

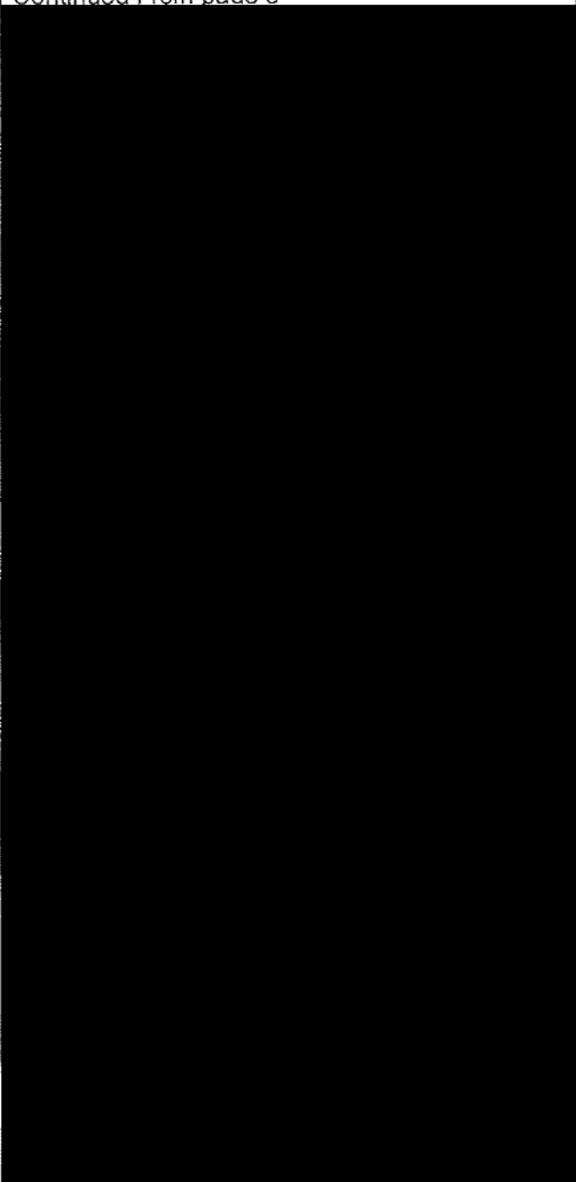
Hawaii Dept. of Health, Office of Health Care Assurance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 12G034	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/04/2015
NAME OF PROVIDER OR SUPPLIER THE ARC IN HAWAII - EWA B		STREET ADDRESS, CITY, STATE, ZIP CODE 91-824 B HANAKAHI STREET EWA BEACH, HI 96706		
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9 091	Continued From page 1  Observations on the evening of 12/2/15 and the morning of 12/3/15 found unacceptable temperature ranges. Interviews with the Home Manager and home staff revealed they were aware that the gasket was defective. The potential for harm to the clients was high. These factors warranted an Immediate Jeopardy (IJ) situation. The facility abated the IJ on the afternoon of 12/3/15 at 1:00 P.M. by submitting a Plan of Correction which included: Disposal of all food from refrigerator and freezer; Replacement with a new refrigerator; and Providing food from safe sources (neighboring home and restaurants) until the home could replenish food items.	9 091	11-99-9(d)(2)(A) DIETETIC SERVICES Continued ICF Program Manager will review the refrigerator/freezer policy with all ICF Home Managers at upcoming Monthly Meetings to ensure compliance. Review will include proper reporting including copying ICF Program Manager on all Maintenance Requests and it will be reiterated that ICF Program Manager must be informed immediately when situations like these arise. QUALITY ASSURANCE Home Manager Trainer will go in to the Ewa B home to monitor at least weekly for 3 months beginning on 12/4/15.  will assess the current Home Manager's abilities, staff compliance, and the Ewa B team's methods of communication and problem solving skills. Based on assessment, the Arc will proceed as needed, including but not limited to possible staff changes. Case Managers and RNs will review the refrigerator/freezer temperature logs at least quarterly taking their own independent temperature reading to ensure compliance. ICF Program Manager will monitor at least quarterly, most current 3 months of refrigerator/freezer logs and notifications of maintenance requests submitted by Home Managers.	1/8/15 Weekly 12/4/15 & On-going Quarterly Quarterly
9 093	11-99-9(d)(2)(C) DIETETIC SERVICES Perishable foods shall be stored at the proper temperatures to conserve nutritive values and prevent	9 093	9 093 11-99-9(d)(2)(C) DIETETIC SERVICES 1) PLAN OF CORRECTION On the morning of 12/3/15 around 6:30am ICF Program Manager directed Ewa B Home Manager and staff to discard all	

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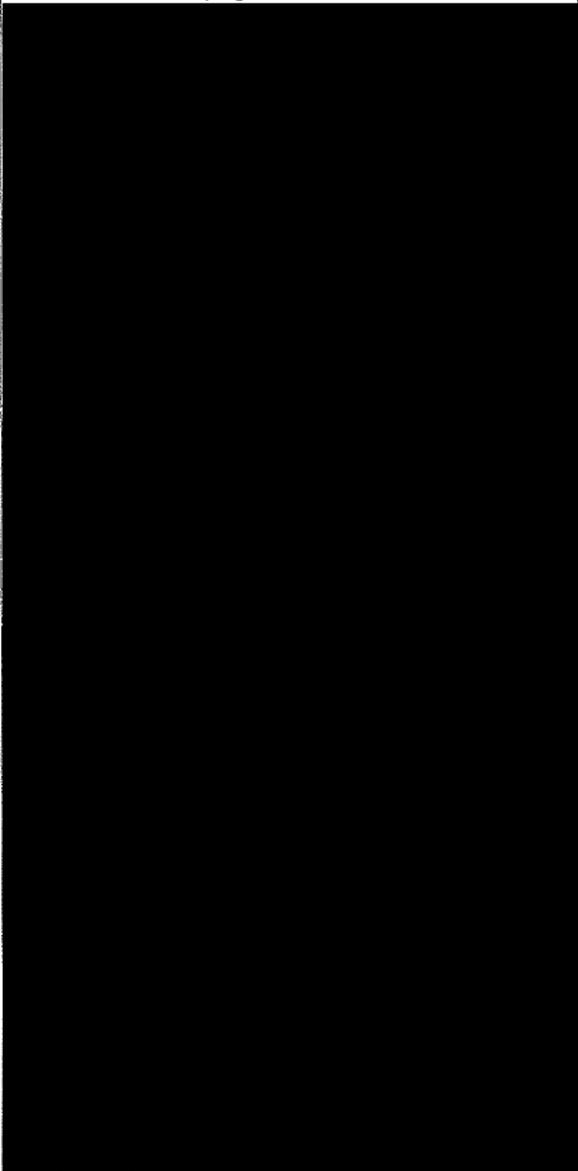
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9 093	Continued From page 3 	9 093	<p>11-99-9(d)(2)(C) DIETETIC SERVICES Continued</p> <p>to ensure compliance. Review will include proper reporting including copying ICF Program Manager on all Maintenance Requests and it will be reiterated that ICF Program Manager must be informed immediately when situations like these arise.</p> <p>QUALITY ASSURANCE Home Manager Trainer will go in to the Ewa B home to monitor at least weekly for 3 months beginning on 12/4/15.  will assess the current Home Manager's abilities, staff compliance, and the Ewa B team's methods of communication and problem solving skills. Based on assessment, the Arc will proceed as needed, including but not limited to possible staff changes.</p> <p>Case Managers and RNs will review the refrigerator/freezer temperature logs at least quarterly taking their own independent temperature reading to ensure compliance.</p> <p>ICF Program Manager will monitor at least quarterly, most current 3 months of refrigerator/freezer logs and notifications of maintenance requests submitted by Home Managers.</p> <p>2) PLAN OF CORRECTION All food outside of the proper temperature range was disposed of on 12/3/15.</p> <p>All home staff will be retrained on food safety including proper food service temperatures and proper food storage temperatures.</p>	<p>Weekly 12/4/15 & On-going</p> <p>Quarterly</p> <p>Quarterly</p> <p>1/15/16</p>

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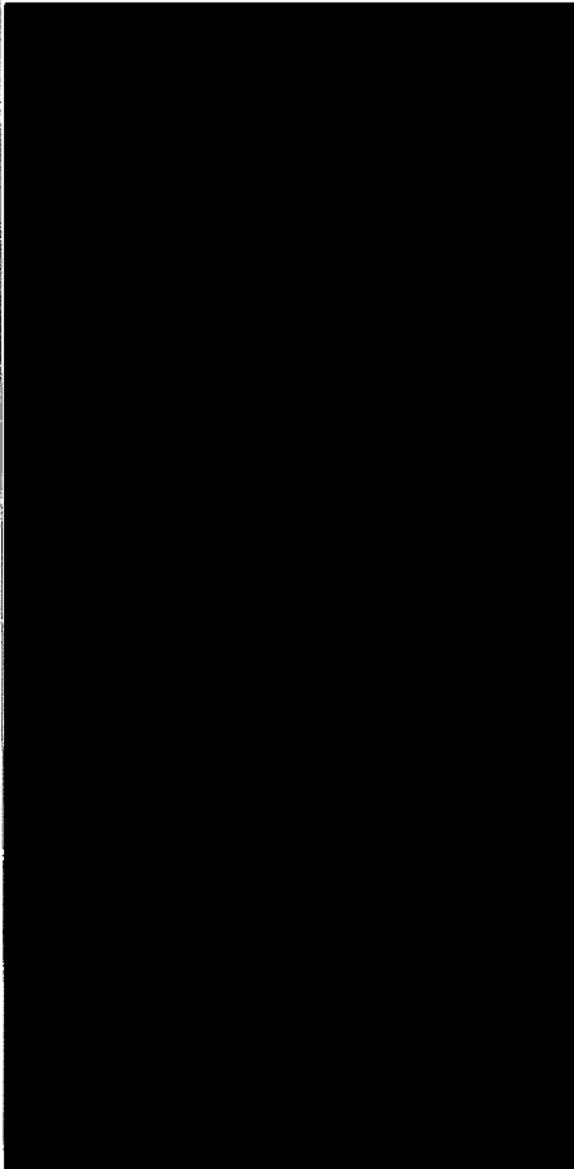
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9 093	Continued From page 4 	9 093	<p>11-99-9(d)(2)(C) DIETETIC SERVICES Continued</p> <p>SYSTEMIC Director of Nursing will train/retrain all agency staff on food safety including food proper food service temperatures and proper food storage temperatures.</p> <p>QUALITY ASSURANCE Home Manager to review daily temperature logs for fridge/freezer and submit copies to ICF Program Manager monthly at Monthly ID team Meetings.</p> <p>During quarterly observations, Case Managers and RNs will monitor that temperature logs are completed and take their own temperature readings to ensure accuracy of temperatures reported on the logs as well as checking food service temperatures at Ewa B and all ICF homes. Data will be documented in Case Managers and RNs quality assurance checklist.</p>	<p>1/18/16 & On-going</p> <p>Daily</p> <p>Quarterly</p>

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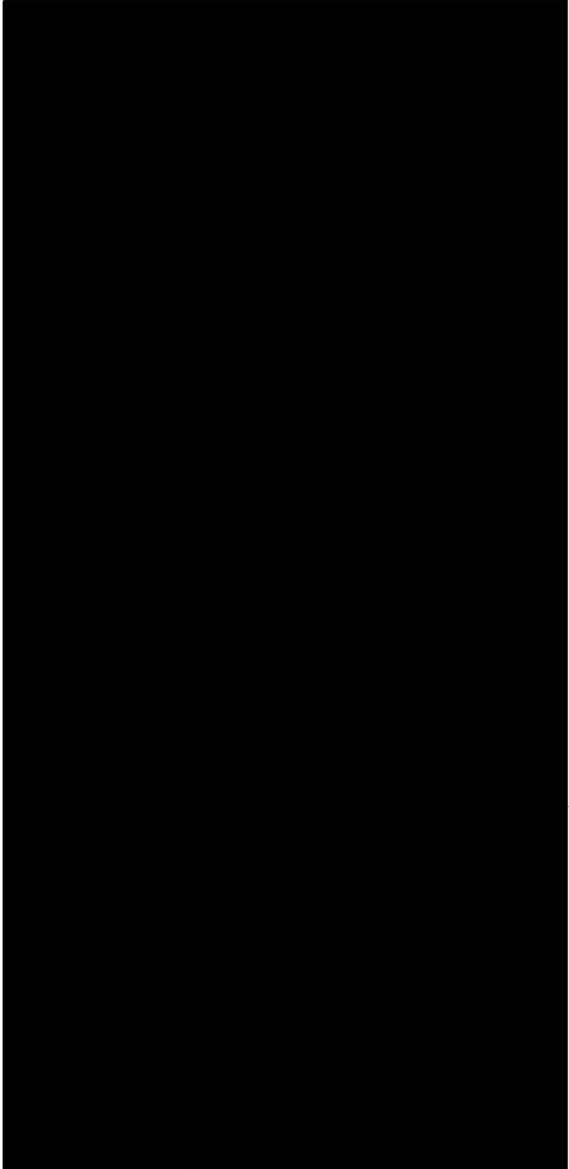
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9 093	Continued From page 5 	9 093	This page intentionally left blank.	

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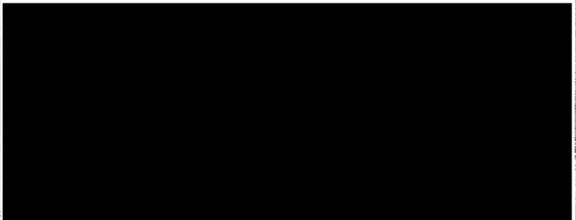
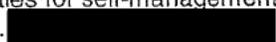
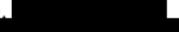
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9 093	Continued From page 6 	9 093	This page intentionally left blank.	

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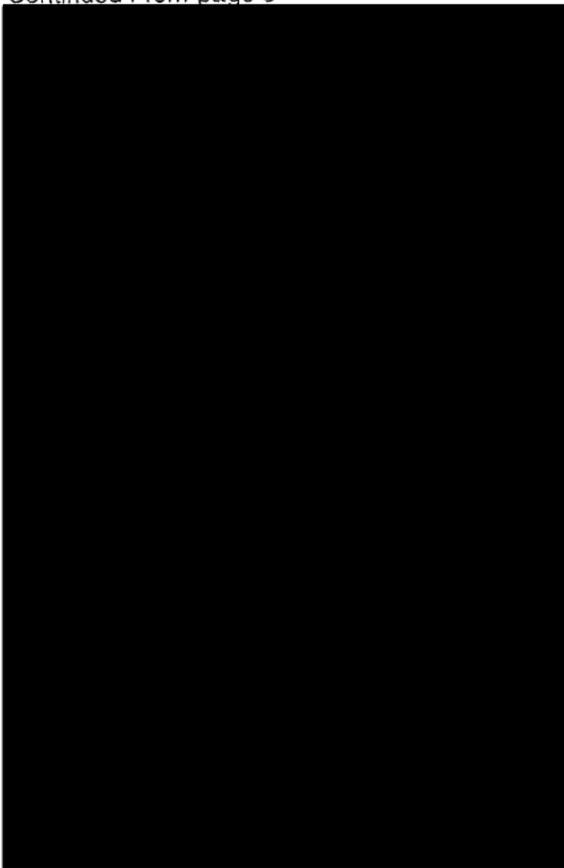
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9 093	Continued From page 7 	9 093		
9 108	<p>11-99-11(c)(1) RESIDENT DAILY LIVING CARE AND TRAINING</p> <p>The facility staff shall provide at least the following:</p> <p>Supportive services to enable residents to participate fully in appropriate daily activities.</p> <p>This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that the clients were provided opportunities for self-management for 2 clients in the home. </p> 	9 108	<p>9 108 11-99-11(c)(1) RESIDENT DAILY LIVING CARE AND TRAINING</p> <p>PLAN OF CORRECTION</p> <p>Home Manager Trainer met with Home Manager on the afternoon of 12/4/15 immediately after the exit conference to discuss citations noted. Home Manager Trainer reviewed with Home Manager different options for self management for clients in the Ewa B home. </p> <p>Home staff will be trained by Case Manager on family style dining for those clients in the Ewa B home capable of serving their own meals and pouring their own drinks given hand over hand assistance to promote self management.</p> <p>SYSTEMIC</p> <p>Program Manager will send a memo out to all ICF Home Managers regarding the importance of family style dining and using hand over hand assistance to help promote each clients individual self management during meals. Program Manager will also discuss this at next Home Managers meeting and document it in the Home Manager's meeting's agenda.</p>	<p>12/4/15</p> <p>1/15/16</p> <p>12/29/15 & On-going</p>

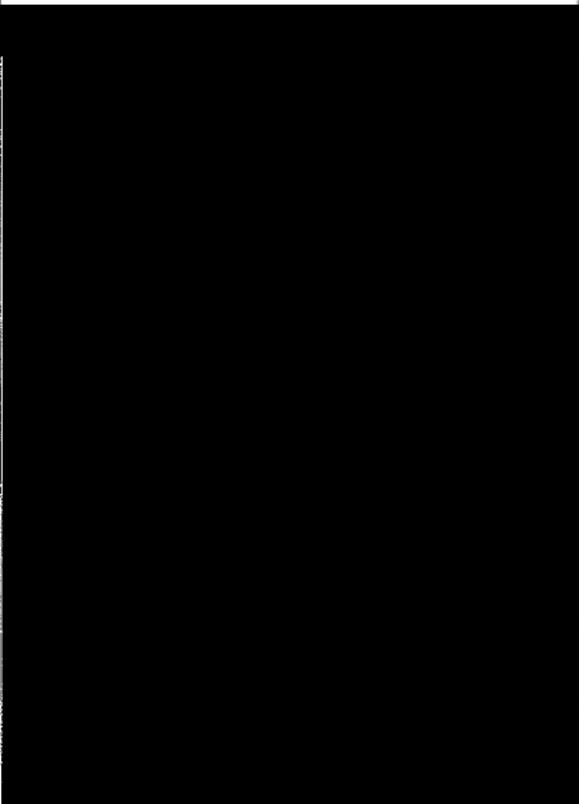
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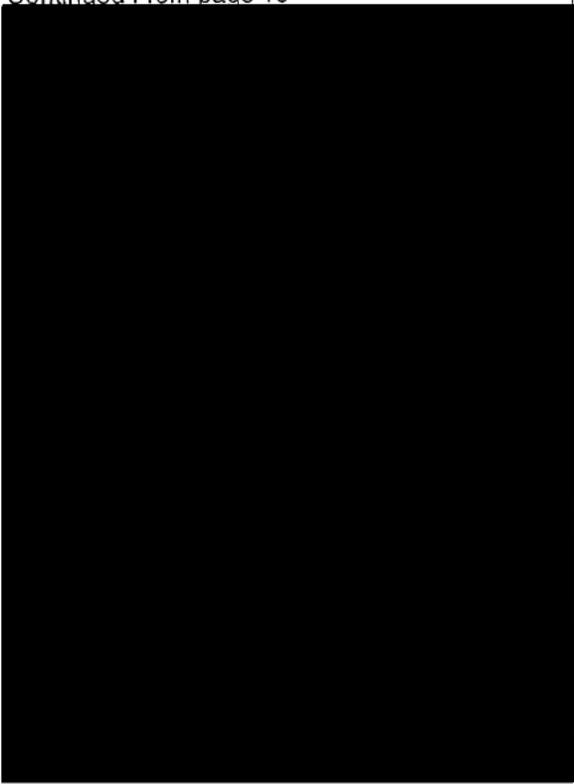
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9 108	Continued From page 8 	9 108	<p>9 108 11-99-11(c)(1) RESIDENT DAILY LIVING CARE AND TRAINING Continued</p> <p>QUALITY ASSURANCE Home Manager will monitor  daily to ensure they are provided opportunities for self management during meal service.</p> <p>Home Manager will communicate this to Case Manager at monthly meetings and document it in their monthly meeting reports  for a minimum of 3 months beginning with the January 2016 meeting covering December 2015.</p> <p>All Home Managers will monitor each of their ICF clients' self management with meals daily. They will ensure that during meals, all clients capable of serving themselves are given the opportunity to do so even if it requires hand over hand assistance.</p> <p>Case Managers and RNs will monitor each clients individual self management during meals at their quarterly observations. They will document their findings in their quality assurance checklists and train or retrain staff as needed.</p>	<p>Daily</p> <p>Monthly</p> <p>Daily</p> <p>Quarterly</p>
9 128	<p>11-99-13(1)(A) GOVERNING BODY AND MANAGEMENT</p> <p>Each facility shall have an organized governing body, or designated person or persons so functioning, who have overall responsibility for the conduct of all activities. The facility shall maintain methods of administrative</p>	9 128	<p>9 128 11-99-13(1)(A) GOVERNING BODY AND MANAGEMENT</p> <p>PLAN OF CORRECTION New Home Manager for Ewa B home was hired in April 2015.</p> <p>As of April 2015 with Home Manager being present and available in the home 24 hours a day, there is no shift without sufficient staff coverage.</p>	

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9 128	Continued From page 9 management which assure that: There shall be on duty 24 hours of each day, staff sufficient in number and qualifications to carry out the policies, responsibilities and program of the facility. This Statute is not met as evidenced by: Based on family interview and facility staff interview, the facility failed to maintain adequate staffing resulting in inappropriate staff-client interaction. 	9 128	9 128 11-99-13(1)(A) GOVERNING BODY AND MANAGEMENT Continued SYSTEMIC Program Manager will ensure all ICF homes have sufficient staffing including if a Home Manager is not currently employed at a home for a particular time. If that is the case, Program Manager will increase the number of staff to meet the minimum staffing ratio standards. QUALITY ASSURANCE Home Managers will monitor staffing and notify Program Manager if any staffing issues arise. Program Manager will work to find immediate coverage including the use of administrative staff should Habilitation Workers not be available. Program Manager will monitor staffing in all ICF homes via monthly staffing schedules and ensure minimum staffing ratios are met.	On-going Daily Monthly

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9 128	Continued From page 10 	9 128		
9 151	11-99-15(b) INFECTION CONTROL There shall be appropriate policies and procedures written and implemented for the prevention and control of infections and the isolation of infectious residents. This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that handwashing was done.	9 151	9 151 11-99-15(b) INFECTION CONTROL PLAN OF CORRECTION Home Manager Trainer discussed importance of hand washing with Home Manager after the exit conference on 12/4/15. Home Manager Trainer has been in the home weekly observing and retraining staff as needed, including hand washing in between client care. All home staff will be trained or retrained by Director of Nursing on infection control, specifically, hand washing policy and procedures. SYSTEMIC Director of Nursing will hold an agency wide training on infection control and hand washing. All agency staff will be trained or retrained on the importance of hand washing in between client care. QUALITY ASSURANCE Home Manager will monitor Ewa B staff and ensure they are washing their hands in between client care.	12/4/15 12/4/15 & On-going 1/15/16 1/15/16 & On-going Daily

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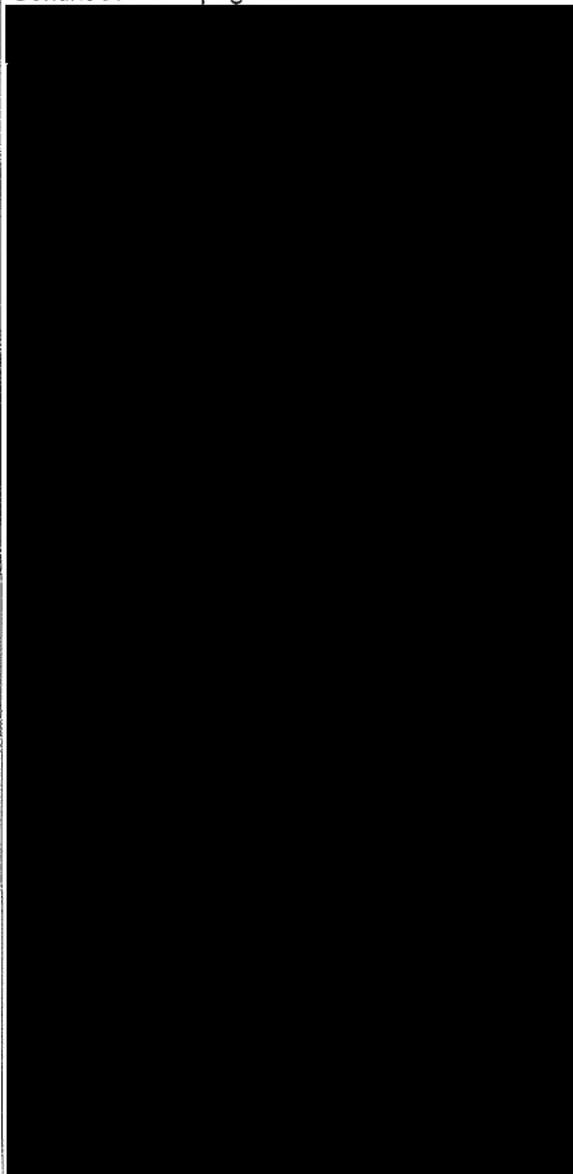
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9 151	Continued From page 11 [REDACTED]	9 151	9 151 11-99-15(b) INFECTION CONTROL Continued RN will monitor Ewa B staff adherence to hand washing guidelines at quarterly observations and document findings in the RN's quality assurance checklist. All ICF Home Managers will monitor their respective staff's adherence to the hand washing guidelines on a daily basis. For all ICF homes, RNs will monitor for infection control and hand washing at their quarterly observations. They will document their findings in their quality assurance checklists and train or retrain staff as needed.	Quarterly Daily Quarterly
9 153	11-99-16(a)(2) IN-SERVICE EDUCATION There shall be a staff in-service education program that includes: In-service training for employees who have not achieved the desired level of competence, and continuing in-service education to update and improve the skills and competencies of all employees. This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that it provided three employees with continuing training that enabled the employee to perform [REDACTED] duties effectively, efficiently and competently.	9 153	9 153 11-99-16(a)(2) IN-SERVICE EDUCATION PLAN OF CORRECTION Home staff will be retrained by the Director of Nursing, RN, and Case Manager on food safety, including food storage temperatures, food service temperatures, and fridge/freezer logs; medication administration, specifically as it relates to providing clients privacy during treatment; family style dining including providing clients opportunities for self management during meals; and the hand washing policy and procedure. Home Manager Trainer is in the Ewa B home assessing current home manager and staff's abilities and competency to perform job duties as assigned. Home Manager Trainer is completing weekly observations for 3 months which began on 12/4/15. Based on assessment, the Arc will	1/15/16 12/4/15 & On-going

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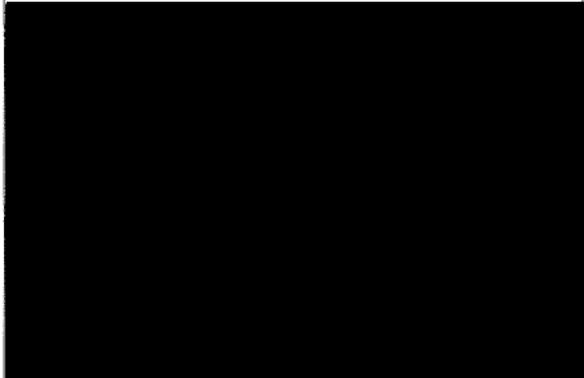
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9 153	Continued From page 12 	9 153	<p>9 153 11-99-16(a)(2) IN-SERVICE EDUCATION Continued</p> <p>proceed as needed, including but not limited to possible staff changes.</p> <p>SYSTEMIC All agency staff will continue to be required to pass the Arc's annual competency test which includes all items listed above under Plan of Correction.</p> <p>The Arc will continue to use the Home Manager Trainer to assess all ICF Home Managers and their staff for competency as needed.</p> <p>QUALITY ASSURANCE Home Manager trainer will assess Ewa B staff weekly for 3 months starting 12/4/15 and will report back to ICF Program Manager with findings.</p> <p>Home Managers will monitor all staff and will communicate to Case Managers and RNs any issues or concerns regarding staff competency.</p> <p>Case Manager and RN will continue with quarterly observations emphasizing food safety, medication administration, family style dining, and the hand washing policy and procedure. Case Manager and RN will identify specific problems or concerns that require additional training and train or retrain as needed including immediate corrective actions or formal trainings.</p> <p>Case Manager and RN will also notify Program Manager of particular staff if repeated trainings have proven unsuccessful.</p> <p>Program Manager will review options with</p>	<p>Annually</p> <p>On-going</p> <p>Weekly</p> <p>Daily</p> <p>Quarterly</p> <p>On-going</p> <p>On-going</p>

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9 279	Continued From page 14 	9 279	<p>9 279 11-99-29(a)(10) RESIDENTS RIGHTS Continued</p> <p>All ICF Home Managers of clients who receive  will observe and ensure when staff are  they are providing clients with the necessary privacy to complete the task.</p> <p>Home Managers will communicate findings or concerns regarding clients privacy to RNs and RNs will document this in their Interdisciplinary Entries.</p> <p>RNs will continue quarterly observations ensuring clients are afforded privacy during  and RNs will document this in their Interdisciplinary Entries.</p>	<p>Daily</p> <p>On-going</p> <p>Quarterly</p>