

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HFD12-0029	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/05/2011
NAME OF PROVIDER OR SUPPLIER WARD & WARD	STREET ADDRESS, CITY, STATE, ZIP CODE 806 FLORAL PL, NW WASHINGTON, DC 20012		

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I 000 INITIAL COMMENTS

I 000

On August 3, 2011, the Department of Health (DOH) received notification of a complaint from an anonymous individual via US mail. The complainant identified the following concerns:

Allegation #1: Theft and misuse of resident monies.

Findings: Interview with management staff and the review of the resident's financial records failed to reveal mismanagement of resident funds. Deficiencies, however, were cited for failure to have an effective system for financial record keeping.

Conclusion: This allegation could not be substantiated.

Allegation #2: Resident abuse and neglect.

Findings: Interview with the facility's administrator and the review of the facility's incident management system failed to show evidence of abuse/neglect.

Conclusion: This allegation could not be substantiated.

Allegation #3: Falsification of documentation.

Conclusion: This allegation could not be substantiated.

Allegation #4: Unsanitary living conditions.

Findings: Deficiencies were cited in the area of housekeeping.

Conclusion: This allegation could not be

Received 10/28/11
Department of Health
Health Regulation & Licensing Administration
Intermediate Care Facilities Division
800 North Capitol St., N.E.
Washington, D.C. 20002

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Michael...

TITLE Program Director (X6) DATE 10/24/11

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

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1 000	<p>Continued From page 1</p> <p>substantiated.</p> <p>Allegation #5: Individuals given wrong medication and reported medication errors.</p> <p>Findings: Review of the facility's medical records failed to evidence any incidents of individuals receiving the wrong medication.</p> <p>Conclusion: This allegation could not be substantiated.</p> <p>Allegation #6: Hostile work environment.</p> <p>Findings: Interviews conducted with facility employees failed to evidence a hostile work environment.</p> <p>Conclusion: This allegation could not be substantiated.</p> <p>Due to the nature of the anonymous complaint allegations, an onsite investigation was conducted on August 5, 2011. A sample of four residents was selected from a population of four females with varying degrees of intellectual disabilities.</p> <p>The findings of this investigation were based on observations, interviews with direct care staff, the agency's management staff, and a review of the clinical, financial and administrative records. Additionally, this investigation included a review of the facility's incident management system.</p> <p>[Qualified mental retardation professional (QMRP) will be referred to as qualified intellectual disabilities professional (QIDP) within this report].</p>	1 000		

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I 090	Continued From page 2	I 090	<p>1090:</p> <p>A. Replaced area rugs in bathroom and family room.</p> <p>B. Sink in basement replaced.</p> <p>C. Replaced outside trash cans.</p> <p>D. Removed lint from lowers at end of dryer vent.</p> <p>All repairs and replacements were completed by 11-4-11. Additionally the Facility Managers complete a facility checklist weekly. The QDDP monitors the checklist weekly and the Program Director reviews the checklist monthly.</p>	
I 090	3504.1 HOUSEKEEPING	I 090		
	<p>The interior and exterior of each GHMRP shall be maintained in a safe, clean, orderly, attractive, and sanitary manner and be free of accumulations of dirt, rubbish, and objectionable odors.</p> <p>This Statute is not met as evidenced by: Based on observation and interview, the group home for persons with intellectual disabilities (GHPID) failed to ensure the interior and exterior of the facility were maintained in a safe and sanitary manner.</p> <p>The findings include:</p> <p>Observation of the environment on August 5, 2011 revealed the following concerns on the exterior of the facility:</p> <p>a. At 9:26 a.m., the area rugs in the bathroom adjacent to the family room located in the basement, were noted to lack non-skid backing. At 12:29 p.m., the area rug in the hallway near the entrance door was also noted to be without non-skid backing. This caused them to move on the floor when pressure was applied near the edges.</p> <p>b. At 9:23 a.m., the sink located in the family room was observed to have the water supply turned off. The qualified intellectual disabilities professional (QIDP) indicated that the water supply was turned off because the sink had a tendency to become clogged. Further discussion with the QIDP revealed that the plan was to remove the sink from the area.</p>			

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I 090	Continued From page 3 c. On August 5, 2011, at approximately 7:30 a.m., a squirrel was observed going in and out of the trash can, pulling out paper items. Closer observation of the trash cans revealed that three of three trash cans had large holes in them. d. At 11:40 a.m., lint was observed on the louvers installed at the exterior end of the dryer vent. Lint was also observed in the small cage-like structure, which was installed adjacent to the louvers. On August 5, 2011 at 11:45 a.m., the facility's qualified developmental disability professional (QUID) acknowledged the findings.	I 090		
I 188	3508.6 ADMINISTRATIVE SUPPORT Documentation that services have been provided as required by each resident 's Individual Habilitation Plan including contracts, vendor agreements, receipts, and paid bills shall be available for review by authorized regulatory personnel. This Statute is not met as evidenced by: Based on interview and record review the GHPID failed to ensure that contract services documentation was on file for the regulatory agency's review for four of the four residents residing in this facility. (Resident #1, #2, #3 and #4) The findings includes: Interview with the Human Resources Administrator on August 9, 2011 at approximately 10:30 a.m., revealed that the agency contracts with a travel agency to plan the residents vacations.	I 188	See TAG # 1188 of 807 S.O.D.	

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I 188	Continued From page 4 Further interview revealed that the resident's #1, #2, #3 and #4 went on Vacation October 2010 to Williamsburg, Virginia. Reportedly, the total cost of the vacation was \$625.00 per resident. Review of each resident's financial records failed to evidence any receipt for the vacation (i.e. transportation, food, hotel and shopping). Additionally, no receipts were available for admission into the two theme parks and other items (i.e. tour, souvenirs, etc.) listed as additional cost on the itinerary for the trip. On August 11, 2010 at approximately 9:15 a.m. review of Resident #3's financial files revealed a service contract with Greater Revelation Baptist Church. Further review of the contract revealed items such as a requests for room occupancy totaling 42 rooms and meals request for two breakfast meals and two dinner meals in Williamsburg, Virginia from the period of October 15 -17, 2010. However, no documentation was in the financial record with he residents name and or the provider agency. Although the attached vacation itinerary for the vacation trip allegedly included transportation, hotel (2 nights) and food (3 meals per day). It failed to detail the additional funds needed for the residents to purchase souvenirs, shopping and entertainment and admission to Busch Gardens and Colonial Jamestown while on vacation. However, the service contract appeared in the resident's financial records with no specific receipts to verify their vacation disbursements. In addition, no receipts were made available for regulatory review even after a lengthy discussion with the Human Resources Manager, Financial Analyst and the Financial Administrator.	I 188	See TAG # 1188 of 807 S.O.D. Additionally please find attached the receipts for the Williamsburg vacation for Individual # 3.		

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I 189	Continued From page 5 I 189 3508.7 ADMINISTRATIVE SUPPORT Each GHMRP shall maintain records of residents' funds received and disbursed. This Statute is not met as evidenced by: Based on staff interview and record review, the group home for persons with intellectual disabilities (GHPID) failed to ensure a system had been implemented to maintain a complete accounting of residents personal funds, for four of four residents residing in this facility. (Residents #1, #2, #3 and #4) The findings include: On August 9, 2011 at 9: 30 a.m., a review of the agency Individual Finance Policy revealed a full and complete accounting of each clients personal fund will be maintained in accordance with the agency policy. Further review revealed the following: a. Develop a Individual Financial Plan for each resident. b. Keep track of earning and expenses through the financial record. c. Keep individual receipts for all expenses and maintain a record file of the documents. The GHPID failed to provide documented evidence of the withdrawals/expenditures from Resident #1, #2, #3 and #4's personal accounts, as evidenced below: 1. Interviews August 11, 2011 at 10:00 a.m. with the Financial Analyst and the Financial Administrator revealed that Resident #1 has a	I 189 I 189	SEE TAG# 1188 of 807 SOD.	

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I 189	<p>Continued From page 6</p> <p>personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:00 a.m., failed to account for personal funds disbursed on the behalf of Resident #1 as evidenced below:</p> <p>a. On 7/15/11 \$140.00 was disbursed from Resident #1 personal bank account and no receipts were available for review by the regulatory agency.</p> <p>b. On 6/24/11 \$120.00 was disbursed from Resident #1 personal bank account and no receipts were available for review by the regulatory agency.</p> <p>c. On 11/30/10 \$100.00 was disbursed withdrawn from Resident #1 personal bank account. The available receipts only totaled \$11.00 and \$89.00 was unaccounted.</p> <p>d. On 12/31/10 \$100.00 was disbursed from Resident #1 personal bank account. The available receipts only totaled \$70.00 and \$30.00 was unaccounted.</p> <p>e. On 9/24/10 \$280.00 was disbursed from her personal bank account and given to her sister for a trip. Review of the financial records failed to reveal receipts were returned for monies the sister received on behalf of the resident in order to reconcile her account. The sister signed a receipt when given the money for Resident #1's however failed to return to the provider proper accounting documentation of the resident's personal funds spent while on the trip.</p> <p>Hf. On 9/31/10 \$120.00 was disbursed from Resident #1 personal bank account. The available receipts only totaled \$36.21 and \$83.79</p>	I 189	<p>a. find attached receipts for \$140 withdrawal on 7/15/11.</p> <p>b. find attached receipts for \$120 withdrawal on 6/24/11</p> <p>c. Review of Bank statement for 11/10 did not reveal a \$100 withdrawal (see attached)</p> <p>d. Review of Bank statement for 12/10 did not reveal a \$100 withdrawal (see attached)</p> <p>e. Find attached receipts for \$280 on 9/24/10.</p> <p>f. Review of 9/10 Bank Statement does no reveal a withdrawal of \$120 on 9-31-10 see attached TAG # 1189 1 e.</p>

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I 189	<p>Continued From page 7</p> <p>was unaccounted.</p> <p>2. Interviews August 11, 2011 at 11:23 a.m. with the Financial Analyst and the Financial Administrator revealed that Resident #2 has a personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:30 a.m., failed to account for personal funds received and disbursed on the behalf of Resident #2 as evidenced below:</p> <p>a. Resident #2 receives stipend bi-weekly from Health Tech Institute. According to interview with the Financial Analyst, the resident's stipend payment is direct deposited into his personal bank account. Review of his financial records failed to evidence that the financial department was receiving copies of the paystubs for her stipend in order to verify funds amount deposited were accurate.</p> <p>b. On 10/10/11 Resident #2's sister was disbursed \$30.00 to purchase a non-driver identification in preparation for a trip to San Antonio, Texas. Review of the receipt from the D.C. Department of Motor Vehicle revealed that \$20.00 was the cost for the identification. A total of \$10.00 was unaccounted and refunded to the resident's personal bank account.</p> <p>c. On 10/10/10 Resident #2's sister was disbursed \$100.00. Review of the Koretizing Dry Cleaners receipt for \$300.00 in the sister's name. Further review of the receipt revealed that Resident #2's name was hand written on the receipt as a reimbursement.</p> <p>d. On 11/24/10 a total of \$515.93 was disbursed to Resident #2's sister. Review of the available receipts only totaled \$435.93. A total of \$80.00</p>	I 189	<p>2a. See TAG # 1188 of 807 S.O.D.</p> <p>2b. See attached receipts for San Antonio trip</p> <p>2c. See attached Policies on unapproved expenses. TAG # 1188 of 807 S.O.D.</p> <p>2d See Attached receipts totaling 515.93.</p>	

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I 189	<p>Continued From page 8</p> <p>was unaccounted for.</p> <p>e. On 12/20/10 \$160.00 was disbursed for Christmas Shopping. Review of the receipts only totaled \$125.10. A total of \$34.90 was unaccounted for.</p> <p>f. On 2/1/11 was disbursed for personal spending for \$95.00. Review of the available receipts totaled only revealed \$22.10. A total of \$72.90 were unaccounted for.</p> <p>g. On 3/16/11 \$15.00 was disbursed for weekend spending. Review of the available receipt only revealed \$10.35. A total \$4.65 was unaccounted for.</p> <p>h. On 6/2/11 \$750.00 was disbursed to Resident #2's for medicaid spenddown by purchasing her personal clothing. Review of the available receipts only totaled \$710.40. A total of \$39.60 was unaccounted for.</p> <p>3. Interviews on August 11, 2011 at 10:00 a.m. with the Financial Analyst and the Financial Administrator revealed that Resident #3 has a personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:00 a.m., failed to account for personal funds disbursed on the behalf of Resident #3 as evidenced below:</p> <p>a. On 7/22/10 \$60.00 was disbursed for a crab feast. Review of the financial record failed to evidence any receipt.</p> <p>b. On 8/6/10 79.00 was disbursed for weekend recreation activities. Review of the available receipts only total \$62.25. A total of \$16.75 was unaccounted.</p>	I 189	<p>ZE. See attached memo.</p> <p>ZF. see attached receipt for \$95 withdrawal on 2/1/11</p> <p>ZG. see attache memo.</p> <p>ZH. See attached receipts for \$750 on 6/2/11, also reference memo for TAG # 1189 ZE & ZG.</p> <p>3. see TAG # 1188 of 807 S.D.D.</p> <p>a. see receipts for \$60 withdrawal on 7/22/10.</p> <p>b. See receipts for \$79 withdrawal on 8/6/10.</p>	

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189	<p>Continued From page 9</p> <p>c. On 3/29/11 \$65.00 was disbursed for a hair appointment and lunch. Review of the available receipts only totaled \$59.99. A total of \$6.00 was unaccounted.</p> <p>4. Interviews August 11, 2011 at 10:00 a.m. with the Financial Analyst and the Financial Administrator revealed that Resident #4 has a personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:00 a.m., failed to account for personal funds disbursed on the behalf of Resident #4 as evidenced below:</p> <p>a. On 9/10/10 \$20.00 was disbursed for Resident #4's personal allowance. Review of the available receipts only totaled \$10.60. A total of \$9.40 was not accounted for.</p> <p>b. On 9/21/10 a total of \$220.00 was disbursed to her sister for a trip. Further review of the financial records revealed only a flyer from the Church of the Holy Spirit for the Sight and Sound Theater in Lancaster PA. No receipts was available to account for the \$220.00 disbursed on the resident behalf to verify the residents visit to Pennsylvania.</p> <p>c. On 8/6/10 \$75.00 was disbursed for Resident #4's personal allowance. No receipts were available for this disbursement.</p>	189	<p>3c. Please find attached receipts totaling \$60.96</p> <p>4. see TAG # 1188 of 807 S.O.D.</p> <p>a. Please find attached receipts totaling \$14.75.</p> <p>b. Review of 9/2010 bank statement does not reveal a \$220 with drawal on 9/21/10. See attachment for TAG # 1189 4a.</p> <p>c. Review of 8/2010 Bank statement (attached) does not reveal a with drawal of \$75 on 8/6/10.</p>	
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