STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	12G021	A. BUILDING: _____ B. WING _____	06/14/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE ARC IN HAWAII - 6 B	852-A PAAHANA STREET HONOLULU, HI 96816

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9 000	INITIAL COMMENTS A re-licensing survey was conducted by the office of Healthcare Assurance on June 14, 2024. The facility was found not in compliance with Title 11, Department of Health Chapter 99. Survey dates: June 12 to June 14 , 2024. Census: Four clients. Sample: Two clients	9 000		
9 005	11-99-4(a) ACTIVE TREATMENT PROGRAM A plan of treatment shall be developed and implemented for each resident in order to help the residents function at their greatest physical, intellectual, social, emotional, and vocational level. This Statute is not met as evidenced by: Based on observation, interview and record review, the facility failed to assure two of two clients (Client (C) 1 and C2) sampled were provided with continuous active treatment. The Direct Service Provider's (DSP)'s did not address one client (C)1's targeted behavior of agitation and hitting his head. The DSP's did not provide interventions to redirect or offer other support. The DSP in the day program did not provide informal opportunities to teach C2 to gather her lunch supplies, pour her water, and put away her lunch supplies. Findings include: On 06/12/24 at 11:56 AM, observed C2 in the classroom during lunch. DSP1 took out C2's lunch box from the refrigerator and sat next to C2. DSP1 took out the lunch items and poured	9 005		

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9 005	Continued From page 1	9 005		

water for C2 in a small disposable cup. During this time, DSP1 did not prompt or provide an informal opportunity to teach C2 to get her own lunch box, take out her lunch items, or pour water. After C2 finished her lunch DSP1 took C2's lunch items and lunch box and put them away for her.

On 06/13/24 at 06:10 AM, observed Home Manager (HM) provide verbal cues and partial assistance during breakfast. HM asked C2 if she wanted butter or jelly and verbalaly cued and provided partial assistance to C2 pouring milk, and bring her food to the table. C2 was verbally cued with partial assistance to put her dirty dishes into the sink. Inquired with HM if she would get and put away her lunch box and pour water with verbal cues and partial assistance at program, HM stated she would, and day program staff should be encouraging her to do those things at day program too.

Review of C2's Comprehensive Functional Assessment and Individual Program Plan dated 04/10/24 documented C2 " ...regularly participated in household chores such as setting and clearing the table, assistance with meal preparations by getting the food items from the refrigerator upon staff request, wiping her table area, and drying dishes given verbal cues from staff

2) On 06/12/24, observations were made in the home from 2:50 PM to 6:30 PM. At 3:40 PM, C1 was observed sitting in the recliner and holding a soft bongo toy. Later the toy was given to C4 who was sitting at the table with DSP3 and DSP4. C1 was observed sitting in the soft chair in the living room, rocking and occasionally hitting himself in the head.

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9 005	Continued From page 2 At 4:45 PM observed C1 sitting in the soft chair in the living room, hitting his head with his fist several times. DSP3 and DSP4 were observed sitting at the table with C2 and C4. DSP3 said, "C1 stop hitting yourself." C1's chanting became louder. C1 was not observed to listen to books or music or play with a toy, except the soft bongo for a brief period. Behavioral management plan dated 04/05/2023 reviewed...hitting head. Staff response to behavior. Redirect C1 and verbally cue him to stop hitting himself. If C1 continues to hit himself staff may gently hold his hand down and say, "stop hitting." Reassure C1 that you are there to help him ...staff should continue to reassure him and engage him in calming, soothing activities he enjoys such as humming, singing ...listening to music. Staff may also take C1 for a short walk. On 06/14/24 at 08:30 AM, interview with the Intermediate Care Facility (ICF) Case Manager (CM). The surveyor asked how the home program is addressing C1's behaviors of agitation. The CM explained that the staff in the home will take him for a walk, change his environment and try to calm him down. It's ok if he's chanting loudly. He likes certain toys, and he also likes music. It is unusual that he was hitting himself, I think we may need to address the home program with a more formal plan to address C1 hitting himself. On 06/17/24 at 11:00 AM, during a telephone call with the HM the surveyor asked how the staff working in the home should respond to C1 when he is hitting his head or agitated. The HM stated that we re-direct him from hitting his face. We take him for a walk, then we take him outside.	9 005		

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9 005	Continued From page 3 Sometimes he sits in the rocking chair with music. He has his radio; he loves Hawaiian music. The surveyor shared the observations during the home visit on 06/12/24 when C1 was hitting his head and that the DSP's responded by saying "C1, don't hit your head." and did not provide additional support.	9 005		
9 091	11-99-9(d)(2)(A) DIETETIC SERVICES All food shall be procured, stored, prepared, distributed, and served under sanitary conditions. This Statute is not met as evidenced by: Based on observation and interview with staff members, the facility did not ensure the refrigerators' temperature containing client foods were monitored and ensure all foods were stored to prevent expired food items. Finding includes: 1) On 06/12/25 at 11:09 AM, observed classroom 7 and 8's refrigerator. Classroom 7 did not have a thermometer in their refrigerator and classroom 8's thermometer was hanging on the door and read 43 degrees Fahrenheit (F). Direct Service Provider (DSP) 2 confirmed the thermometer was above 41 degrees F. Asked DSP2 to put the thermometer inside the refrigerator and put one in the classroom 7 refrigerator for accurate reading. Inquired with DSP1 and DSP2 for the temperature logs, they were not able to provide the logs and stated they were not done. 2) On 06/12/25 at 02:43 PM, observation found an opened ranch salad dressing past its best by date, 04/12/24. A written date was found on the dressing bottle dates, "7/5". Home Manger (HM)	9 091		

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9 091	Continued From page 4 stated the written date was the date it was pulled out. HM opened the pantry and found another ranch salad dressing past the best by date. Two containers of unopened peach yogurt were found in the refrigerator with a best by date of 06/10/24.	9 091		
9 199	11-99-22(g)(6) PHARMACEUTICAL SERVICES Discontinued and outdated drugs and containers with worn, illegible, or missing labels shall be returned to the pharmacy or drug room for proper disposition. This Statute is not met as evidenced by: Based on observation and interview, the facility failed to discard an expired medication for one client (C)3 of four clients sampled. Findings include: On 06/12/24 at 6:00 PM, medication administration observation in the home with Direct support professional (DSP4) 4. DSP4 was administering the medication for C3. The Probiotic was placed in the medication cup. When the surveyor inspected the package with the medication, it was found to be expired on 05/2024. DSP4 immediately removed and discarded the tablet from the medication cup and explained that C4's mom purchases his supplements and provides them to the home. DSP4 said she would ensure that a telephone call will be made to C3's mother. 06/14/2024 at 09:45 AM, discussion with the Registered Nurse (RN). She verified that the medication expiration date should be checked during the medication administration and discarded.	9 199		

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