Havenwood Academy, Inc.

465 W 1600 N, Cedar City, UT 84721 (Iron County)
(435) 586-2500

- (52820) OT - Outpatient Treatment :Renewal: (07/31/2021)
- (52822) RT - Residential Treatment :Renewal: (07/31/2021)

Name of this Investigation:

client injury - [redacted]

* Start Date:

02/25/2020

...

* Lead Assignment:

Jennifer Hinton

Licensor:Greg Hirst

Entered By:Serena HubertIntake

Source:

Provider Incident Report (e.g., incident report)

Other Regulatory Agency (e.g., DCFS, JJS, Law Enforcement)

Public/Other (e.g., complaint, news report)

Date of Incident:

02/25/2020

...

Date Reported:

02/25/2020

...

Notification: The provider reported within one business day. Reported By:

Janie Sabin

Contact Info:

User Email: janiesabin@havenwoodacademy.com

User Phone: 4355862500

Summary of Issue:

When the grave staff (Joe Garrard and Madison Horton) came on shift [redacted] was not sleeping. The shift change went smoothly and [redacted] had settled down. After the swing shift had left [redacted] got out of bed and asked if she could sleep in theater room and Madison Horton redirected her to stay in her room. [redacted] went back into her room and got her bedding and took it to the theater room. Madison once again redirected her back to her room. [redacted] was refusing to go back so Madison gave a few minutes to calm down so she could move her back to her room. Madison went downstairs quickly to get new q-15 forms because it had switched over to a new day. She was downstairs maybe two (2) minutes when [redacted] came downstairs to use the bathroom then headed back up stairs. Within 30 seconds the alarm sounded. Madison ran for the front door and since it was closed she ran upstairs to check windows and doors. As soon as she got to the top of the stairs she saw the emergency exit door was open and [redacted] was standing on the top railing. Madison yelled to Joe Garrard to help her. She started talking softly and calmly to [redacted] to get her to get off the railing. [redacted] said she didn't want to talk to Madison. Madison asked her who she would like to talk to and that she was willing to call any staff to help her. By this point Joe had made it upstairs and was trying to help talk [redacted] off the railing. [redacted] started leaning back and lost her balance. Joe and Madison grabbed her and had a hold of her and attempted to pull her back over the railing. But because [redacted] is a bigger girl and she had on slippery basketball shorts they lost hold of her and she fell. Madison rushed down the stairs why Joe called 911 and the Program Director. Madison kept [redacted] warm with warm towels and blankets and tried to keep her still in case she had a back or spine injury. David Scott ("D'Jay") the Program Director show up shortly and so had Ilaisaane Taufa ("Mapa"). D'Jay stayed outside with [redacted] and Madison until the ambulance had arrived and D'jay went in the ambulance with [redacted] and Eric Allred the Executive Director met them at the hospital. Mapa pulled a safety circle with the clients who were awake a long with Madison and Joe to calm the rest of the clients back down. Mapa remained at the home the rest of the night with Joe and Madison.

[redacted] had 18 stitches put in the back of her head and a cast put on her foot that was fractured, at the hospital. The hospital crisis team stepped in to assess [redacted] and asked D'jay and Eric if they thought we could keep [redacted] safe in our program and it was determined that [redacted] needed to go to a higher level of care. [redacted] keeps claiming that she was not going to jump and wasn't trying to kill or harm herself, but Havenwood is unsure if they can keep her safe. [redacted] therapist has done a suicide assessment and she is not suicidal.

Clients Involved:

[redacted]

Licensees, Staff, and Witnesses Involved:

Madison Horton, Joseph Garrard, Ilaisaane Taufa ("Mapa"), David Scott ("D'jay"), Eric Allred

Licensee Follow-Up

Actions Taken by Licensee:

[redacted] case worker in [redacted] was contacted.

[redacted] was taken to the ER via ambulance and remains in the Hospital with staff.

As of this report [redacted] will be transported to a higher level of care until it is determined by [redacted] Case Worker and the locations she will be at that she can be placed in a step down program.

All therapist have been brought in to do trauma groups with the Havenwood client's and Havenwood Staff.

All Havenwood staff on last night will have to have an evaluation from the Clinical Director before they can go back on shift.

Havenwood will have an extra staff on grave shifts until it is determined that it is no longer needed.

Actions Planned by Licensee:

Put delay egress on the doors of the home.

We are also looking enclosing the stairway on the back of the home so the girls could not fall or jump off it.

Form also forwarded to caseworker email:

Additional Comments:

Office Follow-Up

Investigate Within:

On-site within 3 business days

Priority Due Date:

03/03/2020

...

Document Admin Staffing:

Identify safety concerns with the physical facility and ensure immediate action has been taken to stop this from occurring again.

Date Priority Met:

02/27/2020

...

QA Monitoring

Activity Log:

Add

Date	Time	Type	Who
04/07/2020	10:13	Other Licensee Contact	Kelly Anderson
04/01/2020	01:21	Other Licensee Contact	Kelly Anderson
03/24/2020	03:07	Other Licensee Contact	Kelly Anderson
03/09/2020	01:30	Collateral Contacts	Jennifer Hinton
03/09/2020	10:49	Other Licensee Contact	Kelly Anderson
02/27/2020	11:00	Site Visit - Unscheduled	Kelly Anderson

Documents:

Add

Date Name Comment

03/10/2020 netting around stairs delete

02/27/2020 stairway photo 2 delete

02/27/2020 stairway photo 1 delete

02/25/2020 IR email delete

Violations:

Add

Violation Date Rule# Resolved Date

03/10/2020

501-19-7 Residential Treatment Programs. Physical Facilities.

03/10/2020 delete

Update Status

Findings

* Critical Incident:

A critical incident occurred related to this Investigation.

Yes

Type of Incident:

Serious Injury

Sites Affected:

Conclusion Summary:

The program has provided safety precaution to prevent further falls over stairway rails. The client that was injured was transferred to an appropriate setting for her current diagnoses.

Finalized Date: 04/07/2020