

Division of Licensing and Protection  
103 South Main Street  
Waterbury, VT 05671-2306  
<http://www.dail.vermont.gov>  
Voice/TTY (802) 871-3317  
To Report Adult Abuse: (800) 564-1612  
Fax (802) 871-3318

January 21, 2015

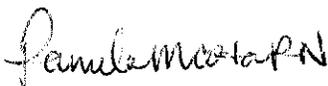
Mr. Victor Martini, Administrator  
Battelle House  
348 Dewey Street  
Bennington, VT 05201

Dear Mr. Martini:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **December 30, 2014**. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN  
Licensing Chief

PC:jl

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0531	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  12/30/2014
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NAME OF PROVIDER OR SUPPLIER  BATTELLE HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 348 DEWEY STREET BENNINGTON, VT 05201
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(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) COMPLETE DATE
T 001	Initial Comments	T 001		
T 006 SS=C	V.5.2.a Resident Care and Services  5.2 Admission Agreements  5.2.a Prior to or at the time of admission, each resident, and the resident's legal representative if any, shall be provided with a written admission agreement which describes the daily, weekly, or monthly rate to be charged, the services that are covered in the rate, and all other applicable financial issues, including an explanation of the residence's policy regarding discharge or transfer when a resident's financial status changes from privately paying to paying with SSI benefits. The agreement must be written in a format that is accessible, linguistically appropriate, and available in large font.  This REQUIREMENT is not met as evidenced by: Based on staff interview and record review, the facility failed to provide an admission agreement that described finances for 3 out of 3 residents in the survey sample. Findings include:  Review of medical record for Resident #1, 2 and 3, presented no evidence that an admission	T 006	<i>See attached previously forwarded</i>	

Division of Licensing and Protection  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  
*Victor G. Martini* TITLE  
*Division Director* (X6) DATE  
*1/20/15*

STATE FORM 0896 WHM011 If continuation sheet 1 of 7

T006 - T999 POC's accepted 1/20/15 *Bonita Ruffini*

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T 006	Continued From page 1  agreement had been signed by the resident and retained by the facility in the medical record. Per confirmation from the house manager at 11:20 AM, that there was no evidence of the admission agreements. H/she stated that they are given to the resident after it is signed. H/she further verified that there is no referral regarding pricing and what is included during the stay.	T 006		
T 007 SS=C	<p>V. 5.2.b Resident Care and Services</p> <p>5.2 Admission Agreements</p> <p>5.2.b The admission agreement shall specify, at least, how the following services will be provided and what additional charges there will be, if any: all personal care services; nursing services; medication management; laundry; transportation; toiletries; and any additional services provided under a Medicaid program.</p> <p>This REQUIREMENT is not met as evidenced by: Based on staff interview and record review, the facility failed to provide evidence of an admission agreement that specifies how the following services will be provided regarding transportation, laundry services and what additional charges there will be, if any for 3 of 3 residents reviewed in the sample.</p> <p>Review of medical record for Resident #1, 2 and 3, presented no evidence that an admission agreement had been signed by the resident and retained by the facility in the medical record. Per confirmation from the house manager at 11:20</p>	T 007		

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T 007	Continued From page 2  AM, that there was no evidence of the admission agreements. H/she stated that they are given to the resident after it is signed. H/she further verified that there is no referral regarding pricing and what is included during the stay.	T 007		
T 059 SS=C	<p>V.5.10.a Resident Care and Services</p> <p>5.10 Records/Reports</p> <p>5.10.a The licensee shall be responsible for maintaining, filing and submitting all records required by the licensing agency. Such records shall be kept current and available on site at the licensed facility for review at any time by authorized representatives of the licensing agency.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and interview, the TCR failed to maintain and have on site the required records of the results of the criminal record and abuse registry checks for all staff. This has the potential to effect all residents. Findings include:</p> <p>1. On 12/30/14 at 9:30 AM, the nurse surveyor requested information regarding background checks. The staff person stated that background checks are not on site and handled off-site by the United Counseling Services' Human Resource Department. The Human Resource Director, who presented the staff personnel files further stated the TCR will have to work out some way to have the required background checks maintained and available on site. S/he confirmed that the required records of the results of the criminal</p>	T 059		

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T 059	Continued From page 3  record and abuse registry checks for all staff were not available and maintained onsite.	T 059		
T 060 SS=C	V.5.10.b.1.2.i.ii.iii.iv.v.vi.vii.viii.i Resident Care and Services  5.10 Records/Reports  5.10.b The following records shall be maintained and kept on file:  (1) A resident register including all admissions to and discharges out of the residence.  (2) A record for each resident which includes:  i. The resident's name, emergency notification numbers, the name, address and telephone number of any legal representative or, if there is none, the next of kin;  ii. The health care provider ' s name, address and telephone number;  iii. Instructions in case of resident's death;  iv. The resident ' s intake assessment summary, identification of problems and areas of successful life function;  v. Data from other agencies;  vi. Treatment plans and goal, regular progress notes; supervisory and review conclusions, aftercare plan and discharge summary, appropriate medical information, and a resident	T 060		

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T 060	<p>Continued From page 4</p> <p>information release form;</p> <p>vii. A signed admission agreement;</p> <p>viii. A recent photograph of the resident (but a resident may decline to have his or her picture taken. any such refusal shall be documented in the resident ' s record);</p> <p>ix. A copy of the resident ' s advance directives, if any were completed, and a copy of the document giving legal authority to another, if any.</p> <p>This REQUIREMENT is not met as evidenced by: Based on staff interview and record review, the facility failed to have picture identification or documentation of refusal to obtain and signed admission agreements in 3 of 3 residents in the survey sample. A resident register was not found. Findings include:</p> <p>Review of medical record for Resident #1, 2 and 3 presented no evidence that a picture identification of the residents were obtained nor documentation of a refusal, as well as the signed admission agreements with the required information were not found. The Manager at 11:20 AM was unable to show a resident register with information of the admissions and /or discharge dates. S/he stated "I understand what is needed instead of bits and pieces in our system". Per confirmation from the Licensed</p>	T 060		
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T 060	Continued From page 5  Practical Nurse (LPN) and the House Manager at that time, there were no picture identifications obtained nor admission agreements with the required elements.	T 060		
T 105 SS=C	VI.6.21 Residents' Rights  VI. Residents' Rights  6.21 The obligations of the residence to its residents shall be written in clear language, large print, given to residents on admission, and posted in an accessible, prominent and public place on each floor of the residence. Such notice shall also state the residence's grievance procedure and directions for contacting the designated Vermont protection and advocacy organization.  This REQUIREMENT is not met as evidenced by: Based on observation and interview, the TCR failed to post, in clear large print language, the required grievance procedure for the TCR and failed to provide directions for contacting the Vermont protection and advocacy organization (Disability Rights Vermont). This has the potential to effect all residents. Findings include:  During observation of the TCR building on 12/30/14 at 10:15 AM, the TCR failed to post the grievance procedure in clear, large print language and failed to provide directions for contacting the designated Vermont protection and advocacy organization (Disability Rights Vermont) on each of the residence floors. The House Manager at that time confirmed there were no required grievance procedures posted.	T 105		

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T999	Continued From page 6	T999		
T999 SS=C	Final Comments	T999		
	<p>This REQUIREMENT is not met as evidenced by: 4.13 Survey/Investigation</p> <p>(f) The residence shall make current written reports resulting from inspections readily available to residents and to the public in a place readily accessible to residents where individuals wishing to examine the results do not have to ask to see them. The residence shall post a notice of the availability of all other written reports in a prominent place. If a copy is requested and the residence does not have a copy machine, the residence shall inform the resident or member of the public they may request a copy from the licensing agency and shall provide the address and telephone number of the licensing Agency.</p> <p>Based on interview and record review the TCR failed to have the current report readily available. Findings include:</p> <p>During the initial tour on 12/30/14 at 10:15 AM, no posting of the current report or notice of the availability of other reports were observed. Per interview at 10:57 AM the Manager confirmed that the results of the inspection was not readily available and accessible to the residents.</p>			

Plan of Correction    United Counseling Service, Inc.    Battelle House Crisis Stabilization Residential Program

Deficiency	Corrective Action	Systematic Change(s)	Monitoring	Date Completed
<p>T006 – Resident Care and Services                      5.2a - Admission Agreement ...describes daily, weekly, or monthly rate charged, the services that are covered in the rate, and all other applicable financial issues, including an explanation of the residence's policy regarding discharge or transfer when a resident's financial status changes from privately paying to paying with SSI benefits... written in... accessible, linguistically appropriate and available in large font.</p>	<p>The facility business office will make all rates updated and available to Battelle House, so that information may be included in the admission agreement.</p>	<p>Rate sheets will be included in the admission packet.</p>	<p>Battelle house Manager will monitor packet to assure the rate sheets are included.</p>	<p>2/20/15</p>
<p>T007 – Residential Care and Services                      5.2b – Admission Agreement ...specify, at least how the following services will be provided and what additional charges there will be if any: all personal care services; nursing services; medication management; laundry; transportation; toiletries; and any additional services provided under a Medicaid program.</p>	<p>The business office and Battelle House will review all services currently provided and determine if there are additional charges for any of them and if so what the charges are.</p>	<p>The services and/or additional costs will be listed on the rate sheet that will be included in the admission packet.</p>	<p>Battelle house Manager will monitor packet to assure the rate sheets are included.</p>	<p>2/20/15</p>

<p>T059 – Residential Care and Services                  5.10a Records/Reports                  ...maintaining, filing and submitting all records required by the licensing agency                  ...current and available on site at the licensed facility for review at any time by authorized representatives of the licensing agency. (...failed to maintain and have on site the required records of the results of the criminal record and abuse registry checks for all staff.)</p>	<p>The facility will work with the agency HR department to establish a method of making available employee records including criminal record and abuse registry checks, at all times in a manner that is in compliance with legal requirements to protect all employee records from unauthorized access.</p>	<p>Changes will be made to all residential sites in the agency. This will require action and direction by the administrative hierarchy of the agency.</p>	<p>The CRES division director will coordinate this with the administrative hierarchy.</p>	<p>6/20/2015</p>
<p>T060 Resident Care and Services                  5.10b (1) &amp; (2)                  (...facility failed to have picture identification or documentation of refusal to obtain and signed admission agreements ...a resident register was not found)</p>	<p>The facility will ask all residents to have picture identification upon admission; if resident refuses that will be documented; refusal to submit to picture identification will be acceptable and will not preclude admissions. Additionally an Admission-Discharge log has been reinstated; the log had been discontinued when the agency implemented an electronic medical record.</p>	<p>Program Guidelines, listed in the Operations Manual have been revised to include the following statement:  <i>Upon admission we will ask you to have a photograph taken to place in your records. If you decline to have a photograph included in your record we will record that you preferred not to have your photograph in the record.</i></p>	<p>Battelle House manager will prepare a report for Managers team that will account for the number of photographs included in records as well as the number of refusals at 3-month and 6-month intervals to confirm that the practice is in place.</p>	<p>Report on April 15, 2015 and again on July 15, 2015</p>

<p><b>T105 Residents' Rights</b>          6.21 ...written in clear language, large print, given to residents on admission, and posted in an accessible, prominent and public place... Such notice shall also state the resident's grievance procedure and directions for contacting the designated Vermont protection and advocacy organization.</p>	<p>Residents Rights including the Grievance Procedure and telephone number for Vermont Protection and Advocacy will be posted on the bulletin board in the dining room.</p>	<p>Telephone numbers will be readily available and the grievance procedure will be posted in plain language.</p>	<p>All postings will be monitored monthly and updated as needed.</p>	<p>2/20/2015</p>
<p><b>T999 Final Comments</b>          4.13f Survey/Investigation ...make current written reports resulting from inspections readily available to residents and to the public in a place readily accessible... (...failed to have the current report readily available</p>	<p>A copy of the current survey report will be placed in the book case in the dining room area. A posting indicating that the survey is located in the dining room book case will be placed on the bulletin board in the dining room.</p>	<p>None needed; it had been moved during renovations and was not returned to the proper location.</p>	<p>Copies of reports/surveys will be monitored monthly and updated as needed.</p>	<p>2/20/2015</p>