found documented in the BER's on the following dates/times:</p> <p>4/11/12 at 3pm-yell/scream, kicked trash cans, CPI hold required by staff</p> <p>4/16/12 at 3:10pm - Hit wall requiring treatment</p> <p>5/14/12 at 3:15pm - Hit peer, threw everything he could and hit head on dresser, required first aid</p> <p>In review of "Event Communication Reports" provided by R2's day training site, R2 had 10 recorded behaviors at day training between March 1 and June 7, 2012 including the following dates and times:</p> <p>3/1/12 at 9:10am - yelling/cussing, banged head on wall - staff held arms and legs</p> <p>3/5/12 at 9:05am - yelling, flipped table over, hit head, first aid administered</p> <p>3/15/12 at 9am - yelling, cursing hit head on concrete- required staff hold restrictions and first aid</p> <p>4/5/12 at 9am - yelling, cursing</p> <p>4/30/12 at 9:05am - yelling, cursing, hit head on table, first aid required</p> <p>5/8/12 at 9am - yelling, cursing, kicking, hit head, first aid and staff hold restrictions required</p> <p>5/16/12 at 8:55am - flip table over, banged head</p>	W9999			

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W9999	<p>Continued From page 94</p> <p>on table, yelling, cursing, staff hold restriction required</p> <p>5/24/12 at 8:30 - yelling, flipped table, hit head, required staff hold restriction and first aid</p> <p>5/29/12 at 9am - Hit head, yell/swear, kick, required staff hold restriction and first aid</p> <p>6/7/12 at 8:45am - yelling cussing coming from bus, broke calculator, flipped table/chairs, hit wall 4 times, flipped computer screen off desk, required staff hold restrictions/physician urgent care visit for injuries</p> <p>E1 was interviewed on 6/15/12 at 12:29pm and asked, "Do you provide sufficient adequately trained staff each day during times when there is a pattern of extreme behaviors to keep R2 from injuring himself?" E1 responded, "I schedule the same number of staff each day." E1 was asked if this staff was adequately trained and certified to provide direct care or to use CPI techniques which R2 may require per his BMP. E1 stated, "No."</p> <p>E1 was asked if R2 frequently sustains injuries from his behaviors which require some type of treatment. E1 stated yes.</p> <p>3. In review of a June 2012 schedule provided by E1 upon survey entrance, the following direct care were scheduled for 6/14/12 to cover 3:00pm when there is an expected pattern of behaviors for R2:</p> <p>E5 (DSP, CPI trained) E6 (trainee)</p> <p>In addition, E4 (Cook) is working in the kitchen.</p>	W9999			

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W9999	<p>Continued From page 95</p> <p>Review of R2's Behavior Management Program (BMP) dated 2/26/10 addresses the self-injurious behavior interventions by:</p> <p>a) Redirection or asking if R2 is in pain. b) Attempt to determine the cause and modify, then use CPI techniques if he is causing physical harm to self or others c) If R2 continues SIB, staff is to touch him on his arm in a comforting manner and redirect him d) These methods are to continue until the behavior is stopped e) If R2 becomes unmanageable or significant injury occurs, staff will notify RSD/QMRP and/or nursing</p> <p>R2's BMP for aggression and property destruction state measuring's including:</p> <p>a) Attempt redirection b) Firmly ask him to stop c) Ask R2 to go to a quiet area d) Ask if R2 is ready to apply coping skills, if not recheck in 10 minutes with visual monitoring maintained e) Continue the 10 minute rechecks for up to 45 minutes</p> <p>During an observed behavior on 3/14/12 at 3:10pm which lasted until 3:36pm, R2 required four staff members to control his explosive behavior and protect other residents from harm.</p> <p>During an interview on 6/14/12 at 3:29pm, E5 (DSP) was asked how often R2's behaviors are similar to today. E5 related that R2 has behaviors 3 to 4 days out of the 5 day work week which he requires physical restraint to control his behaviors</p>	W9999			

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W9999	<p>Continued From page 96 after arriving home.</p> <p>E5 was asked what the typically staffing pattern is on 2nd shift which she is generally assigned. E5 stated that there are usually two direct care staff scheduled at 3:00pm.</p> <p>E5 was asked what happens to the other residents when R2 has an explosive behavior. E5 related that other residents generally just stay away.</p> <p>During an interview on 6/14/12 at 3:36pm, E4 (cook/DSP) was asked how many days per week R2 has behaviors similar to this date. E4 stated R2 has behaviors every day Monday through Friday when he gets off of the bus and that his most recent "bad one" was Monday, two days prior. When asked how often R2 needs to be physically restrained, E4 stated that R2 requires physical restraint almost every day lately, but there is not enough staff scheduled or not enough staff trained in CPI techniques when two individuals are required for restraint.</p> <p>During an interview on 6/14/12 at 3:45, E1 (RSD) was asked how often behaviors similar to this date occur with R2. E1 stated that his behaviors vary in frequency and degree. "Lately they have increased to almost daily." E1 was asked how many days per work week R2 needs to be physically restrained. E1 stated approximately one third of the behaviors require physical restraint intervention by two staff members.</p> <p>E1 was asked who makes the schedule. E1 reported that she is responsible for the schedule. When asked what normal staffing patterns were</p>	W9999			

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NAME OF PROVIDER OR SUPPLIER  <b>BRIARBROOK PLACE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>228 BRIARBROOK DRIVE EAST PEORIA, IL 61611</b>		
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W9999	<p>Continued From page 97</p> <p>for the 3:00pm period when R2 frequently has behaviors, she advised the schedule consists of a cook, DSP, RSD and a 3-7 person (trainee). E1 was asked if a person in training was allowed to provide direct patient care independently. E1 stated no.</p> <p>E10 was interviewed on 6/14/12 at 4:30pm. E10 was asked how often R2 has behaviors. E10 reported R2 has behaviors every day, Monday through Friday lately. E10 was asked how often R2 is a two person restraint. E10 reported that two person restraint is necessary nearly every day, but there is not sufficient trained staff to perform a CPI hold on R2 as per his BMP.</p> <p>A BER written on 5/25/12 at 3:04pm states that R2 exited the bus and had a behavior including hitting his head in the kitchen. E1 was interviewed on 6/15/12 at 250pm regarding this incident and asked who was scheduled to be working at 3:00pm on 5/25/12. E1 reported that she makes the schedule and after reviewing the time sheets titled "Detailed Hours Overview Report" for all employees for the month of May 2012, the following people were scheduled for direct care on 2nd shift 5/25/12:</p> <p>E11 (DSP, CPI trained) E12 (trainee started 5/16/12) E6 (trainee started 5/16/12)</p> <p>A BER written on 6/6/12 at 3:10pm stated that R2 had a self injurious behavior. E1 was asked how many direct care providers were scheduled at the time in which there was a proven pattern of expected behavior by R2 which was 3:00pm. E1 stated the following direct care persons were</p>	W9999			

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W9999	<p>Continued From page 98 scheduled to be working at 3:00pm on 6/6/12 per her June 2012 schedule:</p> <p>E5 (DSP, CPI trained) E9 (trainee)</p> <p>A BER written on 6/11/12 at 3:10pm states that R2 had a self injurious behavior. E1 was asked how many direct care providers were scheduled at the time in which there was a proven pattern of expected behavior by R2 which was 3:00pm. E1 stated the following direct care persons were scheduled to be working at 3:00pm on 6/11/12 per her June 2012 schedule:</p> <p>E5 (DSP, CPI trained) E9 (trainee)</p> <p>E1 was interviewed on 6/15/12 at 250pm and asked how many DSP's were schedule for 3:00pm on 5/25/12, 6/6/12, and 6/11/12. E1 reported there was one DSP scheduled. The others scheduled were not able to provide care independently as they were not yet trained.</p> <p>The original June 2012 schedule for 6/15/12 at 3:00pm shows the following direct care staff scheduled:</p> <p>E9 (trainee) E12 (trainee)</p> <p>On 6/15/12 a schedule revision was noted to 2nd shift. E10 was added to the schedule at 2:00pm. E1 was asked what the purpose of the schedule change was. E1 reported that she changed it "to have a CPI trained person here." Additionally, E10 was the only individual DSP trained to</p>	W9999			



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W9999	<p>Continued From page 99 provide care.</p> <p>E1 was interviewed on 6/15/12 at 12:29pm and asked, "Do you provide sufficient adequately trained staff each day where there is a pattern of extreme behaviors to keep R2 from injuring himself or others?" E1 responded, "I schedule the same number of staff each day." E1 was asked if the staff which are scheduled are adequately trained and certified to provide direct care or to use CPI techniques which R2 may require. E1 stated no.</p> <p>There are three new employees which have been scheduled on 2nd shift which haven't finished DSP or CPI training (E6, E9, E12).</p> <p>4. In review of BER's and GER's provided by the facility upon entrance to the complaint, reports show that R2 has had 22 reported behaviors which occurred at home between March 5 and June 11, 2012 around 3:00pm and include the following dates:</p> <p>March 2012: 5, 12, 14, 15, 19, 30 April 2012: 2, 4, 10, 11, 16, 18, 23, 27, 28, 30 May 2012: 4, 7, 14, 25 June 2012: 6, 11</p> <p>In review of "Event Communication Reports" provided by R2's day training site, R2 had 10 recorded behaviors after transition to the work site between March 1 and June 7, 2012 including the following dates and times:</p> <p>March 2012: 1, 3, 15 April 2012: 4, 30 May 2012: 8, 16, 24, 29</p>	W9999			

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W9999	<p>Continued From page 100 June 2012: 7</p> <p>According to documentation on BER, GER and Event Communication reports for these dates, R2's behaviors required physical restraint from staff on 11 occasions which include the following dates:</p> <p>March 2012: 1, 14, 15 (day training), 15 (home) April 2012: 11, 23 May 2012: 8, 16, 24, 29 June 2012: 7</p> <p>According to documentation found in R2's chart, he sought emergency medical attention for injuries which he sustained from self injurious behaviors between March and June, 2012 on the following dates:</p> <p>5/16/12 Urgent Care visit "self inflicted injury, forehead abrasion, contusion. Hit his head on cement." 6/7/12 Physician visit. Hit hand on wall several times, x-ray negative</p> <p>In review of R2's BMP dated 2/26/10, the following restrictive changes have been made in 2012:</p> <p>1/17/12 "BMP revised and reviewed by TRC" 1/20/12 "Lithium decreased and Trileptal 300mg added." 5/24/12 "Added Seroquel 200mg qAM (every morning)"</p> <p>There are no behavioral or environmental changes recorded on R2's BMP.</p>	W9999			

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W9999	<p>Continued From page 101</p> <p>During interview on 6/15/12 at 12:29pm, E1 was asked if there has been an increase in R2's behaviors. E1 related that R2's behaviors fluctuate, but recently they have been nearly every day.</p> <p>E1 was asked if R2's behavior management plan had been revised to better meet his needs, using the least restrictive techniques. E1 stated that since she had started in April, 2012, R2 had been to the psychiatrist twice, his Seroquel was increased, and they had informally tried positive reinforcement of gum which was effective but no formal plan was implemented.</p> <p>E1 was asked if any formal behavioral or environmental modifications had been made to R2's BMP this year to provide continuity of care during his behaviors. E1 stated no, there had not been changes to R2's BMP in relation to environmental or behavioral techniques.</p> <p>(A)</p>	W9999			