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HEALTH & WELFARE

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October 21, 2016

Thair Pond, Administrator
Tomorrow's Hope - Deb
1655 Fairview Ave, Suite 100
Boise, ID 83702

Provider #13G083

Dear Mr. Pond:

An unannounced on-site complaint investigation was conducted from October 6, 2016 to October 13, 2016 at Tomorrow's Hope - Deb. The complaint allegation, findings, and conclusion are as follows:

Complaint #ID00007387

Allegation: Staff are not appropriately trained in interventions to manage inappropriate behavior.

Findings: During the compliant investigation, observations and staff interviews were conducted and records were reviewed with the following results:

Observations were conducted at the facility on 10/6/16 from 2:40 - 3:22 p.m., 3:45 - 4:09 p.m., 4:45 - 5:30 p.m., and on 10/7/16 from 5:20 - 7:13 a.m.

During all observations, staff were not observed to inappropriately intervene when individuals displayed maladaptive behaviors.

The facility's incident and accident reports and abuse investigations, dated 6/1/16 - 10/4/16, were reviewed. All completed reports and completed investigations were noted to be thoroughly investigated.

One investigation, dated 10/4/16, was still in progress. On 10/3/16 at approximately 10:00 p.m. the investigation documented that one of the night shift staff told an individual that he could not watch television and turned the television off. The individual began using profanity, attempted to elope from the facility and began pulling at his own hair and punching himself in the head. One of the night shift staff physically restrained the individual in his bedroom on his bed.

On 10/7/16 at 9:20 a.m., the Qualified Intellectual Disabilities Professional was interviewed and stated that the facility had placed the night shift staff who restrained the individual on suspension pending the completion of the facility's investigation, dated 10/4/16.

On 10/7/16 from 5:20 - 5:45 a.m. two of the three night shift staff were interviewed. One of the staff stated an individual had attempted to elope from the facility and the other staff had grabbed both of the individual's hands and pulled the individual back into the facility and then into his bedroom. The individual then had a behavioral incident and was restrained to prevent him from hitting himself in the head and pulling his hair. He further stated the individual was held on his bed and had his arms and legs restrained.

Review of the individual's behavior program documented the only restraint that was authorized for the individual was the use of a MANDT 2-person standing restraint.

The facility's completed Incident Report Investigation, dated 10/4/16 - 10/11/16, was reviewed and documented the use of an unauthorized restraint by the night shift staff who had been placed on suspension. The use of the unauthorized restraint was due to the staff not understanding the individual's behavior management program and the proper use of the MANDT restraint system.

The corrective action section of the Incident Report Investigation documented recommendations that included, but were not limited to, the night shift staff involved in the use of the unauthorized restraint would have receive MANDT training prior to returning to work; the staff would receive training on client rights and training on how to avoid power struggles with individuals; and the staff would be retrained on the individual's behavior management program.

The allegation was substantiated. It was determined staff failed to implement an individual's behavior plan appropriately. However, the facility had taken corrective action. Therefore, no deficient practice was identified.

Conclusion: Substantiated: No deficiencies related to the allegation are cited.

As only one of the allegations was substantiated, but was not cited, no response is necessary.

Thair Pond, Administrator
October 24, 2016
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Thank you for the courtesies extended to us during the survey. If you have any questions, comments or concerns, please contact Dennis Kelly, RN or Nicole Wisenor, Co-Supervisors, Non-Long Term Care at (208) 334-6626, option 4.

Sincerely,

A handwritten signature in black ink, appearing to read "Nicole Wisenor". The signature is fluid and cursive, with a large initial "N" and "W".

NICOLE WISENOR, Supervisor
Non-Long Term Care

NW/pmt