



SOUTHWEST KEY PROGRAM, INC

5125 WEST MYRTLE AVENUE
GLENDALE, AZ 85301
(623) 435-5212

Facility ID: BH3534

License: BH3534

An on-site investigation of complaint AZ00139063 was conducted on February 24, 2017.

Two of two allegations were substantiated and the following deficiency was cited:

Alice Slaysman, M.Ed. Date
State Licensing Surveyor

Findings Report Summary

<p>Findings for: Citation 1 Corrected Date: 04/27/2017</p>	<p>Rule/Statute: Resident Rights Rule Text: B. An administrator shall ensure that: 2. A resident is not subjected to: i. Restraint;</p>	<p>Survey Text: R9-10-711.B.2.i.~ Based on record review, documentation review, and interview, the administrator failed to ensure a resident was not subjected to restraint. Findings include: 1. A review of R1's medical record revealed a document titled, "Safety Restraint Reporting Form." The form described the events of an incident occurring December 25, 2016. The report revealed R1 had been in a restraint for 21 minutes, released for a minute and then placed in another restraint for 16 minutes. The form lists questions including, "Alternative efforts made to de-escalate the situation prior to the restraint, Reason restraint was initiated, Position of person being restrained during the restraint, Location of the restraint, and Staff who witnessed the restraint." The facility is licensed as a behavioral health residential facility under the Arizona Administrative Code Title 9, Chapter 10, Article 7, which has provisions for an emergency safety response; however, it prohibits the use of a restraint. 2. A review of R1's medical record revealed an email titled. "Restraint Guidance" outlining reporting of restraints to the "Restraint Review Committee" and stated "Ensure approved CPI techniques are applied and avoid using any other form of physical technique. Advise staff members to release minor if the restraint is unsuccessful." 3. A review of additional information gathered from staff documentation confirmed the time frames of the physical holds based on the video footage reviewed by the supervisor. 4. A review of facility policy and procedures (updated April 2014) revealed a policy titled,</p>
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"Responding to Sudden, Intense, or Out-of-Control Behavior," which states, "If...behavior is of a physically aggressive nature, personnel in charge will contact 911. To prevent harm to the client or another client and only if the circumstances are excessive in nature and verbal communication has failed, personnel trained in non-violent crisis intervention/CPI will intervene. If emergency safety response is needed, it will not last more than five minutes." An additional policy titled, "Emergency Safety Response" states, "It shall be the policy of to physically hold a client to safely manage a sudden..... to prevent harm...." The procedure states, "..... an emergency safety response is used only in an emergency..... for the shortest possible duration of time needed to bring the client's behavior under control..... and not longer than five minutes." The procedure continues to describe documenting procedures that includes reporting, "...in writing to BRFL within five days after the end of the calendar month...." Such reporting requirements are not in the current rules of Article 7. 5. In an interview, O1 confirmed the times of the restraint and the contents of the documentation. O1 also reported the policy and procedure manual was being updated to reflect current rules of Article 7.