

PRINTED: 12/03/2019
FORM APPROVED
OMB NO. 0938-0391

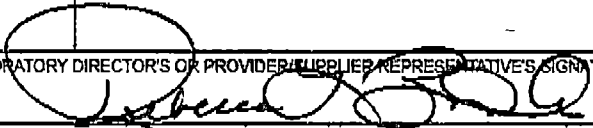
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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 C 11/27/2019
NAME OF PROVIDER OR SUPPLIER DELTA FAMILY HEALTH AND FITNESS CENTER FOR CHILDRE			STREET ADDRESS, CITY, STATE, ZIP CODE 615 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	<p>Initial Comments</p> <p>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.</p> <p>The facility was in compliance with §483, Subpart G - Conditions of Participation for Psychiatric Residential Treatment Center</p> <p>Complaint #AR00023844 was unsubstantiated.</p>	N 000			

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

TITLE

(X8) DATE



Assistant Administrator

12/3/19

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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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
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{N 000}	<p>Initial Comments</p> <p>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.</p> <p>A revisit was conducted on November 27, 2019 for a deficiency cited on October 9, 2019. The deficiency has been corrected, and no new noncompliance was found. The facility is in compliance with all regulations surveyed.</p>	{N 000}		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Rebecca [Signature]* TITLE *Assistant Administrator* (X6) DATE *12/3/19*

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On 11/26/19 at 10:25 a.m. Sabrina Edwards LPN was interviewed. She stated that she had worked there for 2 ½ months. She denied any knowledge of Client #1 receiving nail marks or a large bruise from a restraint, anyone putting their elbow on the side of Client #1's neck during a restraint, anyone being restrained for throwing shoes, staff elbowing a client in the face or biting them during a restraint, staff pulling a shirt over a client's head while they were spitting while restrained, putting a towel in a client's face while they were spitting during a restraint, pinching a client while they were restrained, or of a client stating they could not breathe during a restraint. She stated that she had known of staff placing a towel along the side of a client's face while spitting, but did not place it on the client's face. She also denied any knowledge of Adriana ever making fun of Kira due to her hygiene, or staff laughing at her or saying that they should allow other clients to beat her up. When asked when a restraint should be used. She stated it was used when someone was going to harm themselves or others. She was asked if restraints should ever be used for punishment. She stated no.

On 11/26/19 at 10:30 a.m. Emily Green Intake Coordinator was interviewed. She denied any knowledge of Client #1 receiving nail marks or a large bruise from a restraint, of anyone placing their elbow on the side of Client #1's neck during a restraint, of a client being restrained for throwing shoes, of anyone elbowing a client in the face during a restraint, of anyone pulling a shirt over a client's head while they were spitting during a restraint, or of anyone ever putting a towel where it touched a client's face during a restraint. She was asked if anyone complained of ankle pain during a restraint. She stated that Client #1 said that during a restraint activity. She stated that when Client #1 was asked about it later she stated that nothing was wrong with her. She was asked if she had ever known of Adriana cursing or making fun of Client #1 due to her hygiene. She stated no. She also stated that during a restraint of Client #1 Mr. D was just standing there talking to her to try to get her to come out of it. She stated it occurred on the School Hall. She stated that Client #1 was a danger to herself and others and was sent to acute, Conway Behavioral Health. She stated that toward the end she was constantly trying to go into code and she was not a small girl.

On 11/26/19 at 1:45 p.m. Kenesha Spiller Behavior Coach Supervisor was interviewed. She denied any knowledge of Client #1 received nail marks or large bruise from a restraint, of anyone putting their elbow on the side of Client #1's neck during a restraint, anyone ever being restrained for throwing shoes, of anyone complaining of ankle pain due to the use of a restraint, of anyone elbowing a client in the face during an restraint, ever pulling a shirt over the head of a client during a restraint while they were spitting, or of anyone putting a towel over the face of a client during a restraint. She was asked if she had ever known of a client stating they could not breathe during a restraint. She stated that there had been some clients say that, but had a nurse right there to make sure they were ok. She was asked if she had ever known of anyone putting their hand over a client's mouth. She stated no, that they were taught in CPI not to. She was asked when restraints were to be used. She stated as a last resort when a client was going to self harm or harm others. She stated restraints were never used as a punishment.

On 11/26/19 at 1:58 p.m. Shaletha Prewitt Behavior Coach was interviewed. She denied any knowledge of Client #1 ever receiving nail marks or a large bruise from a restraint, of anyone putting their elbow on the side of Client #1's neck during a restraint, of anyone ever being restrained for throwing shoes, of anyone complaining of ankle pain due to the use of a restraint, of anyone elbowing a client in the face during a restraint, of anyone pulling a shirt over a client's face during a restraint, or of any client stating they could not breathe during a restraint. She was

also asked if she had ever known of Adriana ever making fun of Client #1 due to her hygiene. She stated no. She was asked if she had ever worked with Mr. Terrington on a restraint. She stated yes. She was asked if she ever knew of him elbowing a client in the face of pinching a client while they were in a restraint. She stated no. She also stated that they had nurses monitoring the restraints. She was asked if she ever knew that Sabrina stated that they should let other clients beat up Client #1 longer. She stated no. She was asked when a restraint should be used. She stated as a last resort. She stated it is not used as a punishment.

On 11/26/19 at 2:05 p.m. Terrington Rucker Behavior Coach was interviewed. He denied any knowledge of Client #1 ever receiving nail marks or a large bruise from a restraint, of anyone putting their elbow on the side of Client #1's neck, of anyone complaining of ankle pain due to a restraint, of anyone elbowing a client in the face while they were in a restraint, of anyone stating they could not breathe during a restraint, of anyone placing their elbow in a client's face, of anyone pinching a client while in a restraint, or of anyone twisting a client's arm during a restraint. He also stated that clients would spit, but they did not cover their face. He also stated that we don't put elbows on a child's neck period. He was asked when a restraint was used. He stated to keep a client from hurting other or themselves. He stated it was never used as a punishment. He stated a restraint might be used if shoes were thrown at someone's face.

On 11/26/19 at 2:35 p.m. Colby Williams was interviewed. He denied any knowledge of Client #1 receiving nail marks or a large bruise from a restraint, of anyone putting their elbow on the side of Client #1's neck during a restraint, of anyone being restrained for throwing shoes, or of anyone elbowing a client in the face during a restraint. He stated restraints were used for self harm or aggression. He stated they were not used as a punishment. He stated he did know of a restraint that a client was yelling my ankle but no one was touching it. He also stated that he knew of a time that a shirt was pulled up to a client's mouth during a restraint, but that it was not for very long. He stated it was just used until the head pad was obtained. He stated towels were not put in client's faces. He stated they were used to wipe spit. He stated he knew of a couple of times a client stated they could not breathe during a restraint, but it was explained to them that they were breathing if they were talking. He also stated that a nurse was there during a restraint and that she would correct staff if needed.

On 11/26/19 at 2:20 p.m. Adrianna Smith was interviewed. She denied any knowledge of Client #1 receiving nail marks or a large bruise from a restraint, of anyone putting their elbow on the side of Client #1's neck during a restraint, of anyone being restrained for throwing shoes, of anyone complaining of ankle pain during a restraint, of anyone pulling a shirt over a client's head while they were spitting during a restraint, of anyone elbowing a client in the face during a restraint, or of anyone putting a towel over a client's face during a restraint. She was asked if she ever made fun or cursed Client #1 due to her hygiene. She stated no. She was asked if she ever knew of anyone leaving a client's ankle in an awkward position during a restraint. She stated no. She also denied any knowledge of any staff pinching Client #1 during a restraint.

On 11/26/19 at 3:55 p.m. Tina Bankston Night Shift Supervisor was interviewed. She denied any knowledge of Client #1 receiving nail marks or a large bruise from a restraint, of anyone ever putting their elbow on the side of the neck of Client #1 during a restraint, of anyone being

restrained for throwing shoes, of anyone complaining of ankle due to a restraint, of anyone elbowing a client in the face during a restraint, of anyone pulling a shirt over a client's head while spitting in a restraint, or of anyone putting a towel in a client's face while being restrained. When asked if he ever knew of a client stating they could not breathe during a restraint he stated that a lot of them will say that, but they were breathing and hollering. He was asked when restraints were used. He stated as a last resort if they were trying to self harm or harm other clients or staff. He stated they were not used for punishment.

On 11/26/19 all of the female clients, except for one that was having a family visit, were interviewed. Eight of these clients stated that they knew Kira Reed. Seven clients that stated they knew Kira Reed had negative things to say about her behavior while in the facility.

One of these clients, DeAnna Wilson stated that Kira liked to "provoke stuff", talked back and hit other clients and staff. Another one of the clients April Norwood stated Kira liked to pock on them, bully them, and try to start fights, Another client Autumn Sullins stated Kira was really aggressive and disrespected staff. Kayla Harris stated that when Kira had her bad moments she would act out. Emily Morgan stated that Kira would get in trouble and restraints. She stated Kira yell over and over that she wanted to be put into time out. She stated that Kira would manipulate staff and provoke clients. She also stated that Kira was self harming and would scratch her arm or use an eraser to burn the skin off her arm.

The clients that were interviewed were asked if Kira Reed ever showed them any injuries to her arm. Three of them stated she had. None of them were concerned about the areas or of the way staff handled it. DeAnna Wilson stated that she did sometimes, but that staff did not do it on purpose. She stated it happened when clients fought with staff. Emily Morgan stated, "She would say she had bruises. They do proper restraints here. They wouldn't be doing it just to be doing it. I have been in a restraint and they are very proper. When asked about restraints April Norwood stated, "It's always the right way they do it."

On 11/26/19 Dean Hill, the Administrator, was interviewed. He stated that they did CPI. He was asked what the staff did when a client was spitting. He stated we use a pad. If we have the pad under them we use a towel. He was asked if they put towels over client's mouths. He stated, "No, don't put them on their face, just hold to block spit, Keep it between them and who they were trying to spit on." He was asked if a shirt had ever been put on Kira Rees's face because she was spitting. He stated that on one occasion Mrs Kenesa used a finger to hold the neck of her shirt up to block the spit until they could get a towel. He stated that it was not placed on her face. He stated that on that occasion Mrs. Kenesa was sitting on one side of her above her head, that he was standing on the other side, and two staff held her arms. He stated that he never put her hands on her and that this was the only occasion that he was present during a restraint for Kira. He was asked what set her off. He stated anytime she was told no. He stated that she wanted to go to time out to get out of class. He stated then she would escalate and lay down in the floor. He stated if staff tried to deescalate she might bang her head, punch the wall, punch staff or throw a shoe at the staff. He stated on one occasion she threw a shoe at the wall first. He stated she was not restrained for that. She then threw a shoe at a staff member. When she did not get a response from staff from that, she started banging her head. They did restrain her then to keep from harming self or others. He was asked if restraints were ever used for punishment. He stated, "absolutely not." He also stated that at the time of the restraint that he was present that Kira was screaming about her ankle. He said at the time she was screaming, no one was touching her ankle. He stated that afterward the nurse checked it and that she walked normally. He was then asked if he knew anything about staff biting, elbowing, pinching, putting their elbow on the neck, or putting a towel in Kira's face. He stated no, that if a towel was used

it would be used to block spit, not to be put in her face. During that time she said she couldn't breathe, but she was screaming at the time. He stated she screamed every time she was put in a restraint. He also stated that the incident that she threw the shoes was on 10/31/19. He stated an LPN watched the restraint, and that a RN assessed the client later.

On 11/26/19 at 9:55 a.m. Jackie Bryant RN DON was interviewed. She stated she was one of many that did assessments of the clients after a hold. She was asked if she ever knew of anyone putting their elbow on the side of Kira Reed's neck during a restraint. She replied no. She was asked when the facility used restraints. She stated when a child has self harm or physically hurt someone else. She was asked if restraints were ever used as punishment. She stated no. She was asked if she ever knew of anyone complaining of ankle pain during a restraint. She stated she had children complain of joint pain on an assessment. She stated in those cases she would assess for redness and range of motion, movement, deformity, anything abnormal. She was asked if Kira Reed ever complained of ankle pain. She stated she could not remember. She was asked if she ever knew of anyone elbowing a client in the face or biting a client while they were in a restraint. She stated no. She was asked if she ever knew of a client spitting during a restraint. She stated that when the children spit during a restraint the staff usually got a towel. She stated when she got a towel she used it to cover staff. She stated she never put it on a child's face. She was asked if she ever knew of a client stating they could not breathe during a restraint. She stated that she had known of clients stating they could not breathe during a restraint. She said sometimes when a towel was used and was anywhere near their face they would say they could not breathe. She stated that she has never known of a towel being placed on a client's face. She was asked if she ever knew of anyone placing their elbow on Kira's neck during a restraint. She stated no. She was asked if she ever knew of any of the staff telling Kira that they should have allowed other clients to beat her up longer. She stated no.

On 11/26/19 at 1:25 p.m. the Administrator was interviewed again. He was asked if anyone had ever told him that someone had placed their hand over a resident's face. He stated no. He stated they will do inservices for direct care staff to make sure they know not to. He was asked if he had any complaints concerning Adrianna or Tina. He stated that he had not heard anything. He stated that he knew that they "held them to their tasks and address behaviors." He stated that he had not heard anything about them concerning physical restraints. He stated that he knew the restraint that he was present for occurred 10/31/19.

On 11/27/19 at 8:50 a.m. the restraint that occurred on 10/31/19 was viewed from a VHS recording with the Administrator. The visual aspects of the recording were not clear and there was no video. The client could be seen in the floor prior to the restraint. A staff member could be seen at each arm of the client and a client at her legs. The Administrator was seen by the client, but was not seen touching the client. The staff member could be seen getting off of the legs. The Administrator stated that is when the client started complaining of ankle pain. The client could later be seen walking without any difficulty after the restraint.

On 11/27/19 at 9:35 a.m. the video of the restraint that occurred on 11/1/19 was attempted to be watched. The camera was too far away to tell anything about this restraint on this video.

On 11/27/19 at 8:55 a.m. the DON was asked about the bruise that was documented on the restraint documentation for 11/1/19. She stated that it was not a significant bruise. She stated

that it was assessed at 2028 and that it was smaller than a centimeter at that time. She stated that if it had been larger than a centimeter she would have measured it.

On 11/27/19 at 9:10 a.m. the DON stated that all of the times Kira was placed in a restraint she fought real hard. She stated that she also wanted to get "shots" at times because she liked the way they felt. She stated sometimes she would have behavior to be put in a restraint to try to get a shot.

Restraint Order Forms were reviewed for Kira Reed from 7/26/19 through 11/1/19. All of the restraints documented included the physician order for the restraint, behavior demonstrated to justify the use of the restraint, an assessment or attempt of an assessment by a nurse after the restraint, monitoring during the restraint, and debriefing or attempt to debrief for the client and staff.

A Restraint Order Form for Kira Reed dated 10/31/19 documented the personal restraint was ordered at 1427 and the behavior demonstrated to justify use of the restraint was, "Ct was yelling she need a timeout. Ct told she'd have to take it in the hall until someone could take her. Ct. continued yelling and threw her shoes towards staff. Ct told her to stop. Ct then began hitting her head against the wall and refused to stop. Risk of harm to self or others if no intervention." The Physical Evaluation was attempted at 1522. It documented the client refused and yelled at the nurse, "I do not want you to look at me."

A Restraint Order Form for Kira Reed dated 11/1/19 documented the personal restraint was order at 1930 and the behavior demonstrated to justify the use of the restraint was, "Ct came to nurse's station provoking peers. Ct peer ran out of shower and hit ct. Code yellow was called to stop ct from harming self or others. The assessment was done at 2028. It documented, "Redness bruising to L upper arm. Small 1 cm scratch to L FA, redness to posterior lower legs."

A Critical Incident Report Form dated 11/1/19 documented that two other clients were fighting and hitting Kira Reed. She was then placed into a physical hold to keep from harming self and others.

A Restraint Order Form dated 10/24/19 documented, "Ct became upset because she wasn't able to switch hallways. She walked to bathroom door without permission and hit the door with a closed fist. Then she was sitting in the middle of the floor refusing to move. She was then escorted to time out. While in time out she began scratching her R forearm. Ct was placed in a restraint for self harm."

Nonviolent Crisis Intervention Training Program Post-Tests and a copy of their CPI Blue Card was provided by the facility for the staff during the survey.

This allegation was unsubstantiated due to the inability to obtain evidence that there was any deficient practice on the part of the facility. Based on interviews from staff and clients and record review Kira Reed had a history of fighting with clients and had behaviors that required physical restraints. The knowledge of the allegations made about the staff's actions were denied by both staff and clients. The incident on 11/1/19, when a bruise was documented, involved a fight with other clients, which could have possibly caused injury. The staff stated that she was strong and that when she was restrained she fought the staff which could also cause injury. Record review and interview also revealed that she had self harming behaviors.