

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 02/25/2019
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 43L001	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 02/15/2019
NAME OF PROVIDER OR SUPPLIER BLACK HILLS CHILDREN'S HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 24100 S ROCKERVILLE RD RAPID CITY, SD 57702		
(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) COMPLETION DATE
N 000	Initial Comments Surveyor: 15036 A complaint survey for compliance with 42 CFR, Part 483, Subpart G, Subsections 483.354-483.376, Condition of Participation for the use of Restraint or Seclusion in Psychiatric Residential Treatment Facilities Providing Inpatient Psychiatric Services for Individuals Under Age 21 was conducted from 2/14/19 through 2/15/19. The Black Hills Children's Home was found not in compliance with the following requirements: N100 and N214.	N 000			
N 100	Glossary: Resident = kids, child, and children. USE OF RESTRAINT AND SECLUSION CFR(s): 483.354 Subpart G: Condition of Participation for the Use of Restraint and Seclusion in Psychiatric Residential Treatment Facilities Providing Inpatient Psychiatric Services for Individuals Under Age Twenty One. This CONDITION is not met as evidenced by: Surveyor: 15036 Based on interview, record review, and policy review, the provider failed to ensure resident safety through staff training and conducting testing of the facility elopement policy as evidence by one of one sampled resident (5) who eloped from the facility and as of the survey date had not been located. Findings include: 1. Review of the provider's Serious Occurrence Report dated 2/7/19 regarding resident 5 revealed:	N 100	1. As of today's date 3/5/19 resident five's whereabouts and condition remain unknown. There is no corrective action given for resident five. The condition noted as not met has the potential to affect all of the residents. 2. On 2/27/19 the Program Director revised the Runaway policy and procedure to address the findings and to achieve sustained compliance. All staff who supervise children will receive this training and drills will be conducted. RUNAWAY PROCEDURE (FROM CAMPUS) PROCEDURE WHEN THE CHILD IS OUT OF SIGHT 1. In the event of a runaway supervision of the other children must be maintained. 2. If a child is discovered missing or runs from a staff member and visual contact with that child is lost 911 must be called immediately. 3. After 911 has been called the campus all-call system should be used to alert all available staff about the missing/runaway child. The 799 all-call system can be initiated from any campus phone and should be utilized by the first available staff member who can access it who has information about the missing child. The announcement will be heard on all campus telephones and through the outside speakers mounted on campus buildings. 4. To use the 799 all-call system pick up any campus phone and enter 799. Speak clearly and slowly into the handset and describe: who has run, where was the last place they were seen, what were they wearing and the direction they were heading if known. If only a radio is available make the same announcement. Any staff member hearing the announcement from the radio who can access a phone should relay the same message using the 799 all-call. Campus radios will be set to channel 8 (EIGHT) at all times to facilitate communication. 5. While waiting for law enforcement to arrive the senior staff leader on campus (Program Director, Education Director, Lead Team Coordinator, Team Coordinator, etc.) will be designated as the search coordinator and will commence a search of the campus using available human resources. Only staff not needed to supervise children may join in any search effort. Search effort staff and the search coordinator all need to have radios to facilitate communication. 6. The search coordinator will utilize the 799 all-call system to initiate a search of campus. He/she will share where they will be during the search and how to contact them. The search coordinator is asked to remain in one place and not participate in the searching. Unless the search coordinator has a compelling reason to believe the search ought to begin off-campus (like the child was last seen heading that direction or was observed on the other side of Rockerville Road) the following routine will be followed: • Tully Staff search the area around the Tully House and the maintenance area and the adjacent parking lot. • Staff from either or both East and West search the area around the Flagship building and the main parking lot. • If school staff is present during the time of the search they will search the area around the school. In their absence the first staff/team completing their search will complete that task.		03/22/2019

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

TITLE

(X6) DATE

Tim Fitzgerald

Program Director

03/05/19

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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N 100	<p>Continued From page 1</p> <p>*She was nine years old.</p> <p>*On 2/3/19 she had ran away from the facility and as of the 2/7/19 report had not been located.</p> <p>*Residential treatment counselor (RTC) (A) and team coordinator (TC) (B) had been responsible for a group of residents playing in the gym.</p> <p>*Resident 6 had became upset and left the gym without permission. TC B had followed and located her in the hallway.</p> <p>*Resident 5 ran out the opposite gym door, RTC A was not able to leave the other residents playing in the gym, and radioed other staff in the building she had ran from the gym.</p> <p>*Staff members began to search, but resident 5 was not found on the campus.</p> <p>*The Serious Occurrence Report did not include timelines for the above events.</p> <p>Interview on 2/15/19 at 9:20 a.m. with the administrator regarding resident 5 confirmed:</p> <p>*She had eloped on 2/3/19 from the facility gym and as of this date had not been found.</p> <p>*The information above in the Serious Occurrence report dated 2/7/19 was accurate.</p> <p>Interview on 2/15/19 at 1:47 p.m. and again at 4:50 p.m. with the program director confirmed:</p> <p>*Staff had not been trained on the provider's December 1999 Lost Child On Campus (On Campus - During Daytime, Monday - Friday) policy nor the November 2004 Lost Child Off Campus (From Off-Campus) policy.</p> <p>*Training had been focused on active shooter and facility lockdown situations, not on children elopement.</p> <p>*Staffing ratio at the time of resident 5's elopement was two staff for six residents, which was normal for the facility.</p> <p>*Staff were taught not to chase "kids" if they were</p>	N 100	<p>* Teams will report back to the search coordinator once the campus has been searched. The search coordinator will determine if the search will extend off-campus or to other parts on-campus and if vehicles will be utilized.</p> <p>7. If the child is found before law enforcement has arrived on campus they will be informed of that.</p> <p>8. Once law enforcement arrives staff will do what is instructed.</p> <p>9. Search Coordinator will contact the Program Director and On-Call staff.</p> <p>PROCEDURE WHEN THE CHILD REMAINS IN SIGHT</p> <p>1. If a child runs from a staff member and they or another are able they should follow. As soon as practical inform others by the use of the 799 all-call system: who has run, what they are wearing, from where they have run, and the direction in which they are heading if known. The same information may be broadcast on the campus radios as an alternate if a phone is not readily available. Any staff receiving the call on the radio near a phone should relay the same information over the 799 all-call if that has not already been done.</p> <p>2. The senior staff leader on campus designated as the search coordinator will decide if additional staff will be sent to aid those following the child and if vehicles will be used.</p> <p>3. If at any time during the following the child leaves the campus or staff are unable to keep the child in sight a call will be made to 911 to alert law enforcement. That call may be made from a personal cell phone at the time sight is lost if coverage is available or by the search coordinator from the campus when that request is made by the followers by radio.</p> <p>4. Any staff who is involved in pursuing a child who has run away may decide at any time to call 911 if they determine that is needed even if the child remains in sight.</p> <p>5. If the child is found before law enforcement has arrived they will be informed.</p> <p>6. Once law enforcement arrives staff will do what is instructed.</p> <p>7. Search Coordinator will contact the Program Director and On-Call staff.</p> <p>PROCEDURE WHEN THE CHILD IS FOUND</p> <p>1. Once located, the child should be examined for injuries and food/water needs by medical or supervisory staff.</p> <p>2. Program Director/designee will inform the referring worker and parents/guardians safety.</p> <p>3. A behavior report will be completed detailing the incident.</p> <p>RUNAWAY PROCEDURE (FROM OFF-CAMPUS)</p> <p>1. In the event of a runaway supervision of the other children must be maintained.</p> <p>2. If a child is discovered missing or runs from a staff member call 911. Instructions from law enforcement will be followed. Be prepared to give the dispatcher your location, the child's name, what the child was wearing, and the direction the child went after running away or their last location before they were missing.</p> <p>3. After 911 has been called, call BHCH (343-5422) to report the circumstances.</p> <p>4. If indicated, on campus staff will dispatch staff to retrieve other children.</p> <p>5. Contact Program Director and On-Call staff.</p> <p>6. Program Director/designee will inform the referring worker and parent/guardians of child's safety.</p> <p>PROCEDURE WHEN THE CHILD IS FOUND</p> <p>1. Once located, the child should be examined for injuries and food/water needs by medical or supervisory staff.</p> <p>2. Program Director/designee will inform the referring worker and parents/guardians of child's safety.</p> <p>3. A behavior report will be completed detailing the incident. Therapists reviewing those behavioral reports will determine if changes to the Master Treatment Plan are needed.</p> <p>4. Each quarter data from behavioral reports detailing runaway events will be shared with the Quality Improvement Committee by the Program Director or the Safety/Compliance Officer.</p> <p>3. Runaway drill checklists will be monitored to ensure the effectiveness of the system change. Drills will be conducted by either the Program Director, Safety/Compliance Officer, Lead Team Coordinator, Unit Therapists, Education Director, Lead Teacher, Team Coordinator as in the event of a real runaway situation anyone of them may act as the Search Coordinator. All staff who supervise children will be involved in runaway drills, including all shifts.</p> <p>The Program Director has responsibility to ensure that all newly hired staff receive training in the runaway policy and procedures and that all existing staff receive that training annually. The Program Director also has the responsibility to ensure that runaway drills are conducted.</p> <p>The Program Director will verify on a quarterly basis that all newly oriented staff have received training in the runaway policy and procedure and that by June 30 of every calendar year all existing staff have received that training. At least one time per month a runaway drill will be conducted. We will continue these monitoring checks on this schedule for the year.</p> <p>The Program Director will report the results of the monitoring of the staff training records and the runaway drill checklists results to the Quality Improvement Committee on March 22, 2019. The Program Director will continue to make those same reports to the QI Committee on a quarterly basis for the next two years. In his absence the Safety/Compliance Officer will do the reporting.</p>		

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N 100	Continued From page 2 responsible for other "kids." *There was now a heighten awareness of every "kids" location by the staff.	N 100			
N 214	Refer to N214, finding 1. EDUCATION AND TRAINING CFR(s): 483.376(a) The facility must require staff to have ongoing education, training, and demonstrated knowledge of - This STANDARD is not met as evidenced by: Surveyor: 15036 Based on interview, record review, and policy review, the provider failed to ensure elopement training and elopement drills were conducted to ensure all staff knew what their roles and responsibilities were in the event of a runaway resident. Findings include: 1. Review of the provider's Serious Occurrence Report dated 2/7/19 regarding resident 5 revealed: *She was nine years old. *On 2/3/19 she had ran away from the facility and as of the 2/7/19 report had not been located. Interview on 2/15/19 at 1:47 p.m. and again at 4:50 p.m. with the program director confirmed: *There was now a heighten awareness of every "kids" location by the staff. *Staff had not been trained on the provider's December 1999 Lost Child On Campus (On Campus - During Daytime, Monday - Friday) policy nor the November 2004 Lost Child Off Campus (From Off-Campus) policy. *Training had been focused on fire, active	N 214	1. The standard noted as not being met has the potential to affect all residents. 2. On 2/27/19, the Program Director revised the Runaway policy and procedure to address the findings and to achieve sustained compliance. All staff who supervise children will be trained in the revised policy by the Program Director, Safety/Compliance Officer or Lead Team Coordinators. Runaway drills will be conducted to ensure staff know their roles and responsibilities in the event of a runaway resident. 3. Runaway drill checklists will provide the data to monitor the effectiveness of the system change. The Program Director is responsible to do the monitoring or in his absence the Safety/Compliance Officer. The monitoring will be done monthly during Runaway drills. The drills will continue quarterly for the next two years. The results of Runaway drills will be reported in the Quality Improvement Committee meeting on 03/22/19 and will include an assessment of staff knowledge of their roles and responsibilities in these events. We will continue to report this same data to the QI committee every quarter for the next two years. The Program Director is responsible for this reporting. The QI minutes will be emailed to all staff which will include the Runaway Drill Results.		03/22/19

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N 214	<p>Continued From page 3</p> <p>shooter, and facility lockdown situations; not children elopement.</p> <p>*The provider's December 1999 Lost Child On Campus (On Campus - During Daytime, Monday - Friday) policy for lost children was not followed by staff.</p> <p>*In the beginning the search was not as organized as it could have been. That would have been the program director's responsibility.</p> <p>*The program director was on an authorized leave and the "acting team coordinator should have assumed that responsibility."</p> <p>*The search became more organized on 2/3/19 at 12:26 p.m. when the on-call staff member arrived.</p> <p>**"It took staff 1.5 hours to contact 911, that should have been done when staff first lost sight of her [resident 5]."</p> <p>**"Prior to calling 911 the call tree was activated. Law enforcement should have been notified first. They are more experienced with searching for missing persons."</p> <p>**"Complacency amongst the staff was an issue, kids had ran in the past, staff had found them. They thought this time would have been the same."</p> <p>**"On-campus search should have been completed prior to sending vehicles out to search."</p> <p>*Staffing ratio at the time of resident 5's elopement was "two staff for six kids, which was normal for the facility."</p> <p>**"Staff were taught not to chase kids if they were responsible for other kids."</p> <p>*Communication among the staff searching was a problem. They were using three different radio channels which did not allow everyone to hear the same thing at the same time.</p> <p>**"Staff had the option of using the all-call broadcast, channel 799, but that channel was not</p>	N 214			

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N 214	<p>Continued From page 4 used."</p> <p>Interview on 2/14/19 at 5:05 p.m. with licensed certified social worker (LCSW) F regarding resident 5's elopement on 2/3/19 revealed: *There had not been any drills for elopement at the facility. *The search was disorganized until approximately 12:26 p.m. when the on-call staff licensed social worker G arrived. *Staff member E was acting team coordinator (ATC). *No one wanted to assume the role of designee/search coordinator. *The search was not implemented according to their lost child on campus policy. *Staff were now responsible for reading policies on their own. Unit meetings at one time were used to review policies.</p> <p>Interview on 2/15/19 at 12:45 p.m. with ATC E who was on duty on 2/3/19 revealed: *Search for resident 5 was disorganized until the on-call staff arrived at 12:26 p.m. *Multiple radio channels were operating during the active search. -There was not an emergency radio channel operating that day that would have enabled staff to hear the same information at the same time. *He received a call over the radio at approximately 11:10 a.m. requesting his assistance in the gym. At that time he had not been informed resident 5 had ran from the gym. *He arrived at the gym at approximately 11:12 a.m. or 11:13 a.m. -Upon his arrival to the gym he had stopped and talked with TC B in the hallway. -TC B was attending resident 6 at that time. -Approximately one minute or less RTC A opened</p>	N 214			

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N 214	<p>Continued From page 5</p> <p>the gym door and said resident 5 had ran. *He had actively participated in the search from the beginning. *At 12:26 p.m. LSW G arrived, and the search became more organized.</p> <p>Review of the provider's December 1999 Lost Child On Campus (On Campus - During Daytime, Monday - Friday) policy revealed: **1. In the event of a lost child, supervision of the other children must be maintained. 2. The Program Director or designee is the Search Coordinator. 3. A clothing description and time the child was last seen is determined. 4. A search is made on grounds of vehicles and building to assure the child is missing. 5. Staff are assigned to follow in the direction the child was last seen. 6. Cars are dispatched, by direction of the Search Coordinator, either direction on (road name) locating themselves at the stop signs at each end of the road to alert motorists traveling on County Road (road number). 7. Notification of law enforcement (county and telephone number) and/or [name of Search and Rescue telephone number] is made by the Program Director or designee. 8. Notification of the referring worker, parents/guardian is made by the Program Director or designee, keeping them informed throughout the search. 9. Once located, the child should be examined for medical attention, a change of clothing, and food. 10. The Program Director or designee notifies referring worker, parents/guardian of child being found. 11. Complete and [an] Incident Report."</p>	N 214			

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N 214	Continued From page 6 Review of the provider's July 2018 to June 2019 inservice training list revealed resident elopement had not been listed.	N 214			