

Case Six  
Intermediate Care Facility/Individuals with Intellectual Disabilities Learning Activity

Item	Description	
Objective:	Given a scenario, the surveyor will identify areas of concern, potential citations, and related regulatory requirements.	
Prior to Class:	Print copies of the scenarios. Have the ICF/IID regulations available. Have flip charts and markers available.	
Total Time for Activity:	60 minutes (The time given is approximate.)	
Set-Up:	Set class up for small groups if appropriate.*	
Step:	Preceptor Instructions:	Activity Time:
1.	Divide the class into small groups. Provide each group a set of scenarios.*	5 min.
2.	Each group should select someone to take notes on the flip charts and be prepared to report to class. Groups must answer the questions provided for each of their scenarios.	5 min.
3.	Give the teams time to read and discuss the scenario.	20 min.
4.	As the groups are completing this task, walk around the room and listen to the conversations. Provide direction where appropriate. Warn the class when the time available is down to the last five minutes.	
5.	Debrief each scenario by discussing key points contained in the Preceptor Answer Sheet.	25 min.
*For individual assignment, provide the worksheet and support where appropriate during the completion of the activity. Once completed, review answers against the answer sheet, and discuss the key points together from the scenario.		

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Directions: Read the scenario and working as a team (if able), document your answers on the flip chart provided.

#### 48 Whitehall Scenario

- (a.) The home at 48 Whitehall has four bedrooms and a two-car garage. The living room area has two recliners, a three-person couch, and a rocking chair. There is a throw rug underneath the coffee table, which is against a wall. There is a pole light between the recliners and a hanging light over the couch. The curtains on the sliding glass doors have a rip which is held together with a clothespin. There is a corresponding tear in the sliding screen.
- (b.) It is 4:30 PM and all five people who live there are at home. Jake R. is sitting in his wheelchair watching TV—*Law and Order*. Howard B. is rocking in the rocking chair facing the sliding glass doors, and Martin McC. is walking around the room between the furniture. One staff person is in the kitchen preparing dinner, and another staff person is in the laundry room folding clean towels. Tom H. is in his bedroom sleeping, and Roger F. is rearranging his dinosaurs on the top of his chest of drawers.
- (c.) Roger leaves his bedroom and, using his walker, maneuvers down the hall where he patiently waits for Martin to pass by so he can head for the laundry room. Once he gets to the laundry room, he plaintively says to Alice, the staff person, “No work.” She responds with, “I know, they don’t have any contracts. Go and sit down; dinner will be ready by 5:30 PM” Roger mumbles, “Not hungry” and goes to stand by Howard.
- (d.) At 5:15 PM, Jean, the staff person who had been fixing dinner, brings the food to the table, announces to everyone that it is time for dinner, and says, “Come sit down.” Roger goes to the hallway and hollers for Tom that dinner is ready and then takes a seat at the table. Without a word, Alice (the other staff person) pushes Jake over to the table. Jean serves everyone and puts Jake’s filled plate on his lap tray. Alice stands behind Jake and makes sure he is eating all his meal. About 15 minutes into the meal, Jean goes back and gets Tom up and follows him to his place at the table where his food is already served.

Howard gets up from the table and goes into the kitchen, gets the Tabasco sauce and puts it on his meatloaf, and then returns it to the kitchen. Both Alice and Jean thank him for putting it back. Martin pushes his plate away and starts to stand up, but Jean tells him he needs to finish his succotash before getting up. He does.

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- (e.) By 5:35 PM, everyone has gotten up from the table and Jean, along with Alice, cleared the table and wiped off the plastic tablecloth. Jake rolled himself over to the TV and changed the channel. Roger went down the hall to the bathroom. Tom got his clean towels and took them to his bedroom. Howard returned to the rocking chair, and Martin sat down on the couch. When Roger returned to the living room, Tom went to the bathroom to take a shower. Alice hollered to him to remind him that tonight was the night to wash his hair. He then came out and got a bottle of shampoo from her. Roger sat in one of the living room chairs and just looked around at things.
- (f.) When the dishes were done, Alice brought a bunch of folded towels to Roger, Martin, and Howard, and told them to take them to their bedroom and put them in their closet. Each followed her instructions and returned to what they had been doing before. Alice took Jake's towels to his bedroom and put them away. She returned to the living room and told Howard he could go start his shower. Howard went to his room and collected his pajamas and towels, then proceeded to the bathroom. Alice went to the kitchen where she began packing lunches. Jean was filling out the log at the dining room table.
- (g.) Tom finished his shower and returned to his room where he sat on his bed and systematically ripped the pages out of a magazine one-by-one, wadded the page up, and threw it in the waste can. Jean got up and went to check on Howard and then called to Alice that they needed to help Jake take his bath. Alice went over and rolled Jake to the bathroom while Jean got his pajamas and towels. They did a two-person lift to get Jake into his shower chair and Jean returned to her record book. When Howard returned to the living room, he picked up the remote, changed the channel, and sat down on the couch next to Martin, who then got up and went to get his shower. By 6:45 PM, everyone had completed their showers and was back in the living room except for Tom, who stayed in his room.
- (h.) Alice continued packing the lunches. Jean got up and bought the Connect 4 game and a set of checkers to the dining room table. She reminded everyone in the living room that the games were there and then went to check on Tom. She returned and asked if they wanted to watch *Entertainment Tonight* on the TV and, getting no definitive response, got the remote from Howard and changed the channel. Things stayed the same until about 8:00 PM when Alice asked the men if they would like a cookie and some milk before bed. Everyone, including Tom, went to the kitchen, where each was given a chocolate chip cookie and a plastic tumbler filled to the rim with milk, which they consumed. They then went directly to their bedrooms and went to bed.

Survey Team Questions:

Citation: State Operations Manual, Appendix J

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1. What are the potential issues?
2. What are your potential tags?
3. Do you need further: observations, interviews, and/or documentation? If so, when, where, what, and/or with whom?

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Preceptor Answer Sheet

48 Whitehall

Observations:

- Does the organization of the living room furniture facilitate the things people would normally do there? Is it “homelike”?
- Why is everyone home at 4:30? Is this day a fluke compared to a more normal daily routine and/or rhythm of the day, or is it an indication that school, work, volunteer or social activities are not occurring?
- Is there sufficient furniture in the living room, as described in the paragraph above, for five people plus staff if they all chose to be together?
- Why isn’t anyone who lives there helping with or even totally responsible for routine dinner or laundry tasks? Do they know how to make dinner and fold clothes?
- Does Tom always take a nap? Why? Is this hobby age-appropriate for Roger? What exposure has he had to other hobbies and activities?
- What job options have been considered so that Roger might have a normal work schedule and consistent earnings? Does everyone always eat at the same time?
- Will Roger be expected to eat even if he is not hungry? Does everyone have to eat at 5:15? Why not ask him if he is ready to go to dinner? Why is staff serving? Why isn’t Jake using the table?
- Do people stand behind you when you are eating? Or do they sit at the table and talk to you? Isn’t it more normal for a plate to be filled by the person? Or to be filled when the person arrives at the table? Why aren’t condiments on the table? What if he doesn’t like succotash?
- Why didn’t anyone stay behind to drink coffee or talk? Again, no one is helping staff or asked to help. What if Roger wants to wash his hair at a different time or on a different day? Is this scheduled for some reason? Why doesn’t he have his own shampoo? What’s with Roger sleeping and sitting so much?
- If they were watching TV, why is staff telling them to do something else right that minute? Are good manners part of everyday expectations? Why didn’t Alice have Jake put his towels away? Is showering scheduled or a function of personal choice?

The surveyor’s NEXT action:

Conduct interviews to ask some of the questions but not all. The “why” questions are good to open with because they allow the staff and/or client to provide the answers, per their own perspectives, of why something was done (or not done) in a particular way. This gives the surveyor the opportunity to follow up with questions via continued interviews and findings from clinical record review and/or added observations if needed.

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Decision Making Questions:

The surveyor's first question: "Does the information from your observations lead you to think about deficient practice?"

The example shows the Condition of Participation (CoP) for Active Treatment being potentially out of compliance. The observations potentially cover Tags CoPW211-W225. Although based on this observation, the surveyor should also consider CoP W122, CoP W406; CoP W459 could be assessed also.

The surveyor's next question could be: "Does the information from the observations match what you have heard through varying interviews and what is documented in the clients' records?"

The next question could be of the Core CoP and fundamental tags: "Are there potential concerns in these areas? From the core CoP and the fundamental tags, where is the deficient practice?" Then ask, "Are there non-fundamental tags that you find to be deficient? What is the outcome for the clients? Is the Core CoP out?"