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:

Quality of Care Concerns from the State of [redacted]

* Start Date:

06/06/2019

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* Lead Assignment:

Kelly Anderson

Licensor:Greg Hirst

Entered By:Ahmed SamatarIntake

Source:

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

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

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

Reported By:

[redacted]

Contact Info:

[redacted]

Please contact either Laura Taffs, Clinical Supervisor, 406-444-3814 or myself for further questions

Summary of Issue:

[redacted] currently has two Medicaid youth enrolled in one of your facilities, Havenwood Academy. During their stay [redacted] has been notified of several quality of care concerns.

Havenwood has shown a consistent pattern of inability to protect youth from eloping from the secure residential facility thus placing youth in harm of self. Nor has Havenwood been able to prevent youth

from being a danger to others as evidenced by youth's 3rd offense of assault charges occurring both to police officers and peer. Youth has had 7 incidents requiring law enforcement since admit.

There appears to be a consistent pattern of residents becoming involved and trying to manage crisis situation situations. For example, a peer was attacked by youth when a peer tried to stop youth from eloping. This pattern suggests a quality of care concern around appropriate staff supervision and training of staff to manage crisis. Current pattern suggest a lack of safety and risk of harm to all residents.

Below is the comprehensive data on QOCs regarding Havenwood from January 2018 to current, these QOCs are from a total of 7 youth:

- Total of 37 QOCs were reported (75% of QOC came from just two youth but they have been there for one year or longer).
- 21 QOCs were sentinel events
- 20 QOCs involved elopement attempts
- 7 QOCs involved incidents with law enforcement, three of those the police were called by bystanders.
- One QOC involved [redacted] investigation due to possible sexual coercion between an older peer and one under 12.
- One QOC was a youth placed in acute due to breaking into a locked medicine cabinet and taking a large amount of medication. It had been her second time of being able to steal medication from staff.

Clients Involved:

Two youth from [redacted]

Licensees, Staff, and Witnesses Involved:

Unknown

Licensee Follow-Up

Actions Taken by Licensee:

Actions Planned by Licensee:

Additional Comments:

Office Follow-Up

Investigate Within:

Initiate investigation within 10 business days

Priority Due Date:

06/19/2019

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Document Admin Staffing:

Requesting licensing staff to complete an unannounced visit to the location to interview all program clients, to assess general health and safety, compliance to general provisions relative to the reporting of critical incidents, as well as compliance to administrative rules. In addition, to coordinate with OL investigations as needed. Assigning a 10 day priority.

Date Priority Met:

06/07/2019

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QA Monitoring

Activity Log:

Add

Date	Time	Type	Who
07/01/2019	12:56	Collateral Contacts	Kelly Anderson
06/26/2019	12:00	Site Visit - Unscheduled	Kelly Anderson
06/20/2019	09:30	Site Visit - Unscheduled	Kelly Anderson
06/13/2019	02:57	Collateral Contacts	Kelly Anderson
06/13/2019	12:00	Other Licensee Contact	Kelly Anderson
06/10/2019	09:48	Collateral Contacts	Kelly Anderson

Documents:

Add

Date	Name	Comment	
08/06/2019	audit client files	file audit evidence.	delete
07/10/2019	accepted CAP		delete
07/01/2019	CAP		delete
06/13/2019	[redacted]	report	delete

06/06/2019 Havenwood Academy - Other Regulatory Agency complaint - 06-05-19 Email delete

Violations:

Add

Violation Date Rule# Resolved Date

07/01/2019

501-2-3 Core Rules. Governance.

07/15/2019 delete

07/01/2019

501-2-2 Core Rules. Program Administration.

07/01/2019 delete

07/01/2019

501-2-2 Core Rules. Program Administration.

07/15/2019 delete

Update Status

Findings

* Critical Incident:

A critical incident occurred related to this Investigation.

Yes

Type of Incident:

Other

Sites Affected:

Conclusion Summary:

program has come into compliance with conditttions of CAP no health and safety issues at this time.

Finalized Date: 08/06/2019