PRINTED: 07/30/2019 FORM APPROVED OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTII A. BUILDIN	PLE CONSTRUCTION G	(X3) DATE SURVEY COMPLETED		
		345515	B. WING		06/0	5/2019
	ROVIDER OR SUPPLIER EALTH-TOWN CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 6300 ROBERTA ROAD HARRISBURG, NC 28075	•	
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E 000	Initial Comments		E 0	00		
F 656 SS=E	conducted on 06/02/3 The facility was found requirement CFR 483 Preparedness. Event	t ID # 2TRT11. Comprehensive Care Plan	F 6:	56	6	6/24/19
	implement a comprei care plan for each re resident rights set for §483.10(c)(3), that in objectives and timefr medical, nursing, and needs that are identifi assessment. The cor describe the following (i) The services that a or maintain the reside physical, mental, and required under §483. (ii) Any services that under §483.24, §483 provided due to the r under §483.10, include treatment under §483. (iii) Any specialized serenabilitative services provide as a result of recommendations. If findings of the PASA rationale in the reside (iv)In consultation with resident's representation	cility must develop and hensive person-centered sident, consistent with the rith at §483.10(c)(2) and icludes measurable ames to meet a resident's dimental and psychosocial fied in the comprehensive mprehensive care plan must grane to be furnished to attain ent's highest practicable dipsychosocial well-being as 24, §483.25 or §483.40; and would otherwise be required 25 or §483.40 but are not esident's exercise of rights ding the right to refuse 3.10(c)(6). Services or specialized as the nursing facility will final part of the person of the part of the				
ABORATORY	DIRECTOR'S OR PROVIDER/	SUPPLIER REPRESENTATIVE'S SIGNATUR	RE	TITLE	(>	X6) DATE

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

06/19/2019

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.

Electronically Signed

	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
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		345515 B. WING		06/	05/2019		
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(X4) ID	SUMMARY ST	ATEMENT OF DEFICIENCIES	ID		PROVIDER'S PLAN OF CORRECTION		(X5)
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F 656	future discharge. Face whether the resident's community was assellocal contact agencie entities, for this purpo (C) Discharge plans i plan, as appropriate, requirements set forth section. This REQUIREMENT by: Based on record revifacility failed to have individualized care planning for three of experiments.	eference and potential for ilities must document is desire to return to the seed and any referrals to se and/or other appropriate ose. In the comprehensive care in accordance with the in paragraph (c) of this is not met as evidenced item and staff interviews, the	F	656	This plan of correction constitutes a written allegation of substantial compliance with Federal and Medicaid requirements. Preparation and/or execution of this correction do not constitute admission or agreement by t provider of the truth of items alleged or		
	facility on 11/15/16 ar on 7/17/17. Resident included: Heart failure failure (CHF), genera (difficulty swallowing)	originally admitted to the and most recently readmitted at #1's cumulative diagnoses and congestive heart lized weakness, dysphagia, Chronic Obstructive COPD), impaired hearing,			conclusions set forth for the alleged deficiencies. The plan of correction is prepared and/or executed solely becauit is required by the provision of the stand federal law to remove the deficient It also demonstrates our good faith and desire to continue to improve the qualit care and services to our residents.	te cy. d	
	recent fall. Review of Resident # (MDS) assessments completed assessme	rmal heart beat), and a 1's Minimum Data Set revealed the most recently nt was a significant change			What Corrective action will be accomplished for the residents found to have been affected by the deficient practice?)	
	Reference Date (ARI assessment revealed having had moderate	ssment with an Assessment 0) of 5/15/19. Review of the the resident was coded as ly impaired cognition, tance of one person for bed			On 6/17/19 the Social Worker (SW) audited the comprehensive care plans all current residents (65) for the present of individualized discharge care planning The audit revealed that 30 of 30 long-te	ice ng.	

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NAME OF D	DOVIDED OD SUDDUED	343313	1 2: *******	CTF	REET ADDRESS, CITY, STATE, ZIP CODE	1 0	6/05/2019	
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F 656	Continued From pag	ge 2	F	656				
		ich as from the bed to a			residents, including the identified			
		Further review of the			residents did not have a discharge car	e		
		d the resident was coded as			plan completed during the most recent			
	not having had an active discharge plan in place				comprehensive assessment. The audi			
	for the resident to return to the community.				further revealed that 100% of the			
				short-term residents (35) had a discha	rge			
	A review of the comp	orehensive care plan for			care plan completed.			
	Resident #1 reveale							
		most recently updated on			On 6/17/19 the SW initiated a discharge	•		
	I .	no comprehensive care plan			care plan for the 30 long-term resident			
	·	vered for Resident #1 which			including the identified residents that v			
	included her dischar	ge plans.			noted to not have a discharge care pla	in to		
	During an interview	conducted on 6/5/10 at 12:52			reflect his/her current discharge care planning needs. All identified residents	oro		
	_	conducted on 6/5/19 at 12:53 of Nursing (DON) she stated			currently residing in the facility.	ale		
	I .	are plans and did see a need			currently residing in the lacinty.			
		plan. The DON stated the			Resident #1 the discharge care plan w	/as		
	_	r (SW) collaborated with			completed and added to the chart.			
		garding discharge planning			•			
	and helps to coordin	ate the discharge process for			Resident #7 the discharge care plan w	/as		
		ents and their discharge care			completed and added to the chart.			
	plan.				D : 1 / 1/0 // 1/2 /			
	Duning on internal	duated an C/E/10 at 10:50			Resident #8 the discharge care plan w	/as		
	_	conducted on 6/5/19 at 12:50 social worker (SW) she stated			completed and added to the chart			
		e for residents' care plans			How will you identify other residents			
	-	planning. The SW stated			having the potential to be affected by t	he		
		ed care plans related to the			same deficient practice and what			
		for long-term residents. The			corrective action will be taken?			
		evelop care plans for						
		or residents who were at the			The SW and MDS (Minimum Data Set	:)		
		and the residents would			Coordinator were in-serviced by the	-		
	discharge plans inclu	uded a discharge to home or			Administrator on 6/17/19 on the discha	arge		
	_	acility (ALF). The SW stated			care planning process. The education			
		en at the facility for a long			included addressing the discharge car			
		m resident, and there was no			planning needs on the baseline care p			
	discharge care plan	for the resident.			as well as the comprehensive care pla	ın.		
	An interview was co	nducted with the			The SW will discuss discharge care			

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F 656	Continued From page	e 3	F 65	56			
	#1 were appropriate,	19 at 1:07 PM. The he care plans for Resident provided information about received, intertwined, and by		planning needs with the reside during the 48-hour post-admis plan meeting and will develop/ an appropriate discharge plan	sion care document		
		_					
	addressing all of the resident's needs a discharge care plan was not needed.			The SW is responsible for ens resident has a discharge care	plan		
on 2/22/19. Resident #8's included: Dementia, prese		d most recently readmitted #8's cumulative diagnoses presence of cardiac		addressed via the baseline cal admission and if resident trans long-term care the care plan w modified via the comprehensiv	sitions to vill be		
	pacemaker, generalized weakness, chronic indwelling urinary catheter, depression, arthritis,						
	and Coronary Artery	Disease (CAD).		What measures will be put in p what systemic changes will be			
		8's Minimum Data Set revealed the most recently nt was a quarterly		ensure that the deficient practi reoccur?	ce will not		
	(ARD) of 3/1/19. Revealed the resident	Assessment Reference Date view of the assessment was coded as having had gnition, required moderate		The SW will initiate a discharg via the baseline care plan for admission.	•		
	assistance of one to the transfer (such as from toileting, and required person for eating. Further assessment revealed expecting to remain in	wo people for bed mobility, in the bed to a chair), if limited assistance of one irther review of the the resident was coded as in the facility and not having		During any time of the residen discharge planning needs cha SW will discuss the needs duri weekly case mix meeting with update the discharge care plan accordingly at that time.	nge, the ing the the IDT and		
	resident to return to the			The MDS Coordinator is responsive each resident has a dis	scharge		
	A review of the Baseline Care Plan for Resident #8, with a Post Admission Care Conference Care Conference Meeting date of 2/26/19, revealed a care plan for discharge planning which included goals of the resident's initial goals of care and discharge goal will be met and discharge planning will begin upon admission. The resident's discharge goal was listed as			care plan with his/her compreh plan.	nensive care		
				How will the corrective action monitored to assure that the depractice will not reoccur, i.e., we assurance program will be put monitoring to assure continued	eficient hat quality in place for		

		IDENTIFICATION NUMBED:		IPLE CONSTRUCTION NG	(X	(X3) DATE SURVEY COMPLETED C	
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F 656	Continued From pag	ue 4	F6	856			
		C)/Skilled Nursing Facility		compliance.			
	Resident #8 revealed problem/needs were 5/20/19. There was a problem/need disconsincluded his discharge. During an interview of PM with the Director she did review the case of a long-term care facility Social Worke other facility staff regard helps to coordinate short-term reside plan. During an interview of PM with the facility she was responsible relating to discharge she had not develop discharge potential for SW stated she did discharge planning fracility for short-term discharge plans inclusion an Assisted Living For Resident #8 had beet time, was a long-term discharge care plans inclusions.	most recently updated on no comprehensive care plan vered for Resident #8 which ge plans. conducted on 6/5/19 at 12:53 of Nursing (DON) she stated are plans and did see a need plan. The DON stated the r (SW) collaborated with garding discharge planning ate the discharge process for ents and their discharge care conducted on 6/5/19 at 12:50 ocial worker (SW) she stated for residents' care plans planning. The SW stated ed care plans related to the or long-term residents. The evelop care plans for or residents who were at the and the residents would uded a discharge to home or acility (ALF). The SW stated en at the facility for a long m resident, and there was no for the resident.		The MDS Coordinator new admission (resider comprehensive care pleased for the presence of disciplanning needs weekly monthly for three month Coordinator will track a via the audit tool and rethe QA (Quality Assura determine the need for monitoring or alteration plan to ensure complian Coordinator is responsed Correction (POC). Date of Compliance: 6/24/19	nt) and each an via the audit too charge care of for four weeks and hs. The MDS and trend the result eport the findings to ince) committee to of continued in to the established ince. The MDS	d es o	
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F 656	addressing all of the care plan was not	t received, intertwined, and by resident's needs a discharge eeded. mitted to the facility on a litted 12/21/2018 with estroke, high blood pression of tailure. A review of the Data Set (MDS) assessment essessed Resident #7 to be impaired and she required e with activities of daily living. (NP) note dated 1/28/2019 and transitioned to sessment form dated ent #7 documented no plans acharge from the facility and long-term care resident. plans revealed no care plan dressed long-term care. SW) was interviewed on I and she reported she did not	F 6	56		
	MDS Nurse #1 furth Resident #7 and hel transition to long-ter plan was initiated. The Director of Heal on 6/5/2019 at 12:53	er noted that because r family agreed with the m care, no long-term care Ith Services was interviewed B PM and she reported she were long-term care plans				

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	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY, STATE, ZIP COE 6300 ROBERTA ROAD HARRISBURG, NC 28075	
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F 656	1:00 PM and she repo completed long-term	e 6 s interviewed on 6/5/2019 at orted the facility had not care plans and reported the plans would address all	F	556	
F 732 SS=C		g Information -(4)	F	732	6/24/19
	basis: (i) Facility name. (ii) The current date. (iii) The total number by the following cated unlicensed nursing st resident care per shift (A) Registered nurses (B) Licensed practica	and the actual hours worked gories of licensed and aff directly responsible for t: 3. I nurses or licensed defined under State law).			
	specified in paragraph daily basis at the beg (ii) Data must be post (A) Clear and readabh (B) In a prominent pla residents and visitors §483.35(g)(3) Public	best the nurse staffing data th (g)(1) of this section on a inning of each shift. ted as follows: the format. the readily accessible to the access to posted nurse callity must, upon oral or			

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F 732	s483.35(g)(4) Facility requirements. The far posted daily nurse st 18 months, or as requis greater. This REQUIREMENT by: Based on staff intervious posted nursing staffir through 5/31/19, the staffing information a Nursing Staff Schedureviewed (5/24/19 this	c for review at a cost not to ty standard. If data retention acility must maintain the affing data for a minimum of uired by State law, whichever If is not met as evidenced riew and review of required ng sheets dated 5/24/19 facility failed to post accurate as compared to the Daily alle for 8 days of the 8 days rough 5/31/19) and post t least two shifts of three	F 732	What Corrective action will be accomplished for the residents found have been affected by the deficient practice? On June 17, 2019 the Daily Nursing F for Healthcare Centers Forms for June 2019 through June 16, 2019 were aud All forms were accurate.	lours e 6,	
	5/24/19 revealed thei (NAs) on the 11:00 P entire skilled nursing Review of the Daily N Centers Form for 5/2 posted 3 NAs on the for the entire skilled r Further review revea was entered for the 7 census was entered shift or the 11:00 PM Review of the Daily N 5/25/19 revealed thei Practical Nurses (LPI	Nursing Hours for Healthcare 4/19 revealed the facility had 11:00 PM to 7:00 AM shift nursing facility population. led a resident census of 68 7:00 AM to 3:00 PM shift; no for the 3:00 PM to 11:00 PM to 7:00 AM shift.		How will you identify other residents having the potential to be affected by same deficient practice and what corrective action will be taken? On June 17, 2019 the Director of Hea Services (DHS) and RN (Registered Nurse) Supervisors were in-serviced to the Administrator on how to complete Daily Nursing Hours for Healthcare Centers Form. The education included ensuring the number of nurses and aides were accurate for each shift, ho for each discipline were accurate and current census for each shift by the DHS and/or the RN Supervisor. RN Supervisors currently on FMLA, Leave	oy the d urs the Fhis	

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F 732	PM to 11:00 PM shift facility population. For were 5 Nursing Assist to 3:00 PM shift plus 11:00 AM for the entipopulation. Review of the Daily Notenters Form for 5/2 posted no hours for Lentire 7:00 AM to 3:00 PM entire skilled nursing. Review of the Daily Note 5/26/19 revealed the schedule for the 7:00 Further review reveals chedule for the 3:00 working a total of 41 nursing facility population. Review of the Daily Note 1:00 PM to 11:00 PM hours for the entire skilled nursing facility population. Review of the Daily Note 1:00 PM hours for the entire skilled nursing population. Review of the Daily Note 1:00 PM hours for the entire skilled nursing population. Review of the Daily Note 1:00 PM hours for the entire skilled nursing.	for the entire skilled nursing burther review revealed there stants (NAs) on the 7:00 AM 1 NA working 7:00 AM to re skilled nursing facility Aursing Hours for Healthcare 5/19 revealed the facility had PN on staff, 6 NAs on the 0 PM shift, and no LPNs or to 11:00 PM shift for the facility population. Aursing Staff Schedule for re were 6 NAs on the PM to 11:00 PM shift. Bed there were 6 NAs on the PM to 11:00 PM shift hours for the entire skilled ation. Aursing Hours for Healthcare 6/19 revealed the facility had 7:00 AM to 3:00 PM shift for sing facility population. Bed there were 5 NAs on the shift working a total of 37.5 killed nursing facility Aursing Staff Schedule for re were 2.5 NAs on the 0 PM to 7:00 AM shift for the	F 73	Absence and/or vacation will I in-serviced on their first sched work by the Administrator. Ed be ongoing for all new DHS at Supervisor suring during orientation Administrator. The Daily Nursing Hours for House Centers Form will be reviewed DHS and Administrator during clinical meeting for the previous daily clinical meeting is held of through Friday at 9:30am. On the Daily Nursing Hours for House Centers Form for Saturday and will be reviewed. What measures will be put in what systemic changes will be ensure that the deficient pract reoccur? To ensure accuracy, the DHS compare the Daily Staffing Southe Daily Nursing Hours for House Centers Form daily for the prefersure accuracy. Accuracy will Registered Nurse hours, Licenters Form daily for the prefersure accuracy. Accuracy will Registered Nurse hours, Licenters Form daily for the prefersure accuracy. Accuracy will Registered Nurse hours, Licenters Form daily for the prefersure accuracy and total censure that the comparison of the content of the practical Nursing hours, Certification will the corrective action monitored to assure that the compactice will not reoccur, i.e., vassurance program will be purmonitoring to assure continue compliance. The DHS will monitor the Daily Staffing Staffi	duled day of ucation will and RN on by the dealthcare d by the athe daily us day. The faily, Monday Monday, ealthcare and Sunday dealthcare and Sunday will shedule to ealthcare evious day to all include the fied Nursing sus per shift.	

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F 732	Continued From page		F	732			
	Further review reveal was entered for the 7 census was entered for the 1:00 PM. Review of the Daily Nore Particles of PM. Son the 11:00 PM entire skilled nursing. Review of Daily Nurs Centers Form for 5/2 posted 9 NAs on the a total of 60 hours an 7:00 PM shift for the for population. Review of the Daily Nore 1/20/19/19/19/19/19/19/19/19/19/19/19/19/19/	Jursing Staff Schedule for e were 8 NAs on the 7:00 or a total of 57.5 hours and 2 to 7:00 AM shift for the facility population. Jursing Hours for Healthcare 8/19 revealed the facility had 7:00 AM to 3:00 PM shift for d 3 NAs on the 11:00 PM to entire skilled nursing facility Jursing Staff Schedule for e were 6 Nursing Assistants of to 11:00 PM shift for a total stire skilled nursing facility Jursing Hours for Healthcare 19/19 revealed the facility had 3:00 PM to 11:00 PM shift irs shift for the entire skilled ation. Jursing Staff Schedule for the were 6 NAs on the PM to 11:00 AM shift for a nee entire skilled nursing			Hours for Healthcare Centers Form daivia the audit tool for four weeks and monthly for three months. The DHS will track and trend the audit tool results ar report the findings to the QA (Quality Assurance) committee to determine the need for continued monitoring or alteration to the established plan to ensure compliance. The DHS is responsible for the Plan of Correction (POC). Date of Compliance: 6/24/19	l id	
		0/19 revealed the facility had					

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	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY, STATE, ZIP CODE 6300 ROBERTA ROAD HARRISBURG, NC 28075	1 00/03/2019	
(X4) ID PREFIX TAG	(EACH DEFICIENC	TATEMENT OF DEFICIENCIES BY MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECT (EACH CORRECTIVE ACTION SHOU CROSS-REFERENCED TO THE APPRO DEFICIENCY)	ILD BE COMPLETION	
F 732	posted 7 NAs for the for a total of 38 hours facility population. F resident census was 3:00 PM shift, the 3:0 the 11:00 PM to 7:00 Review of the Daily N 5/31/19 revealed the who was scheduled Records (MARs) dur shift for the entire ski population. Further NAs on the 3:00 PM total of 31 hours and for the 11:00 PM to 7 skilled nursing facility Review of the Daily N Centers Form for 5/3 posted 3 RNs and 3 PM shift, 5 NAs on the 1:00 PM to 7:00 AM shift facility population. F resident census was 3:00 PM shift, the 3:0 the 11:00 PM to 7:00 Further review of all Healthcare Centers F 5/31/19, revealed on with hand written adj staffing for RNs, LPN PM to 11:00 PM). In recorded census rev 5/26/19, and 5/28/19	3:00 AM to 11:00 PM shift is for the entire skilled nursing surther review revealed no entered for the 7:00 AM to 20 PM to 11:00 PM shift, and AM shift. Sursing Staff Schedule for re was a Registered Nurse for Medication Administration ing the 7:00 AM to 3:00 PM lled nursing facility review revealed there were 6 to 11:00 PM shift working a there were 4 NAs scheduled 1:00 AM shift for the entire of population. Sursing Hours for Healthcare 1/19 revealed the facility had LPNs for the 7:00 PM to 3:00 per 3:00 PM to 11:00 PM shift is, and 3 NAs on the 11:00 for the entire skilled nursing surther review revealed no entered for the 7:00 AM to 20 PM to 11:00 PM shift, and AM shift. B Daily Nursing Hours for form, 5/24/19 through e day of eight days (5/28/19) sustments to the printed ls, and CNAs (CNAs: 3:00 addition, review of the ealed three days (5/25/19,) of eight with changes to the shift to shift which would	F 73			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		IDENTIFICATION NUMBER:		IPLE CONSTRUCTION	` '	(X3) DATE SURVEY COMPLETED	
		345515	B. WING		00	C 06/05/2019	
	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY, STATE, ZIP 6300 ROBERTA ROAD HARRISBURG, NC 28075			
(X4) ID PREFIX TAG	(EACH DEFICIENC	TATEMENT OF DEFICIENCIES BY MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFI TAG	PROVIDER'S PLAN OF ((EACH CORRECTIVE AC CROSS-REFERENCED TO DEFICIEN	TION SHOULD BE THE APPROPRIATE	(X5) COMPLETION DATE	
F 732	Nursing (DON) on 6/stated she was responsively stated she was responsively attended to the state of the sheets to the state of the sheets to the state of the sheets of the sh	aducted with the Director of 5/19 at 12:27 PM. The DON onsible for filling out the Daily ealthcare Centers Form and fing. She stated she numbers on the form the ough Friday, or on Monday ds, but she had not updated or reflect actual staffing. The aily Nursing Staff Schedule he Daily Nursing Hours for rom and discovered ffing for the following days: 6/19, 5/27/19, 5/28/19, dt 5/31/19. Further review by the census number had not east two to the three shifts on 2/24/19, 5/27/19, 5/30/19, and dated the Daily Nursing Centers Form was not for all the forms and census and was incomplete for viewed. The DON stated it the the staffing sheet daily or fit supervisor to update us information, so the form and census and was her expectation for the for Healthcare Centers Form courate through the day. The stated she expected the to update the form through ring the 11:00 PM to 7:00 AM	F	732			