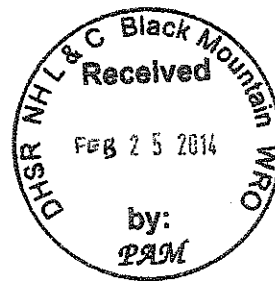


DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 01/31/2014
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345558	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/16/2014
NAME OF PROVIDER OR SUPPLIER NC STATE VETERANS HOME-BLACK MOUNTAIN			STREET ADDRESS, CITY, STATE, ZIP CODE 62 LAKE EDEN ROAD BLACK MOUNTAIN, NC 28711	
(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
F 323 SS=E	<p>483.25(h) FREE OF ACCIDENT HAZARDS/SUPERVISION/DEVICES</p> <p>The facility must ensure that the resident environment remains as free of accident hazards as is possible; and each resident receives adequate supervision and assistance devices to prevent accidents.</p> <p>This REQUIREMENT is not met as evidenced by: Based on resident, family and staff interviews and record reviews the facility failed to have an environment free of hazards by utilizing space heaters in resident care areas for 5 of 6 sampled residents. (Residents #1, #3, #4, #5 and #6).</p> <p>The findings included:</p> <p>1. The most recent Minimum Data Set (MDS) for Resident #4 dated 12/05/13 assessed the resident as cognitively intact, able to understand others and being able make himself understood. Resident #4 was included on the facility's 01/16/14 list of interviewable residents.</p> <p>On 01/16/14 at 9:45 AM Resident #4 was interviewed. During the interview Resident #4 stated during the past week the facility experienced very cold weather conditions and the staff provided him with extra blankets and placed a small portable space heater in his room. The resident explained that when the staff placed the heater in his room they plugged it directly into a three prong electrical wall outlet and placed the heater away from the wall and away from any objects. The resident also explained that the staff</p>	F 323	<p>What Corrective action will be accomplished for the residents found to have been affected by the deficient practice?</p> <p>All space heaters removed from resident areas.</p>	Jan. 10 2014



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

Joni L. Clark RN DHS

TITLE

(X6) DATE

2/2/14

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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F 323	<p>Continued From page 1</p> <p>performed frequent checks of his room to ensure the space heater remained positioned properly. The resident stated that the space heater was utilized in his room for a day or two before being removed by staff.</p> <p>On 01/16/14 at 9:10 AM an interview was conducted with the facility's Maintenance Director. During the interview the Maintenance Director stated the facility placed portable space heaters in resident rooms because the facility's heating system had difficulty keeping the facility environment warm enough when extremely cold weather was experienced during the week of January 06, 2014.</p> <p>On 01/16/14 at 11:10 AM an interview was conducted with the facility's Environmental Service Director/Safety Officer. During the interview the Environmental Service Director/Safety Officer stated that on January 06, 2014 the facility purchased and placed small portable space heaters in resident rooms for a couple days when the facility experienced extremely cold weather conditions. The staff member specified that he oversaw the process of placing the small space heaters in resident rooms by ensuring that they were plugged into a three prong outlet, were placed a minimum of three feet away from walls and any objects and informed residents to not move the heaters or place any objects near them. In addition, staff were instructed on proper safety precautions, when the space heaters were utilized in resident rooms for two days, which included conducting fifteen minute walking rounds to observe for any potential problems.</p> <p>On 01/16/14 at 3:00 PM an interview was</p>	F 323	<p>How will you identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <p>Nursing staff to notify Maintenance Department immediately if resident room temperatures drop below levels comfortable to resident and staff is unable to bring the room temperature up by adjusting the thermostat in the resident room. Staff to be educated on procedure.</p>	Feb. 10 2014	

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F 323	<p>Continued From page 2</p> <p>conducted with the facility's Administrator. The Administrator confirmed that the facility had utilized portable space heaters in resident rooms during the week of January 06, 2014 when the facility experienced extremely cold weather conditions. The Administrator specified that she was aware the use of space heaters were prohibited in resident care areas, but when the facility's heating system failed to maintain a comfortable and safe interior temperature for the resident population she approved the purchase and use of space heaters in resident rooms as a short term solution which was to last twenty-four to forty eight hours. The Administrator further explained that the facility implemented measures to ensure resident safety which included placement of the space heaters as directed by the manufacturer instructions and periodic staff monitoring of the resident care areas where the space heaters were utilized.</p> <p>2. The most recent Minimum Data Set (MDS) for Resident #5 dated 12/27/13 assessed the resident as cognitively intact, usually able to understand others and being able make himself understood. Resident #5 was included on the facility's 01/16/14 list of interviewable residents.</p> <p>An Interview was conducted with Resident #5 on 01/16/14 at 2:45 PM. During the interview Resident #5 stated that over a week ago the staff placed a space heater in his room for a couple days and nights when the facility's heating system was having problems keeping the facility warm. The resident stated staff plugged the small space heater into a three prong electrical wall outlet and placed it away from the wall and any objects stored in his room.</p>	F 323	<p>What measures will be put in place or what systemic changes will be made to ensure that the deficient practice will not reoccur?</p> <p>1. The cell numbers of the Maintenance staff on-call will be posted at each nursing station and at the front desk.</p>	Feb. 10 2014	

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F 323	<p>Continued From page 3</p> <p>On 01/16/14 at 9:10 AM an interview was conducted with the facility's Maintenance Director. During the interview the Maintenance Director stated the facility placed portable space heaters in resident rooms because the facility's heating system had difficulty keeping the facility environment warm enough when extremely cold weather was experienced during the week of January 06, 2014.</p> <p>On 01/16/14 at 11:10 AM an interview was conducted with the facility's Environmental Service Director/Safety Officer. During the interview the Environmental Service Director/Safety Officer stated that on January 06, 2014 the facility purchased and placed small portable space heaters in resident rooms for a couple days when the facility experienced extremely cold weather conditions. The staff member specified that he oversaw the process of placing the small space heaters in resident rooms by ensuring that they were plugged into a three prong outlet, were placed a minimum of three feet away from walls and any objects and informed residents to not move the heaters or place any objects near them. In addition, staff were instructed on proper safety precautions, when the space heaters were utilized in resident rooms for two days, which included conducting fifteen minute walking rounds to observe for any potential problems.</p> <p>On 01/16/14 at 3:00 PM an interview was conducted with the facility's Administrator. The Administrator confirmed that the facility had utilized portable space heaters in resident rooms during the week of January 06, 2014 when the facility experienced extremely cold weather conditions. The Administrator specified that she</p>	F 323	<p>2. A temporary back-up heating system for resident areas that is acceptable to DHSR Life Safety will be installed and operational. This system will be located outside the building with the heat piped into the dayroom on each of the four resident solariums via a non-exit door. The systems will run on diesel fuel and will have a generator located outside the building as well.</p>	Jan. 22 2014	

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F 323	<p>Continued From page 4</p> <p>was aware the use of space heaters were prohibited in resident care areas, but when the facility's heating system failed to maintain a comfortable and safe interior temperature for the resident population she approved the purchase and use of space heaters in resident rooms as a short term solution which was to last twenty-four to forty eight hours. The Administrator further explained that the facility implemented measures to ensure resident safety which included placement of the space heaters as directed by the manufacturer instructions and periodic staff monitoring of the resident care areas where the space heaters were utilized.</p> <p>3. The most recent Minimum Data Set (MDS) for Resident #6 dated 10/17/13 assessed the resident as cognitively intact, able to understand others and being able make himself understood. Resident #6 was included on the facility's 01/16/14 list of interviewable residents.</p> <p>On 01/16/14 at 10:10 AM Resident #6 was interviewed. During the interview Resident #6 stated that staff placed a small space heater in his room for a couple days during a recent period of very cold weather. The resident explained that when staff placed the space heater into his room they plugged it into a three prong outlet and placed it approximately three feet away from his wall and any of his possessions.</p> <p>On 01/16/14 at 9:10 AM an interview was conducted with the facility's Maintenance Director. During the interview the Maintenance Director stated the facility placed portable space heaters in resident rooms because the facility's heating system had difficulty keeping the facility environment warm enough when extremely cold</p>	F 323	<p>3. The facility's owner (North Carolina Division of Veterans Affairs) will meet with the State Construction Engineers to devise a permanent back-up heating system.</p>	Jan. 31 2014	

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F 323	<p>Continued From page 5</p> <p>weather was experienced during the week of January 06, 2014.</p> <p>On 01/16/14 at 11:10 AM an interview was conducted with the facility's Environmental Service Director/Safety Officer. During the interview the Environmental Service Director/Safety Officer stated that on January 06, 2014 the facility purchased and placed small portable space heaters in resident rooms for a couple days when the facility experienced extremely cold weather conditions. The staff member specified that he oversaw the process of placing the small space heaters in resident rooms by ensuring that they were plugged into a three prong outlet, were placed a minimum of three feet away from walls and any objects and informed residents to not move the heaters or place any objects near them. In addition, staff were instructed on proper safety precautions, when the space heaters were utilized in resident rooms for two days, which included conducting fifteen minute walking rounds to observe for any potential problems.</p> <p>On 01/16/14 at 3:00 PM an interview was conducted with the facility's Administrator. The Administrator confirmed that the facility had utilized portable space heaters in resident rooms during the week of January 06, 2014 when the facility experienced extremely cold weather conditions. The Administrator specified that she was aware the use of space heaters were prohibited in resident care areas, but when the facility's heating system failed to maintain a comfortable and safe interior temperature for the resident population she approved the purchase and use of space heaters in resident rooms as a short term solution which was to last twenty-four</p>	F 323	<p>How will the corrective action be monitored to assure that the deficient practice will not reoccur, i.e., what quality assurance program will be put in place for monitoring to assure continued compliance.</p> <p>1. Monitoring of resident rooms for temperature, presence of space heaters and others hazards will be recorded by Director of Maintenance or appointee twice weekly for 6 weeks and once weekly for 6 weeks.</p>	Feb. 10 2014	

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F 323	<p>Continued From page 6</p> <p>to forty eight hours. The Administrator further explained that the facility implemented measures to ensure resident safety which included placement of the space heaters as directed by the manufacturer instructions and periodic staff monitoring of the resident care areas where the space heaters were utilized.</p> <p>4. Resident #1, who resided on the facility's secured unit, was admitted to the facility on 11/25/13 with diagnoses of cerebral vascular disease, macular degeneration, dementia, and reactive confusion. The most recent Minimum Data Set (MDS) dated 12/23/13 revealed resident #1's cognition was severely impaired and unable to make daily decisions. Further review of the MDS indicated Resident #1 required maximum assistance with ADLs, transfers, and/or ambulation.</p> <p>On 01/16/14 at 10:15 AM Resident #1's family member was interviewed. The family member stated the resident's room was colder the week of 01/06/14 and the facility placed a space heater in Resident #1's room for two days.</p> <p>On 01/16/14 at 9:10 AM an interview was conducted with the facility's Maintenance Director. During the interview the Maintenance Director stated the facility placed portable space heaters in resident rooms because the facility's heating system had difficulty keeping the facility environment warm enough when extremely cold weather was experienced during the week of January 06, 2014.</p> <p>On 01/16/14 at 11:10 AM an interview was conducted with the facility's Environmental Service Director/Safety Officer. During the</p>	F 323	<p>2. Maintenance Department will report temperature readings and any requests from staff, residents, or families regarding uncomfortable temperatures in building to QAPI committee monthly.</p> <p>3. Newly hired staff will be educated on heating system and back-up plans during orientation.</p>	Feb. 10 2014	Feb. 7 2014

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F 323	<p>Continued From page 7</p> <p>interview the Environmental Service Director/Safety Officer stated that on January 06, 2014 the facility purchased and placed small portable space heaters in resident rooms for a couple days when the facility experienced extremely cold weather conditions. The staff member specified that he oversaw the process of placing the small space heaters in resident rooms by ensuring that they were plugged into a three prong outlet, were placed a minimum of three feet away from walls and any objects and informed residents to not move the heaters or place any objects near them. In addition, staff were instructed on proper safety precautions, when the space heaters were utilized in resident rooms for two days, which included conducting fifteen minute walking rounds to observe for any potential problems.</p> <p>On 01/16/14 at 11:15 AM Nurse #1, who worked on the facility's secured unit, was interviewed. Nurse #1 stated during the week of 01/06/14 the residents on the secured unit was placed in long sleeve shirts, blankets were placed over their laps covering their legs, and a space heater was placed in some resident rooms in order to keep residents warm. Nursing staff were advised to check the resident rooms every fifteen minutes for temperature changes as well as the warmth of the residents. She indicated during the fifteen minutes rounds the staff was ensuring the space heaters were operating properly as well as monitoring that the space heaters were positioned on the floor of the resident's room.</p> <p>On 01/16/14 at 3:00 PM an interview was conducted with the facility's Administrator. The Administrator confirmed that the facility had utilized portable space heaters in resident rooms</p>	F 323			

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F 323	<p>Continued From page 8</p> <p>during the week of January 06, 2014 when the facility experienced extremely cold weather conditions. The Administrator specified that she was aware the use of space heaters were prohibited in resident care areas, but when the facility's heating system failed to maintain a comfortable and safe interior temperature for the resident population she approved the purchase and use of space heaters in resident rooms as a short term solution which was to last twenty-four to forty eight hours. The Administrator further explained that the facility implemented measures to ensure resident safety which included placement of the space heaters as directed by the manufacturer instructions and periodic staff monitoring of the resident care areas where the space heaters were utilized.</p> <p>5. Resident #3, who resided on the secured unit, was admitted to the facility on 08/29/13 with diagnoses of paralysis, dementia (Alzheimer's type), and Parkinson's disease. The most recent Minimum Data Set (MDS) dated 12/05/13 revealed Resident #3's cognition was severely impaired and unable to make daily decisions. Further review of the MDS indicated Resident #3 required maximum assistance with activities of daily living (ADL), transfers, and/or ambulation.</p> <p>On 01/16/14 at 9:45 AM Resident #3's family member was interviewed. She stated the week of 01/06/14 a space heater was brought into Resident #3's room and the space heater was turned on that evening and remained in the resident's room for two days.</p> <p>On 01/16/14 at 9:10 AM an interview was conducted with the facility's Maintenance Director. During the interview the Maintenance</p>	F 323			

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F 323	<p>Continued From page 9</p> <p>Director stated the facility placed portable space heaters in resident rooms because the facility's heating system had difficulty keeping the facility environment warm enough when extremely cold weather was experienced during the week of January 06, 2014.</p> <p>On 01/16/14 at 11:10 AM an interview was conducted with the facility's Environmental Service Director/Safety officer. During the interview the Environmental Service Director/Safety Officer stated that on January 06, 2014 the facility purchased and placed small portable space heaters in resident rooms for a couple days when the facility experienced extremely cold weather conditions. The staff member specified that he oversaw the process of placing the small space heaters in resident rooms by ensuring that they were plugged into a three prong outlet, were placed a minimum of three feet away from walls and any objects and informed residents to not move the heaters or place any objects near them. In addition, staff were instructed on proper safety precautions, when the space heaters were utilized in resident rooms for two days, which included conducting fifteen minute walking rounds to observe for any potential problems.</p> <p>On 01/16/14 at 11:15 AM Nurse #1, who worked on the facility's secured unit, was interviewed. Nurse #1 stated during the week of 01/06/14 the residents on the secured unit was placed in long sleeve shirts, blankets were placed over their laps covering their legs, and a space heater was placed in some resident rooms in order to keep residents warm. Nursing staff were advised to check the resident rooms every fifteen minutes for temperature changes as well as the warmth of</p>	F 323		

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F 323	Continued From page 10 the residents. She indicated during the fifteen minutes rounds the staff was ensuring the space heaters were operating properly as well as monitoring that the space heaters were positioned on the floor of the resident's room. On 01/16/14 at 3:00 PM an interview was conducted with the facility's Administrator. The Administrator confirmed that the facility had utilized portable space heaters in resident rooms during the week of January 06, 2014 when the facility experienced extremely cold weather conditions. The Administrator specified that she was aware the use of space heaters were prohibited in resident care areas, but when the facility's heating system failed to maintain a comfortable and safe interior temperature for the resident population she approved the purchase and use of space heaters in resident rooms as a short term solution which was to last twenty-four to forty eight hours. The Administrator further explained that the facility implemented measures to ensure resident safety which included placement of the space heaters as directed by the manufacturer instructions and periodic staff monitoring of the resident care areas where the space heaters were utilized.	F 323			