

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

PRINTED: 03/01/2016
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345164	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/04/2016
NAME OF PROVIDER OR SUPPLIER CHOWAN RIVER NURSING AND REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 1341 PARADISE ROAD P O BOX 566 EDENTON, NC 27932	
(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 000	INITIAL COMMENTS No deficiencies cited as a result of the complaint investigation conducted on 12/4/16. Event ID MHPK11	F 000		
F 463 SS=E	483.70(f) RESIDENT CALL SYSTEM - ROOMS/TOILET/BATH The nurses' station must be equipped to receive resident calls through a communication system from resident rooms; and toilet and bathing facilities. This REQUIREMENT is not met as evidenced by: Based on observations and resident and staff interviews the facility failed to identify, report and maintain a working bathroom call light system for 12 of 37 bathrooms observed (#312, #313, #321, #327, #329, #120, #114, #138/140 (shared bathroom), #144, #149, #125, #130). Findings include: 1) On 2/2/16 at 10:50 AM, the bathroom call light in room 114 was observed to not work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on. An auditory signal was heard in the hall. During an interview at this time, Resident #88 indicated she had never tried to use the bathroom call light. 2) On 2/2/16 at 11:28 AM, the bathroom call light in room 120 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was	F 463	Chowan River Nursing & Rehabilitation acknowledges receipt of the Statement of Deficiencies and proposes this Plan of Correction to the extent that the summary of findings is factually correct and in order to maintain compliance with applicable rules and provision of quality of care of residents. The plan of corrections is submitted as a written allegation of compliance. Chowan River Nursing & Rehabilitation response to tis statement of Deficiencies does not denote agreement with the Statement of Deficiencies nor does it constitute admission that any deficiency is accurate. Further Chowan River Nursing & Rehabilitation reserves the right to refute any of the deficiencies on this Statement to Deficiencies through informal dispute resolution, formal appeal procedure and/or any other administrative or legal proceeding.	2/17/16

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

TITLE

(X6) DATE

Electronically Signed

02/17/2016

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 463	<p>Continued From page 1</p> <p>heard. During an interview at this time, Resident #73 indicated she had never tried to use the bathroom call light.</p> <p>3) On 2/2/16 at 1:01 PM, the bathroom call light in room 327 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard.</p> <p>4) On 2/2/16 at 3:03 PM, the bathroom call light in room 329 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard.</p> <p>5) On 2/2/16 at 3:16 PM, the bathroom call light in room 313 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard. During an interview at this time, Resident #153 indicated she had never tried to use the bathroom call light.</p> <p>6) On 2/3/16 at 8:35 AM, the bathroom call light in room 321 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard.</p> <p>7) On 2/3/16 at 8:47 AM, the bathroom call light in room 312 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard. During an interview at this time, Resident #118</p>	F 463	<p>F463</p> <p>The bathroom call bells for rooms #312,#313,#321,#327,#329, #120,#114,#138,#140,#144,#149,#125, and #130 were immediately reported to maintenance so that repairs could be made. These call bells were back in working order by 5:30pm on 2/4/2016.</p> <p>100% audit was conducted by the administrative office staff to check call bells in all residents' rooms/bathrooms on 2/4/2016 using the midnight census to identify any room in which the call bells were not working. Any call bells found not to be working was reported to maintenance for correction and repairs were promptly made on 2/4/2016.</p> <p>100% in-service was conducted for all employees by the Administrator regarding the steps to take when a call bell is found not to be working properly. The in-service was completed by 2/12/2016. All new employees will be in-serviced by the staff development coordinator during orientation regarding the steps to take when a call bell is found not to be working properly.</p> <p>When a call bell is found not to be working in a resident room or bathroom, an employee will notify the unit supervisor so that a tap bell can be obtained and</p>		

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F 463	<p>Continued From page 2</p> <p>indicated he had never tried to use the bathroom call light.</p> <p>8) On 2/4/16 at 8:03 AM, the bathroom call light shared by room 138/140 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard.</p> <p>9) On 2/4/16 at 8:05 AM, the bathroom call light in room 144 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard. During an interview at this time, Resident #12 indicated she had never tried to use the bathroom call light.</p> <p>10) On 2/4/16 at 8:08 AM, the bathroom call light in room 149 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard. During an interview at this time, Resident #76 indicated he had never tried to use the bathroom call light.</p> <p>11) On 2/4/16 at 8:11 AM, the bathroom call light in room 125 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the room did not come on and no auditory signal was heard.</p> <p>12) On 2/4/16 at 8:13 AM, the bathroom call light in room 130 was observed not to work. No indicator light came on in the bathroom when the cord was pulled, the light in the hall outside the</p>	F 463	<p>provided to the resident for use until the call bell can be made. The employee will then fill out a work order form and tape the white copy to the pole closest to the doorway that leads to the back hall way at Nurses Station #1. The yellow copy will be placed in the black box on the administrator door. Once maintenance reports to the administrator that the repair has been made, the administrator will check the call bell to verify that it has been repaired and functioning properly. 100% of call bells will be checked by Central Supply Clerk using a Call Bell Audit Tool(Midnight Census) weekly X 4 weeks and then monthly X 3 month. Any problems noted will be immediately addressed by providing the resident with a tap bell for use and completing a maintenance slip so that repairs can be made. The administrator will review the Call Bell Audit tool weekly X 4 weeks and monthly X 3 months and initial.</p> <p>The results of the audits will be review by the Executive QI Committee quarterly for any potential trends and for follow up as deemed appropriate.</p>		

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F 463	<p>Continued From page 3</p> <p>room did not come on and no auditory signal was heard.</p> <p>On 2/4/16 at 8:10 AM, Nurse #1 assigned to the D and R hall stated no residents or staff had reported nonfunctioning call lights.</p> <p>On 2/4/16 at 8:15 AM, the Maintenance Director (MD) stated he conducted random checks on the call light system. He stated there were no scheduled checks or written logs recording the checks. He could not recall when the last random check occurred. He reported that if a call light was not working, the facility had hand bells that would be issued to the resident until the light was fixed. A walkthrough of the identified rooms was conducted with the MD. The bathroom call light in rooms #114, #120, #313, #321, #329 were not functioning.</p> <p>On 2/4/16 at 9:05 AM NA #1 stated if she assisted a resident to the bathroom, she would stay with them. She was not aware of any nonfunctioning call lights. She stated she would report any call light not working to the Administrator or the MD.</p> <p>On 2/4/16 at 9:07 AM Nurse #2 stated if a call light was not working, she would write up a work order slip for maintenance. She was not aware of any resident complaints regarding call lights not working.</p> <p>On 2/4/16 at 9:10 AM NA #2 stated if a call bell was not working she would page the maintenance director using the overhead paging system and wait until someone came to fix it.</p> <p>On 2/4/16 at 9: 15 AM NA #3 stated she was</p>	F 463			

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F 463	Continued From page 4 unaware of any call lights not working. She explained if a call light was not working, she would fill out a slip and tell maintenance about it. On 2/4/16 at 5:15 PM the Administrator stated staff was expected to report non-functioning bathroom call lights to the maintenance department by completing a work order form. She further stated that each medication storage room contained hand bells for resident's use until maintenance could fix non-functioning lights.	F 463		