

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

PRINTED: 02/21/2018
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 04L112	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED R-C 02/12/2018
NAME OF PROVIDER OR SUPPLIER DELTA FAMILY HEALTH AND FITNESS CENTER FOR CHILDRE			STREET ADDRESS, CITY, STATE, ZIP CODE 815 E ST LOUIS HAMBURG, AR 71646		
(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	
{N 000}	Initial Comments Note: The CMS-2567 (Statement of Deficiencies) is an official, legal document. All information must remain unchanged except for entering the plan of correction, correction dates, and the signature space. Any discrepancy in the original deficiency citation(s) will be reported to the Dallas Regional Office (RO) for referral to the Office of the Inspector General (OIG) for possible fraud. If information is inadvertently changed by the provider/supplier, the State Survey Agency (SA) should be notified immediately.	{N 000}			
{N 219}	EDUCATION AND TRAINING CFR(s): 483.376(c) Individuals who are qualified by education, training and experience must provide staff training. This ELEMENT is not met as evidenced by: Based on record review and interview, the facility failed to ensure there were qualified staff available to provide staff training in the appropriate use of crisis prevention intervention (CPI) techniques to prevent potential injuries for 2 of 2 (Resident #1 and #4) case mix residents who were physically restrained multiple times. The findings are: 1. The Plan of Correction dated 1/20/18 documented, "Administrator scheduled advanced CPI [Crisis Prevention Institute/Non-violent Crisis	{N 219}			

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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{N 219}	<p>Continued From page 1</p> <p>Intervention] on 1/1/18 for a more comprehensive ESI [emergency safety intervention]. Administrator scheduled advanced CPI for all staff on 1/1/18."</p> <p>2. A letter dated 1/1/18 from the Administrator, addressed to the staff documented, "We will also be teaching advanced CPI, Feb. 19 thru 23rd [2018]. This class will go into greater detail about what to do in the event we have to deal with a more physically violent client to make sure that they are restrained in the safest way possible and that no harm comes to the residents or staff."</p> <p>3. On 2/12/18 at 1:40 p.m., the Chief Executive Officer was asked, "Has the staff been trained in the Advanced Crisis Prevention Institute/Non-violent crisis intervention?" She stated, "The Administrator and the Trainer are [out-of-state] this week (2/12/18 thru 2/16/18) getting trained and they have scheduled the staff for training starting February 19, 2018."</p> <p>4. Resident #1 had diagnoses of Disruptive Mood Regulation Disorder and Post Traumatic Stress Disorder.</p> <p>a. A "Restraint Critique Form" dated 1/1/18 documented Resident #1 was placed in a physical restraint. The form documented that when a Code Yellow (Physical Restraint) was called, the resident laid on the floor.</p> <p>b. A "Restraint Critique Form" dated 1/2/18 documented Resident #1 was placed in a physical restraint. The form documented interventions verbal, attempted open-hand escort, and attempted closed-hand escort. There form documented the resident sat in the floor after he</p>	{N 219}			

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{N 219}	<p>Continued From page 2</p> <p>was closed-hand escorted to the school hall doors, where he began to kick staff in the legs and wrestle away from staff to prevent further escort.</p> <p>c. A "Restraint Critique Form" dated 1/11/18 documented Resident #1 was placed in a physical restraint. The form documented the client was lying in the floor and became combative with staff that was trying to help the resident off the floor.</p> <p>d. A "Restraint Critique Form" dated 1/12/18 documented Resident #1 was placed in a physical restraint. The form documented the client sat in the floor after he was closed hand escorted to the school hall doors, where he began to kick staff in the legs and wrestle away from staff to prevent further escort.</p> <p>e. A "Restraint Critique Form" dated 1/18/18 documented Resident #1 was placed in a physical restraint. The form documented the client fell to the floor because a Behavior Coach tripped while trying to stop resident from fighting staff and everyone landed on the floor.</p> <p>f. A "Restraint Critique Form" dated 1/24/18 documented Resident #1 was placed in a physical restraint. The form documented the resident was sitting in the floor kicking the wall and the resident sustained a scratch to the left lower jaw and redness to both hands.</p> <p>g. A "Restraint Critique Form" dated 1/25/18 documented Resident #1 was placed in a physical restraint. The form documented the client dropped down to the floor and grabbed hold of a Behavior Coach's ankle and started biting</p>	{N 219}			

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{N 219}	<p>Continued From page 3</p> <p>staff, and was also punching and kicking staff. The form documented the resident sustained a self-injurious bite to his left hand.</p> <p>h. A "Restraint Critique Form" dated 1/26/18 documented Resident #1 was placed in a physical restraint. The form documented the resident dropped down to the floor after staff attempted to escort the resident from the doorway. The form documented the resident sustained an injury of a busted lip when the resident's mouth hit the floor after staff attempted to remove resident's mouth off of the staff's leg.</p> <p>i. On 2/12/18 at 3:40 p.m., Resident #1 was asked, "Can you describe what happens during a restraint?" The resident stated, "They have to put me on the ground, if you get physical, to keep you from hurting yourself or someone else." The resident was asked, "Did you have a bunch of restraints in January [2018]?" The resident stated, "Yes." Then resident was asked, "Did you go to the ground?" He stated, "Mostly." The resident was asked how he was held on the ground and the resident demonstrated by lying on his stomach in the face down position, with the right and left arms spread out, with his palms down. He stated that one staff was holding each arm and one staff was holding each leg.</p> <p>5. Resident # 4 had diagnoses of Major Depressive Disorder, recurrent, severe, and Post Traumatic Stress Disorder.</p> <p>a. A "Restraint Critique Form" dated 12/31/18 documented Resident #4 was placed in a physical restraint. The form documented the resident slipped and fell to the floor while staff were trying to put her in the proper position.</p>	{N 219}			

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{N 219}	Continued From page 4 b. A "Restraint Critique Form" dated 1/15/18 documented Resident #4 was placed in a physical restraint. The form documented the client was sitting on the floor, kicking holes in the wall, and she began banging head on the wall. c. A "Restraint Critique Form" dated 1/16/18 documented Resident #4 was placed in a physical restraint. The form documented the resident dropped to the floor and began kicking staff while being escorted to the timeout room. d. A "Restraint Critique Form" dated 1/16/18 documented Resident #4 was placed in a physical restraint. The form documented that during an open-hand escort by staff back to her seat in the classroom that the resident fell to the floor and started kicking. e. A "Restraint Critique Form" dated 1/23/18 documented Resident #4 was placed in a physical restraint. The form documented that during a closed-hand escort by staff the resident sat in the floor. f. A "Restraint Critique Form" dated 1/24/18 documented Resident #4 was placed in a physical restraint. The form documented the client was lying on the floor under the bench at the nurse's station and the resident started kicking at staff when staff attempted to escort client to her room. g. A "Restraint Critique Form" dated 1/25/18 documented Resident #4 was placed in a physical restraint. The form documented the resident dropped herself to the floor.	{N 219}			

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{N 219}	<p>Continued From page 5</p> <p>h. A "Restraint Critique Form" dated 1/31/18 documented Resident #4 was placed in a physical restraint. The form documented the resident laid on the floor when staff called "Code Yellow" (physical restraint) and began kicking staff in the legs.</p> <p>i. A "Restraint Critique Form" dated 1/31/18 documented Resident #4 was placed in a physical restraint. The form documented the resident was sitting on the floor banging her head.</p> <p>j. On 2/12/18 at 4:10 p.m., Resident #4 was asked, "Can you tell me about last month, what happened that you had to be put in a restraint?" The resident stated, "I can't remember." The resident was asked, "Did the staff place you on the floor?" The resident stated, "Yes." The resident was asked, "How did they hold you?" She stated, "I don't know." The resident was asked, "Did they hold your arms and legs?" She stated, "Yes, and they put a pad under my head."</p> <p>6. On 2/12/18 at 4:24 p.m., Licensed Practical Nurse (LPN) #1 was asked, "Once a resident is on the ground during a restraint, what happens next?" She stated, "It depends on if they are a danger - if not, we stand back - if so we hold them." LPN #1 was asked what was taught in the CPI Refresher. She stated, "Mostly we learned to step back if they go to the floor." LPN #1 was asked, "What training have you had to take a resident from standing to the floor?" She stated, "We are trying everything we can; we were trained to back away but if they are a danger, we can't just back away."</p> <p>7. On 2/12/18 at 4:40 p.m., Behavior Coach #1</p>	{N 219}			

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{N 219}	Continued From page 6 was asked, "What did the CPI Refresher teach about taking residents to the floor?" He stated, "Don't take them to the floor, but a lot of times the residents fall to the floor, and then we are supposed to stand back." 8. On 2/12/18 at 4:24 p.m., LPN #1 was asked, "Have you been trained to take them [residents] to the floor?" She stated, "No." 9. On 2/12/18 at 4:40 p.m., Behavior Coach #1 was asked, "Once in the floor, residents have continued to be held, have you received training to go to the floor?" He stated, "Not additional training, it's pretty much always been that way, we've never been trained to take them to the floor."	{N 219}			