| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
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| | 345009 | A. BUILDING ______ B. WING ______ | C 03/12/2020 |

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| THE OAKS AT WHITAKER GLEN-MAYVIEW | 513 EAST WHITAKER MILL ROAD RALEIGH, NC 27608 |

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| E 001 SS=F | Establishment of the Emergency Program (EP)<br>CFR(s): 483.73<br><br>The [facility, except for Transplant Programs] must comply with all applicable Federal, State and local emergency preparedness requirements. The [facility] must establish and maintain a [comprehensive] emergency preparedness program that meets the requirements of this section.* The emergency preparedness program must include, but not be limited to, the following elements:<br><br>*[For hospitals at §482.15:] The hospital must comply with all applicable Federal, State, and local emergency preparedness requirements. The hospital must develop and maintain a comprehensive emergency preparedness program that meets the requirements of this section, utilizing an all-hazards approach. The emergency preparedness program must include, but not be limited to, the following elements:<br><br>*[For CAHs at §485.625:] The CAH must comply with all applicable Federal, State, and local emergency preparedness requirements. The CAH must develop and maintain a comprehensive emergency preparedness program, utilizing an all-hazards approach. The emergency preparedness program must include, but not be limited to, the following elements:<br>This REQUIREMENT is not met as evidenced by:<br>Based on record review and staff interview the facility failed to establish and maintain a comprehensive Emergency Preparedness Program (EP) which described the facility's comprehensive approach for meeting the health safety and security needs of the staff and resident population during an emergency or disaster | E 001 | 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 the provider of the truth of items alleged or | 4/9/20 |

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Electronically Signed
TITLE:
(X6) DATE: 04/03/2020

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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| E 001 | Continued From page 1<br>situation.<br><br>The findings included:<br><br>The facility's EP Program was reviewed on 3/12/2020 and did not include the following required elements: 1. The EP manual did not include a process for cooperation and collaboration with local, tribal, regional, State, and Federal EP officials' efforts to maintain an integrated response during a disaster or emergency situation, including documentation of the Long Term Care (LTC) facility's efforts to contact such officials and, when applicable, of its participation in collaborative and cooperative planning efforts. 2. The LTC facility did not develop and maintain an EP training and testing program that is based on the emergency. 3. The LTC facility did not conduct exercises to test the emergency plan at least annually, including unannounced staff drills using the emergency procedures. The facility had not conducted a full-scale exercise that was community based nor a tabletop exercise that included a group discussion led by a facilitator.<br><br>An interview was conducted with the Administrator on 3/12/2020 at 2:49 PM. The Administrator stated he was aware of need for two exercises each year and he would need to check with the Maintenance Director for documentation of the EP exercises. The Administrator was unable to provide information on why the facility's EP Program did not contain all the elements required for a comprehensive program. | E 001 | conclusions set forth for the alleged deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provision of the state and federal law. It also demonstrates our good faith and desire to continue to improve the quality of care and services to our residents.<br><br>IMMEDIATE CORRECTIVE ACTION<br><br>Maintenance of comprehensive emergency preparedness program. Currently in pandemic and working with county on this effort to allow for community exercise and decompressing the hospitals. DHS reached out to Wake County to work on mutual aid agreements and joining the county EOC. Waiting on response from EOC however with pandemic Covid 19 not sure of the timeline. Maintenance Director will maintain the program and conduct 2 drills per year as required one being full scale county community wide drill.<br><br>SYSTEMIC CHANGES<br><br>Becoming member of Wake County EOC. Current pandemic Covid 19 is live incident that we are working with the county currently. Maintenance Director to upkeep emergency preparedness program and plan drill as required. Maintenance Director to join EOC CAP RAC wake county program.<br><br>MONITORING PROCESS | |

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| E 001 | Continued From page 2 | E 001 | The Director of Maintenance present the analysis to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter.<br><br>The Director of Maintenance will present post drills data to Quality Assurance/Performance Improvement committee with action plans for opportunities found from drill efforts. The Director of Maintenance will prepare for our next drill to improve opportunities to impact good outcomes. | |
| F 000 | INITIAL COMMENTS<br><br>A recertification and complaint survey was conducted from 3/8/20 through 3/12/20. 8 of the 38 complaint allegations were substantiated with deficiencies at F584, F655 and F689. Event ID #Q3OO11. | F 000 | | |
| F 584 SS=E | Safe/Clean/Comfortable/Homelike Environment CFR(s): 483.10(i)(1)-(7)<br><br>§483.10(i) Safe Environment.<br>The resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.<br><br>The facility must provide-<br>§483.10(i)(1) A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible.<br>(i) This includes ensuring that the resident can receive care and services safely and that the | F 584 | | 4/9/20 |

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| F 584 | Continued From page 3<br>physical layout of the facility maximizes resident independence and does not pose a safety risk.<br>(ii) The facility shall exercise reasonable care for the protection of the resident's property from loss or theft.<br><br>§483.10(i)(2) Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;<br><br>§483.10(i)(3) Clean bed and bath linens that are in good condition;<br><br>§483.10(i)(4) Private closet space in each resident room, as specified in §483.90 (e)(2)(iv);<br><br>§483.10(i)(5) Adequate and comfortable lighting levels in all areas;<br><br>§483.10(i)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81°F; and<br><br>§483.10(i)(7) For the maintenance of comfortable sound levels.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observations, resident and staff interviews the facility failed to maintain the main dining room at Station 2 in good repair and resident's rooms in good repair for 3 of 5 halls observed.<br><br>The findings included:<br><br>1. On 3/8/20 at 12:45 PM an interview was conducted with Resident #64. The resident stated every time it rained the tiles on the ceiling get | F 584 | 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 the provider of the truth of items alleged or conclusions set forth for the alleged deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provision of the state | |

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| F 584 | Continued From page 4<br>circled and maintenance would have to change them. There were multiple tiles observed on the ceiling with brown circles. The Resident stated the bottom drawer of the dresser closest to the bathroom was in disrepair. The wall across from the bathroom was scuffed up and the baseboard was observed to be pulled away from the wall and there was an open area at the top of the baseboard along the wall.<br><br>On 3/12/20 at 10:40 AM an observation of Room 170 was conducted with the Director of Maintenance (DM). The DM stated there was condensation of the pipes in the ceiling that would drip down and cause circles on the tiles and they had been replacing the tiles on a weekly basis. The DM stated they would need to replace the ceiling tiles that were circled and the dresser was custom built and could not be repaired but would need to be replaced and would require the room be shut down for about 2 weeks for this to be done. The DM continued and stated one of the residents in the room used a wide wheelchair that scrubbed against the wall when the resident was coming in and out of the room. The DM stated the baseboard could be replaced but she would be unable to paint without shutting down the room. The DM further stated they were currently getting bids to replace the roof on the building. The DM stated in September 2019 she had put in a request to the corporate office to replace some of the furniture but had not received a response.<br><br>2. On 3/8/20 at 11:21 AM an observation of room 168 revealed multiple (14) ceiling tiles that had brown circles. The walls in front of and behind the bed had rough spackling where the wall had been patched. | F 584 | and federal law. It also demonstrates our good faith and desire to continue to improve the quality of care and services to our residents.<br><br>IMMEDIATE CORRECTIVE ACTION<br><br>Resident 64 ceiling tiles with dark circles. Tiles replaced on 3/27/20. Bottom draw of dresser in disrepair. Draw was fixed on 3/27/20. Wall across the bathroom was scuffed up and baseboard is pulled away and open area at the top of the baseboard along the wall. This was fixed on 3/27/20<br><br>Room 168 14 ceiling tiles with brown circles. Tiles replaced on 3/27/20<br><br>Room 502 Window crank broken waiting on quote for new window replacement. Commode with rust removed out of service on 3/27/20. All commodes in building checked for rust. Any with rust they were removed out of service completed on 3/31/20.<br>Station 2 dine area hole in the wall and pest concerns. Eco pest control did routine monthly maintenance on 3/27/20. Walls patched and baseboards replaced. Plexiglass area hole and quarter size hole at bottom the wall will be completed by 4/3/20<br>Room 146 Wall near bathroom door scuffed wall near heating/AC was observed to have rusty spots and top vent was rusty. These were fixed on 3/27/20.<br><br>Room 140 large piece of vinyl place over scuffed wall and was bowing out and | |

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| F 584 | Continued From page 5<br>On 3/12/20 at 10:25 AM the Director of Maintenance (DM) stated in an interview there was condensation on the pipes in the ceiling that would drip down and cause the circles on the ceiling tiles. The DM further stated they did have 2 leaks in the roof and they were currently getting bids to replace the roof on the building. The DM continued and stated they had been replacing ceiling tiles weekly that were circled but she was not aware of the problem in this room.<br><br>3. On 3/9/20 at 9:25 AM an observation of room 502 revealed the left window was open approximately 2 inches and had a crank to be used to close the window. The crank on the right window was missing and there was a hole where the crank had been. There was a bedside commode over the toilet in the bathroom and the seat hinges and the bar at the back of the commode were rusty.<br><br>On 3/12/20 at 10:56 AM an observation was made of room 502 with the Director of Maintenance (DM). The window on the left was open about 2 inches and the crank would not work to close the window. The DM was observed to manually pull the window closed and stated the crank did not work and they had attempted to replace the cranks but the windows were old and they had been unable to find a crank that worked with the windows. The crank on the right window was missing. An observation of the bathroom revealed a bedside commode placed over the toilet. When the seat was raised the seat hinges and a metal bar at the back of the commode were observed to be rusty. Housekeeper #1 was asked to come to the room and observe the commode and stated the floor tech was supposed to replace any bedside commodes that had rusted and he | F 584 | pulling away from the wall. This was fixed on 3/28/20<br><br>Room 178 Missing veneer on the dresser with particle board showing thon the bottom 2 draws by closet door sanded and stained, fixed on 3/28/20. Heating/AC unit with rust spots sanded and painted, fixed on 3/28/20. Stain on nightstand was rubbed off around the draws sanded and stained, fixed on 3/28/20. 12-inch-long gouge in wall behind bed. Completed 4/3/20.<br><br>Room 179 Heating/AC unit with rust and dresser with veneer peeling off dresser second draw from bottom closet. Fixed 3/28/20.<br><br>Room 177 Heating/A/C unit with rust sanded and painted. Fixed on 3/28/20. 20-inch-long gouge behind headboard on bed. Will be completed on 4/3/20. Veneer at edge of dresser near bathroom missing 2 bottom draws of 2 dressers had areas where veneer was missing sanded and stained. Fixed on 3/28/20.<br><br>Room 175 Missing draw pulls on 2 separate nightstands and areas of veneer were missing on the bottom of 2 draws on nightstand sanded and stained, fixed on 3/28/20. Heating unit with rust spots sanded and painted, fixed 3/30/20.<br><br>Room 171Missing draw pull, fixed 3/30/20. Heating unit with rust sanded and painted fixed on 3/30/20. Missing wood on dresser closet door of 3rd draw | |

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| F 584 | Continued From page 6<br>must have missed this one. The housekeeper was asked if she cleaned the room yesterday and she stated she did but was working so fast she did not notice the bed side commode with the rusty seat hinges.<br><br>On 3/12/20 at 10:58 AM the Housekeeping Supervisor (HS) stated in an interview that when the nursing assistants or housekeepers observed a rusty bedside commode in the bathroom, they had been instructed to take it out and replace it. The HS further stated they had made rounds and replaced the bedside commodes that needed to be replaced and this one was missed.<br><br>4. During a resident interview on 3/9/20 at 9:12 AM the resident stated the main dining room on Station 2 had a hole in the wall and was concerned that roaches and other pests could come in through that hole. On 3/9/20 at 9:17 AM an observation of the main dining room on Station 2 revealed the back wall was scuffed up. The wall at the door to the dining room closest to the nurse's station had rough spackling on the wall and the wall separating the dining room from the hallway under the windows had dents in the wall. The Baseboard along the back wall of the dining room had separated from the wall. There was a large oval hole that had been cut out of the wall that was approximately 6 inches by 4 inches and covered with plexiglass. At the far end of the dining room there was a quarter sized hole near the bottom of the wall. There was a large section of tile missing on the floor near the wall to the outside of the building near the windows. At the time of the observation there were activities being held in the dining room.<br><br>On 3/9/20 at 9:30 AM the Activity Director stated | F 584 | fixed on 3/30/20. Veneer rubbed off on area of wardrobe fixed 3/30/20 sanded and painted. Towel bar missing in bathroom fixed on 3/30/20. Bedside Commode with rust removed and replaced on 3/30/20.<br><br>Room 169 Gouges in the wall near the door will be completed on 4/3/20. Rust on metal tracking around ceiling tiles will be completed on 4/3/20.<br><br>Room 167 4 areas of torn wallpaper behind bed will be completed on 4/3/20. Metal hand bars around the toilet had rust areas fixed on 3/30/20. Heating unit with rust sanded and painted fixed on 3/30/20. Rust metal ceiling tiles will be completed by 4/3/20<br>Room 165 Dresser with missing draws with stains sanded and stained, fixed on 3/30/20. Heating unit with rust sanded and painted, fixed on 3/30/30.<br><br>Room 161 baseball size hole in the wall near door under light switch fixed 3/30/20.<br><br>Room 501 Corner wall near bathroom scuffed and missing pain will be completed on 4/3/20<br><br>Room 503 heating unit rust spots sand and stain will be completed 4/2/20. Dresser closet door has multiple small area missing veneer sanded and stain will be fixed 4/2/20. Plaster missing at corner will be fixed by 4/2/20.<br><br>Room 510 bedside commode over toilet | |

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| F 584 | Continued From page 7<br>in an interview that their heating/cooling system was old and did not cool the dining room well during the summer. The Activity Director further stated they put a portable air conditioning unit in the dining room during the summer and the large and small holes in the wall were where the unit was vented to the outside.<br><br>On 3/12/20 at 10:25 AM an interview was conducted with the Director of Maintenance (DM). The DM stated they used a portable AC unit in the main dining room in the summertime and there were holes in the wall to vent the unit when in use. The DM further stated the small hole at the bottom on the back wall was sealed on the outside so pests could not get in.<br><br>On 3/12/20 an observation of resident's rooms revealed the following:<br><br>5. 3/12/20 at 2:20 PM Room 146: The wall near the bathroom door was scuffed and the wall heating/air conditioner unit was observed to have rusty spots and the top vent was rusty.<br><br>6. 3/12/20 at 2:22 PM Room 140: There was a large piece of vinyl placed over a scuffed wall and was bowing out and pulling away from the wall.<br><br>7. 3/12/20 at 2:24 PM Room 178: Missing veneer on the dresser with particle board showing on the bottom 2 drawers closest to the door. Heating/air conditioning unit with rusty spots with rusty vents at the top. The stain on the nightstand was rubbed off around the drawers. There was an approximately 12 inch long gouged area in the wall paper behind the bed. There were rusty hinges and a rusty metal bar on the seat of the bedside commode over the toilet in the bathroom. | F 584 | with rust removed and replaced 3/27/20<br><br>Room 500 handrail loose from wall between rooms 501 and 503 fixed on 3727/20.<br><br>Room 128 3-foot area of wallpaper missing will be completed by 4/3/20.<br><br>All repairs were completed by Maintenance team.<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>Director of Maintenance is to audit 10 rooms per month and make necessary repairs.<br><br>SYSTEMIC CHANGES<br><br>Education began on 4/7/2020 conducted by the Maintenance director with all staff on fill out maintenance request if they see items needing fixed. Anyone not receiving the in-service due to scheduled time off or FMLA will be educated prior to next scheduled shift.<br><br>Administrator educated Department heads on compliance rounds and reporting maintenance issues and filling out maintenance request on 4/7/2020.<br><br>Administrator will review compliance rounds daily M-F and will report any maintenance issues to the maintenance director to address. | |

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| F 584 | Continued From page 8<br><br>8. On 3/12/20 at 2:26 PM Room 179: Heating unit had rusty areas and rusty vents and the veneer on the dresser was peeling off the second drawer from the bottom closest to the door to the room.<br><br>9. On 3/12/20 at 2:28 PM Room 177: Heating unit with rusty spots. 20 inch long gouged area behind the headboard on the bed. Veneer at edge of dresser near the bathroom missing and bottom 2 drawers of 2 dressers had areas where the veneer was missing.<br><br>10. On 3/12/20 at 2:30 PM Room 175: Missing drawer pulls on 2 separate nightstands and areas of veneer were missing on the bottom of 2 drawers on the nightstand. Heating unit with rusty spots.<br><br>11. On 3/12/20 at 2:32 PM Room 171: Missing drawer pull on nightstand of A bed. Heating unit with rusty spots. Dresser closest to the door had wood on the side of the third drawer that was missing. Veneer were missing on an area of the wardrobe. In the bathroom the towel bar was missing and one bracket had pulled off the wall leaving damage to the wall tile. The bedside commode over the toilet had a rusty bar and hinges at the back of the bedside commode.<br><br>12. On 3/12/20 at 2:34 PM Room 169: Gouges in the wall near the door. Gouges behind the bed that had been plastered. Rusty metal tracking around the ceiling tiles.<br><br>13. On 3/12/20 at 2:37 PM Room 167: There were 4 areas of torn wallpaper behind the bed that were 3 to 12 inches long. Heating unit has some rusty spots. Metal hand bars around the | F 584 | Director of Maintenance is to audit 10 rooms per month and make necessary repairs.<br><br>MONITORING PROCESS<br><br>The Maintenance Director will tract and trend the 10 the room audit per month and the items from the compliance rounds and bring the findings to the monthly Quality Improvement Committee for three month or on till substantial compliance is achieved. | |

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| F 584 | Continued From page 9<br>toilet had rusty areas.<br><br>14. On 3/12/20 at 2:40 PM Room 165: Dresser near the door to the room had wood beside the drawers that had missing stain. Heating unit with rusty spots.<br><br>15. On 3/12/20 at 2:43 PM Room 163: Area behind the bed with spackling. Bedside commode over the toilet in the bathroom had a rusty bar and rusty hinges at the back of the commode.<br><br>16. On 3/12/20 Room 161: Baseball sized hole in the wall near the door to the room under the light switch. Gouges in the wall behind the bed.<br><br>17. On 3/12/20 2:48 PM Room 501: The corner of the wall near the bathroom, entire area scuffed and missing paint.<br><br>18. 3/12/20 2:50 PM Room 503: Heating unit with rusty spots. Dresser closest to the door has multiple small areas of missing veneer. Missing plaster at corner of the wall near the door to the room.<br><br>19. 3/12/20 2:53 PM Room 510: Bedside commode over the toilet in the bathroom has rusty bar and hinges at the back of the commode.<br><br>20. 3/12/20 2:55 PM 500 Hall. Handrail loose from the wall between rooms 501 and 503. Handrail is attached but moves when pulled on.<br><br>An interview was conducted with the Director of Maintenance (DM) on 3/12/20 at 10:25 AM. The DM stated they use a portable air conditioning unit in the dining room in the summer and the holes on the 2 outside walls are to vent the unit | F 584 | | |

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| **THE OAKS AT WHITAKER GLEN-MAYVIEW** | **513 EAST WHITAKER MILL ROAD RALEIGH, NC 27608** |

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| F 584 | Continued From page 10 | F 584 | | |

and the holes are sealed to prevent pests from getting in.

A second interview was conducted with the Director of Maintenance on 3/12/20 at 10:40 AM. The DM stated some of the furniture in the rooms needed to be replaced and she had put in a request to corporate in September 2019 but had not received a response. The DM further stated some of the rooms and the heating units needed to be painted but the rooms would need to be shut down for 2 days in order for the work to be completed.

On 3/12/20 at 10:58 AM the Housekeeping Supervisor (HS) stated in an interview that when the nursing assistants or housekeepers observed a rusty bedside commode in the bathroom, they had been instructed to take it out and replace it. The HS further stated they had made rounds and replaced the bedside commodes that needed to be replaced.

On 3/12/20 at 4:05 PM an interview was held with the Administrator and the Director of Nursing (DON). The Administrator stated the building was old and they had done some work on the building but a lot needed to be done.
21. On 3/11/2020 at 11:31 AM an observation of room 128 revealed a three foot strip of wall paper was torn off and missing from the floor to ceiling above the head of bed A. The wall heating/ air conditioner unit was observed to have rusty spots and the top vent was rusty.

An interview was conducted with the Director of Maintenance (DM) on 3/12/2020 at 1:34 PM. The DM stated to repair the wall they would need to pull all the old wall paper off then rehang new

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| F 584 | Continued From page 11<br>wallpaper. She stated the heating/air conditioning units were old and needed to be repainted, however the room would need to be shut down for 2 days in order for the the work to be completed.<br><br>On 3/12/2020 at 4:05 PM an interview was held with the Administrator and the Director of Nursing (DON). The Administrator stated the building was old and they had done some work on the building but a lot needed to be done. | F 584 | | |
| F 636<br>SS=D | Comprehensive Assessments & Timing<br>CFR(s): 483.20(b)(1)(2)(i)(iii)<br><br>§483.20 Resident Assessment<br>The facility must conduct initially and periodically a comprehensive, accurate, standardized reproducible assessment of each resident's functional capacity.<br><br>§483.20(b) Comprehensive Assessments<br>§483.20(b)(1) Resident Assessment Instrument. A facility must make a comprehensive assessment of a resident's needs, strengths, goals, life history and preferences, using the resident assessment instrument (RAI) specified by CMS. The assessment must include at least the following:<br>(i) Identification and demographic information<br>(ii) Customary routine.<br>(iii) Cognitive patterns.<br>(iv) Communication.<br>(v) Vision.<br>(vi) Mood and behavior patterns.<br>(vii) Psychological well-being.<br>(viii) Physical functioning and structural problems.<br>(ix) Continence.<br>(x) Disease diagnosis and health conditions. | F 636 | | 4/9/20 |

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| F 636 | Continued From page 12<br>(xi) Dental and nutritional status.<br>(xii) Skin Conditions.<br>(xiii) Activity pursuit.<br>(xiv) Medications.<br>(xv) Special treatments and procedures.<br>(xvi) Discharge planning.<br>(xvii) Documentation of summary information regarding the additional assessment performed on the care areas triggered by the completion of the Minimum Data Set (MDS).<br>(xviii) Documentation of participation in assessment. The assessment process must include direct observation and communication with the resident, as well as communication with licensed and nonlicensed direct care staff members on all shifts.<br><br>§483.20(b)(2) When required. Subject to the timeframes prescribed in §413.343(b) of this chapter, a facility must conduct a comprehensive assessment of a resident in accordance with the timeframes specified in paragraphs (b)(2)(i) through (iii) of this section. The timeframes prescribed in §413.343(b) of this chapter do not apply to CAHs.<br>(i) Within 14 calendar days after admission, excluding readmissions in which there is no significant change in the resident's physical or mental condition. (For purposes of this section, "readmission" means a return to the facility following a temporary absence for hospitalization or therapeutic leave.)<br>(iii)Not less than once every 12 months.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observation, record review and staff interviews, the facility failed to complete a comprehensive assessment at least annually for 1 of 29 residents reviewed (Resident #32); and | F 636 | IMMEDIATE CORRECTIVE ACTION<br><br>Resident #32 Assessment completed on 3/16/2020 | |

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F 636

Continued From page 13

failed to comprehensively assess a resident who smoked for 1 of 29 residents reviewed (Resident #17).

The findings included:

1. Resident #32 was admitted to the facility on 6/20/16. Her cumulative diagnoses included Parkinson's disease, dysphagia (difficulty swallowing), and feeding difficulties.

Resident #32 had an annual comprehensive Minimum Data Set (MDS) assessment completed on 11/17/18.

The next annual comprehensive MDS assessment for Resident #32 had an assessment reference date (ARD) of 10/20/19. A review of the 10/20/19 annual MDS was conducted and revealed Sections C, D, E, F, J (Sections J0300, J0400, J0500, and J0600) were not completed in their entirety. Additionally, Section L (Oral/Dental Status) indicated staff were "unable to examine" the resident's oral/dental status. Resident #32 was residing in the facility on the date of the assessment. Section Z0500 of the MDS assessment documented the annual MDS was signed as completed on 11/22/19.

Resident #32's Care Area Assessments (CAAs) completed for the MDS assessment dated 10/20/19 were reviewed. The CAA worksheets for Psychotropic Medication Use and Nutritional Status documented a start date of 11/21/19. A comprehensive assessment includes both completion of the MDS and the CAA process.

An interview was conducted on 3/12/20 at 9:48 AM with MDS Nurse #1 and MDS Nurse #2.

F 636

Resident #17 Smoking observation completed on 9/14/19
Care plan updated on 3/30/20
Resident smoking paraphernalia was removed from room.

METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED

Case Mix Director with Director of Nursing to give all section to Interdisciplinary Team Assessments due that week. Interdisciplinary Team updates the Director of Nursing every morning what has been completed and what remains open. This practice started on 3/16/20 and practice will remain indefinitely.

SYSTEMIC CHANGES

Weekly sections given out and reviewed daily Mon-Fri as of 3/16/20. This practice will continue indefinitely. This daily review has the expectations that information will be completed by ARD dates.

MONITORING PROCESS

The Director of Nursing/Clinical Reimbursement Consultant will present the analysis to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter.

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| F 636 | Continued From page 14<br>When asked, the MDS nurses reviewed Resident #32's annual MDS assessment dated 10/20/10. Upon inquiry, the MDS nurses stated the 10/20/19 MDS assessment would not be considered to have been completed. The MDS nurses reported the latest date Section Z0500 should have been completed for this assessment would have been 11/2/19 (14 days after the ARD of 10/20/19).<br><br>An interview was conducted on 3/12/20 at 2:45 PM with the facility's Administrator and Director of Nursing (DON). During the interview, the concerns identified in regards to MDS assessments were discussed. The Administrator and DON reported they would expect the MDS to be complete, accurate, and completed on time.<br>2. Resident #17 was admitted to the facility on 9/13/19 and had a diagnosis of cerebrovascular accident (stroke), seizures and nicotine dependence.<br><br>A Smoking Observation Form for Resident #17 dated 9/14/19, Section 1 read: "All patients/residents will be assessed on admission, re-admission and/or with a significant change in condition. If the answer to the first 2 questions are "No", the assessment is complete. The patient/resident will be assessed at least quarterly only if the answer to either of the first 2 questions are "Yes". The first question was, does the resident smoke? "Yes" was marked. The second question was, does the resident have a past history of smoking? "Yes" was marked. The Observation section of the form that assessed the resident's ability to smoke safely was not completed.<br><br>The resident's Care Plan last reviewed on 3/3/20 | F 636 | | |

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| F 636 | Continued From page 15 | F 636 | | |

contained no information related to the resident's smoking.

On 3/8/20 at 1:30 PM Resident #17 was observed sitting on a bench smoking outside the entrance to the skilled nursing facility (on facility property) near Station 2.

On 3/11/20 at 9:55 AM, Resident #17 was observed sitting in the courtyard outside the main dining room at Station 2 (on facility property) with a lit cigarette in his hand.

The Administrator stated in an interview on 3/11/20 at 11:05 AM that prior to admission residents were screened and told they were a smoke free facility and if the resident smoked the resident was instructed to sign out and go off the property to smoke.

The Nurse Navigator stated in an interview on 3/11/20 at 11:16 AM the Smoking Observation Form was used on admission to identify if a new resident was a smoker and if so, were they safe to smoke.

The Nurse Navigator further stated the facility is a non-smoking facility so they use the form to identify the residents that smoke so they could offer smoking cessation treatments such as nicotine patches. The Nurse Navigator verified the Observation section of the form had not been completed for Resident #17.

On 3/11/20 at 11:45 AM the Director of Nursing (DON) stated in an interview that prior to admission residents were informed they were a non-smoking facility and were offered a nicotine patch but some did refuse. The DON further

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| F 636 | Continued From page 16<br>stated the residents were instructed to go to the road to smoke.<br><br>On 3/11/20 at 1:57 PM the DON stated she spoke with their nurse consultant who told her because they were a non-smoking facility they did not have to complete the smoking assessments even though they knew they had residents that smoked. | F 636 | | |
| F 640 SS=D | Encoding/Transmitting Resident Assessments<br>CFR(s): 483.20(f)(1)-(4)<br><br>§483.20(f) Automated data processing requirement-<br>§483.20(f)(1) Encoding data. Within 7 days after a facility completes a resident's assessment, a facility must encode the following information for each resident in the facility:<br>(i) Admission assessment.<br>(ii) Annual assessment updates.<br>(iii) Significant change in status assessments.<br>(iv) Quarterly review assessments.<br>(v) A subset of items upon a resident's transfer, reentry, discharge, and death.<br>(vi) Background (face-sheet) information, if there is no admission assessment.<br><br>§483.20(f)(2) Transmitting data. Within 7 days after a facility completes a resident's assessment, a facility must be capable of transmitting to the CMS System information for each resident contained in the MDS in a format that conforms to standard record layouts and data dictionaries, and that passes standardized edits defined by CMS and the State.<br><br>§483.20(f)(3) Transmittal requirements. Within 14 days after a facility completes a resident's | F 640 | | 4/9/20 |

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| F 640 | Continued From page 17<br>assessment, a facility must electronically transmit encoded, accurate, and complete MDS data to the CMS System, including the following:<br>(i)Admission assessment.<br>(ii) Annual assessment.<br>(iii) Significant change in status assessment.<br>(iv) Significant correction of prior full assessment.<br>(v) Significant correction of prior quarterly assessment.<br>(vi) Quarterly review.<br>(vii) A subset of items upon a resident's transfer, reentry, discharge, and death.<br>(viii) Background (face-sheet) information, for an initial transmission of MDS data on resident that does not have an admission assessment.<br><br>§483.20(f)(4) Data format. The facility must transmit data in the format specified by CMS or, for a State which has an alternate RAI approved by CMS, in the format specified by the State and approved by CMS.<br>This REQUIREMENT is not met as evidenced by:<br>Based on record review and staff interview, the facility failed to transmit a discharge Minimum Data Set (MDS) assessment within the required time frame for 2 of 29 residents (Resident #1 and Resident #2) sampled for MDS completion and submission of activities.<br><br>Findings included:<br><br>1.a. Resident #1 was originally admitted to the facility on 9/17/19 with diagnoses that included malignant neoplasm of bronchus, endometrium, cervix uteri, left female breast and secondary malignant neoplasm of brain and bone.<br><br>Review of Resident #1's most recent MDS | F 640 | IMMEDIATE CORRECTIVE ACTION<br>Resident #1 MDS assessment was locked and transmitted on 3/11/20.<br><br>Resdient #2 MDS assessment was closed and transmitted on 3/11/20.<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>The Case Mix Director reviewed all resident MDS status to identify any other residents that required their MDS assessment to be closed and transmitted. Of this review of all assessments from | |

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| F 640 | Continued From page 18<br>(Minimum Data Set) was coded as a discharge assessment with an ARD (Assessment Reference Date) date of 10/7/19 revealed Resident #1 had short term memory deficits and needed limited assistance with walking.<br><br>A review of Resident #1's most recent MDS dated 10/7/19 and coded as a discharge assessment, revealed the assessment was open, and had not been closed and transmitted.<br><br>Review of the nursing notes indicated Resident #1 was discharged on 10/7/19 to home.<br><br>b. Resident #2 was originally admitted to the facility on 10/29/19 with diagnoses that included fracture of left pubis, chronic obstructive pulmonary disease and heart failure.<br><br>Review of Resident #2's most recent MDS was coded as a discharge assessment with an ARD of 11/16/19 revealed Resident #2 was independent with cognitive functioning and self-care.<br><br>A review of Resident #2's most recent MDS dated 11/16/19 and coded as a discharge assessment, revealed the assessment was open, and had not been closed and transmitted.<br><br>During an interview with the MDS RNs (MDS#1 and MDS#2) on 3/11/20 at 2:52PM, she revealed the assessment had been left open in error. MDS#1 indicated the assessments would be closed and transmitted today, 3/11/20. MDS#1 further indicated these 2 assessments would be marked as late assessments.<br><br>During an interview with the Director of Health Services (DHS) on 3/12/20 at 10:58AM, she | F 640 | time frame of Jan 1st 2019 through Mar 16th 2020 none needed nor required completion.<br><br>SYSTEMIC CHANGES<br><br>The Case Mix Director was educated on the timeline to close and transmit an assessment on March 13th 2020 Director of Nursing.<br>The Education related to timeliness of closing and transmitting assessments has been added to the general orientation for all newly hired Case Mix Directors and Case Mix Coordinators.<br><br>The Case Mix Director will review the Resident MDS status and review all open sections of the MDS daily, to ensure all sections are completed and the MDS is closed and transmitted timely.<br>The Case Mix Director will review the Assessment Due report to identify MDS□s that are to and to ensure completion and transmission timely. The MDS Director will present this data to the Interdisciplinary team five days per week for four weeks then weekly thereafter to maintain compliance.<br>Case Mix Director will review weekly with Clinical Reimbursement Consultant to review weekly and send findings to Director of Nursing and Case Mix Director.<br><br>MONITORING PROCESS<br><br>The Case Mix Director will present the analysis of the completion of the MDS□s | |

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| F 640 | Continued From page 19<br>revealed the Administrator would be responsible for the work of the MDS department.<br><br>During an interview with the Administrator on 3/12/20 at 11:45AM, he revealed his expectation was that all assessments would be transmitted by the ARD date. The Administrator was not aware of any late assessments. | F 640 | listed on the Assessment due to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter. | |
| F 641 SS=E | Accuracy of Assessments<br>CFR(s): 483.20(g)<br><br>§483.20(g) Accuracy of Assessments.<br>The assessment must accurately reflect the resident's status.<br>This REQUIREMENT is not met as evidenced by:<br>Based on staff interviews and record review, the facility failed to accurately code the Minimum Data Set (MDS) assessment to: 1) Reflect the provision of hemodialysis treatments for 1 of 2 residents reviewed who received dialysis (Resident #279); 2) Report an indwelling urinary catheter for 1 of 1 resident reviewed with a urinary catheter (Resident #45); 3) Indicate the Activities of Daily Living (ADL) assistance required for 1 of 29 sampled residents whose MDS assessments were reviewed (Resident #32); 4) Indicate a physician documented a gradual dose reduction (GDR) for a psychotropic medication as clinically contraindicated for 1 of 29 sampled residents whose MDS assessments were reviewed (Resident #32); 5) Report PASRR Level II status for 1 of 3 residents reviewed who were determined to have a PASRR Level II status (Resident #24); and, 6) Complete a Brief Interview of Mental Status and Mood for 1 of 29 sampled residents whose MDS assessments were reviewed (Resident #52). | F 641 | IMMEDIATE CORRECTIVE ACTION<br>Resident #279 Assessment modified and transmitted on 3/13/20<br><br>Resident #45 Assessment modified and transmitted on 3/13/20<br><br>Resident #32 Assessment modified and transmitted on 4/1/20<br><br>Resident #24 Assessment modified and transmitted on 3/12/20<br><br>Resident #52 Assessment modified and transmitted on 4/1/20<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>Case Mix Director Reviewed all 100% of residents from Jan 1st, 2019 through | 4/9/20 |

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| F 641 | Continued From page 20 | F 641 | | |

The findings included:

1. Resident #279 was admitted to the facility on 12/2/19 from the hospital. His cumulative diagnoses included end stage renal disease (ESRD) with dependence on hemodialysis.

On 12/3/19, Resident #279 was reviewed by the physician at the facility due to his recent admission. The physician documented the resident had a diagnosis of ESRD and was dialyzed every Monday, Wednesday and Friday.

Resident #279's electronic medical record (EMR) included a "Census." Notes in this portion of his EMR reported the resident went out on Therapeutic Leave on 12/4/19 (Wednesday) at 11:08 AM for dialysis.

On 12/4/19 at 10:38 AM, the resident's Physician's Assistant (PA) at the facility documented Resident #279 was seen for a follow-up due to debility. Plans for care included hemodialysis three times a week on Mondays, Wednesdays, and Fridays.

A Nursing Progress Note written on 12/5/19 at 3:43 PM included a notation which indicated the resident had a diagnoses of ESRD and went to dialysis on Monday, Wednesdays, and Fridays.

Transportation logs from the facility's contracted service documented, in part, that Resident #279 was transported both to and from dialysis on 12/4/19 (Wednesday), 12/6/19 (Friday), and 12/9/19 (Monday).

Resident #279's admission Minimum Data Set

March 16th,2020 for completed annual and quarterly assessments completed by Mar 15th, 2020. Daily morning meeting Administrator/Director of Nursing or designee reviews with Interdisciplinary Team review all due sections of the MDS to assure assessments are completed and accurate.

Administrator/Director of Nursing will daily look at Matrix Resident MDS status for review of open charts to review accuracy and transmission dates to be compliant.

SYSTEMIC CHANGES

Director of Nursing educated both Case Mix Director and Case Mix Coordinator on the timeline to close and transmission, and accuracy of assessments to comprise bedside assessments, interviewing of staff and family to attain complete and accurate assessments.

The Education related to timeliness of closing and transmitting assessments has been added to the general orientation for all newly hired Case Mix Directors and Case Mix Coordinators.
The Case Mix Director will review the Resident MDS status and review all open sections of the MDS daily, to ensure all sections are completed and the MDS is closed and transmitted timely.
The Case Mix Director will review the Assessment Due report to identify MDSs that are to and to ensure completion and transmission timely via Resident MDS Status in Matrix. That data will be

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(MDS) assessment was completed on 12/9/19. Section I of the MDS reported the resident had renal insufficiency, renal failure, or ESRD. Section O of the MDS indicated the resident neither received dialysis while he was not a resident nor received dialysis while he was a resident at the facility.

An interview was conducted on 3/9/20 at 3:05 PM with MDS Nurse #1. During the interview, MDS Nurse #1 confirmed Section O of the 12/9/19 MDS assessment indicated Resident #279 neither received dialysis while he was not a resident nor received dialysis while he was a resident at the facility. Upon review of the resident's Nursing Notes, MDS Nurse #1 reported these notes indicated the resident had dialysis scheduled on Mondays, Wednesdays, and Fridays. However, she stated, "We are looking at the notes to see if he actually went out to dialysis and/or came back."

A follow-up interview was conducted on 3/12/20 at 9:39 AM with MDS Nurse #1 and MDS Nurse #2. During the interview, the nurses were asked to review Resident #279's Census notes in his EMR, along with the transportation logs obtained from the facility's transportation service. After the information was reviewed, the MDS nurses acknowledged Resident #279 should have been coded on his admission MDS (dated 12/9/19) as having received dialysis both while he was not a resident and while he was a resident. The MDS nurses reported Resident #279's MDS would need to be modified.

An interview was conducted on 3/12/20 at 2:45 PM with the facility's Administrator and Director of Nursing (DON). During the interview, concerns

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reviewed by Administrator/Director of Nursing. The MDS Director will present this data to the Interdisciplinary team five days per week for four weeks then weekly thereafter to maintain compliance.

Case Mix Director Clinical Reimbursement Consultant to review weekly and send findings to Administrator/Director of Nursing. Director of Nursing/Clinical Reimbursement Consultant will take finding to Quality Assurance Process Improvement Committee for review.

MONITORING PROCESS

Administrator/Director of Nursing will review 75% of MDS/month to review accuracy. The Administrator/Director of Nursing/Clinical Reimbursement Consultant will present the analysis of the completion of the MDS□s listed on the Assessment due to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter.

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regarding inaccurate coding of the MDS assessments were discussed. The Administrator and DON reported they would expect the MDS to be complete, accurate, and completed on time.

2. Resident #45 was admitted to the facility on 3/11/19 with re-entry on 9/8/19 from the hospital. His cumulative diagnoses included malignant neoplasm (cancer) of the bladder.

A Nursing Progress Note written on 1/21/20 at 2:47 PM included a notation which indicated the resident returned from a urology appointment in stable condition. A urinary catheter was reported to be in place upon his arrival back to facility.

On 1/28/20, a Hospice admission note for Resident #45 included reference to the following treatment: "Reinforce placement of foley bag and tubing while repositioning the patient." The note also reported the resident ' s Goals/Expected Outcomes included: "Patient catheter remains patent throughout EOL (end of life) process."

A significant change Minimum Data Set (MDS) assessment was completed for Resident #45 on 1/29/20. Section H of this MDS assessment reported the resident did not have an indwelling urinary catheter in place. He was reported to be always incontinent of bladder.

An observation was conducted on 3/8/20 at 12:49 PM as Resident #45 was resting in bed. A urinary catheter bag was observed to be hanging on the frame of his bed.

An interview was conducted on 3/9/20 at 2:58 PM with MDS Nurse #1. During the interview, MDS Nurse #1 confirmed Section H of Resident #45's

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MDS assessment (dated 1/29/20) indicated he did not have an indwelling urinary catheter. Upon review of the resident's Nursing Notes, MDS Nurse #1 reported these notes indicated the resident returned from urology with a urinary catheter. However, she stated, "I was going by the nurse's notes." MDS Nurse #1 reported she was uncertain whether or not Resident #45 had an indwelling urinary catheter in place during the MDS assessment's 7-day look back period.

On 3/9/20 at 3:20 PM, an interview was conducted with Nurse #5. During the interview, the nurse reported she started working at the facility around the time Resident #45 had an indwelling urinary catheter inserted. Nurse #5 reported once the catheter was inserted, it continued to be in place to date (3/9/20). The nurse stated Resident #45 did not attempt to pull out the catheter and she added, it would be documented in the nursing notes if he had pulled it out.

A follow-up interview was conducted on 3/12/20 at 9:36 AM with MDS Nurse #1 and MDS Nurse #2. During the interview, information obtained from Resident #45's electronic medical record (EMR) and nurse interview were discussed. MDS Nurse #1 reported that based on this information, Resident #45's MDS assessment from 1/29/20 should have been coded to reflect he had an indwelling urinary catheter. MDS Nurse #2 stated they would need to modify the MDS assessment to reflect the use of a urinary catheter for this resident.

An interview was conducted on 3/12/20 at 2:45 PM with the facility's Administrator and Director of Nursing (DON). During the interview, concerns

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regarding inaccurate coding of the MDS assessments were discussed. The Administrator and DON reported they would expect the MDS assessments to be complete, accurate, and completed on time.

3. Resident #32 was admitted to the facility on 6/20/16. Her cumulative diagnoses included Parkinson's disease, dysphagia (difficulty swallowing), and feeding difficulties.

Resident #32's quarterly Minimum Data Set (MDS) was dated 1/20/20. Section G (Functional Status) of the MDS assessment reported the resident did not walk in her room or corridor during the 7-day look back period. All other Activities of Daily Living (ADLs) were reported to have occurred only 1 - 2 times each during the 7-day look back period. The ADLs reported as having only occurred 1 -2 times each during the 7 days included bed mobility, transfers, locomotion on/off the unit, dressing, eating, toileting and personal hygiene.

An interview was conducted on 3/12/20 at 9:48 AM with MDS Nurse #1 and MDS Nurse #2. When asked, the MDS nurses reviewed Section G of Resident #32's quarterly MDS assessment dated 1/20/20. The MDS nurses agreed Section G was not coded correctly to indicate the ADL assistance required for this resident. MDS Nurse #2 reported the MDS assessment would need to be modified.

An interview was conducted on 3/12/20 at 2:45 PM with the facility's Administrator and Director of Nursing (DON). During the interview, concerns regarding inaccurate coding of the MDS assessments were discussed. The Administrator

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and DON reported they would expect the MDS to be complete, accurate, and completed on time.

4. Resident #32 was admitted to the facility on 6/20/16. Her cumulative diagnoses included Parkinson's disease, dysphagia (difficulty swallowing), and feeding difficulties.

Resident #32's electronic medical record (EMR) included a 11/13/19 Consultant Pharmacist Communication to the physician. The report indicated 25 mg quetiapine (an antipsychotic medication) was administered to the resident for agitation, yelling, and screaming. It also noted Resident #32 was due for a gradual dose reduction (GDR) in an attempt to find the lowest effective dose of antipsychotic drug therapy. The pharmacist requested consideration of a trial dose reduction. On 11/15/19, the resident's health care provider indicated an attempted GDR was likely to result in impairment of function or increased distressed behavior, and the clinical benefits outweighed the potential risks.

Resident #32's quarterly Minimum Data Set (MDS) assessment was dated 1/20/20. Section N of the MDS assessment revealed the resident received both an antipsychotic medication and an antidepressant medication on 7 out of 7 days during the look back period. Item N0450D of the MDS reported the resident's physician did not document a GDR as clinically contraindicated.

An interview was conducted on 3/12/20 at 9:48 AM with MDS Nurse #1 and MDS Nurse #2. When asked, the MDS nurses reviewed Section N of Resident #32's quarterly MDS assessment dated 1/20/20. The MDS nurses reported Section N of the assessment should have been coded to

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report the physician did address a GDR and determined it was clinically contraindicated on 11/15/19. MDS Nurse #2 stated the assessment would need to be modified.

An interview was conducted on 3/12/20 at 2:45 PM with the facility's Administrator and Director of Nursing (DON). During the interview, concerns regarding inaccurate coding of the MDS assessments were discussed. The Administrator and DON reported they would expect the MDS assessments to be complete, accurate, and completed on time.
5. Resident #24 was admitted to the facility on 7/8/19 and had a diagnosis of schizoaffective disorder and bi-polar disorder.

Review of the resident's Pre-Admission Screening and Resident Review (PASRR) record revealed on 7/8/19 the resident was screened as a Level II PASRR.

The Admission Minimum Data Set (MDS) Assessment dated 7/15/19 noted the resident was not a level II PASRR and serious mental illness was not checked.

An interview was conducted with the MDS Director and the MDS Coordinator on 3/10/20 at 11:53 AM. The MDS Coordinator was observed to review the resident's Admission MDS and stated the resident was not coded as a Level II PASRR and they would need to modify the MDS. The MDS Coordinator further stated at the time of the resident's admission assessment they did not have computerized medical records and the resident's PASRR information would have been on paper and at that time Admissions would send out an e-mail with each admission if the resident

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was a PASRR Level II. The MDS Director stated moving forward she would talk with their consultant to see how they could verify the PASRR level prior to completing the MDS.

An interview was conducted with the Director of Nursing (DON) on 3/12/20 at 4:04 PM. The DON stated they had people from their sister facilities coming in to assist with coding the MDS during the time the resident's MDS was completed and they would be paying a lot more attention to the MDS in the future.
6. Resident #52 was admitted to the facility on 5/3/19 with diagnoses of non-traumatic intracerebral hemorrhage, acute respiratory failure, chronic pain and aphasia.

Review of the Quarterly review of the Minimum Data Set dated 11/5/19 under Section C, Brief Interview of Mental Status (BIMS) C0100, read Should Brief Interview for Mental Status Be Conducted? The question was checked, "Yes." Each section thereafter, read: "not assessed." A review of Section D0100, Mood, read, Should Resident Mood Interview Be Conducted? The question was checked, "Yes" Each section thereafter, read "not assessed."

In an interview was conducted with the Director of Nursing on 3/12/2020 at 2:45 PM. The DON stated she would expect the MDS would be complete and accurate.

In an interview was conducted with the MDS Coordinator on 3/12/2020 at 3:13 PM. The MDS Coordinator stated staff from a sister facility had been helping out with the MDS. She stated after they helped, she realized all they were doing was putting dashes in Sections C, D, E.

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| F 655 SS=E | Baseline Care Plan<br>CFR(s): 483.21(a)(1)-(3)<br><br>§483.21 Comprehensive Person-Centered Care Planning<br>§483.21(a) Baseline Care Plans<br>§483.21(a)(1) The facility must develop and implement a baseline care plan for each resident that includes the instructions needed to provide effective and person-centered care of the resident that meet professional standards of quality care. The baseline care plan must-<br>(i) Be developed within 48 hours of a resident's admission.<br>(ii) Include the minimum healthcare information necessary to properly care for a resident including, but not limited to-<br>(A) Initial goals based on admission orders.<br>(B) Physician orders.<br>(C) Dietary orders.<br>(D) Therapy services.<br>(E) Social services.<br>(F) PASARR recommendation, if applicable.<br><br>§483.21(a)(2) The facility may develop a comprehensive care plan in place of the baseline care plan if the comprehensive care plan-<br>(i) Is developed within 48 hours of the resident's admission.<br>(ii) Meets the requirements set forth in paragraph (b) of this section (excepting paragraph (b)(2)(i) of this section).<br><br>§483.21(a)(3) The facility must provide the resident and their representative with a summary of the baseline care plan that includes but is not limited to:<br>(i) The initial goals of the resident.<br>(ii) A summary of the resident's medications and dietary instructions. | F 655 | | 4/9/20 |

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| F 655 | Continued From page 29<br>(iii) Any services and treatments to be administered by the facility and personnel acting on behalf of the facility.<br>(iv) Any updated information based on the details of the comprehensive care plan, as necessary.<br>This REQUIREMENT is not met as evidenced by:<br>Based on record review, staff interviews and responsible party interview, the facility failed to develop, implement and communicate the initial 48-hour baseline plan of care to the responsible party for 4 Residents (Resident #43, #73, #78 and #279) of 6 newly admitted residents reviewed.<br><br>The findings included:<br><br>1. Resident #73 was admitted in the facility on 2/14/20. The diagnosis included Dementia with behavior, Dyslipidemia, and Mood disorder.<br><br>Record review revealed there was no initial 48-hour baseline care plan developed for this resident. The record revealed the care plan was done by the Nurse Navigator in the resident's record on 2/17/20 and not within the timeframe.<br><br>An interview with the Responsible Party (RP) on 3/8/20 at 3:10 PM was conducted. The RP stated that the facility did not her information of the initial 48-hour baseline care plan from admission to the facility.<br><br>Interview with Nurse #3 on 3/12/20 at 8:44 AM, stated that she admitted the resident but did not do a baseline care plan. She stated that the admission process was divided in two parts and that the incoming nurses will follow up with the admission. She stated that the baseline care plan | F 655 | IMMEDIATE CORRECTIVE ACTION<br>Resident # 73 - Resident no longer here in our care.<br><br>Resident # 78 - Resident no longer here in our care.<br><br>Resident # 43 - Resident no longer here in our care.<br>.<br>Resident #279 - Resident no longer here in our care.<br><br>Resident with the potential to be effected<br><br>The Director of Health Services reviewed all admissions from 3/16/20 through 3/31/20 to assure baseline care plans are completed (23 totals of review completed). This review was completed on 3/31/20 for 100% review.<br><br>SYSTEMIC CHANGES<br><br>The Admission nurse will be responsible for starting the baseline care plan, with the Case Mix Director and Interdisciplinary Team involvement.<br><br>All Post-Acute Care Conference meetings will include review of baseline care plans and copy given to RP when possible or | |

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| F 655 | Continued From page 30<br>would have been assigned to the Assistant Director of Nursing (ADON) and the Director of Nursing (DON) to complete.<br><br>An interview with the Nurse Navigator was conducted on 3/1/20 at 9:35 AM. She stated that she helped with the care plan at times and that she didn't remember discussing the care plan to the responsible party. She also stated that the MDS nurses do the care plan meeting.<br><br>2. Resident #78 was admitted in the facility on 2/7/20. The diagnosis included Orthostatic hypotension, Dementia without behavior, Major depressive disorder, Type 2 Diabetes, Atrial fibrillation, Hypertension and Chronic obstructive pulmonary disease.<br><br>Record review revealed there was no initial 48-hour baseline care plan developed for this resident.<br><br>Telephone interview with the resident's RP was done on 3/10/20 at 4:53 PM. The RP stated the facility did not discuss or provided a copy of the 48-hour baseline care plan from the resident's admission to the facility.<br><br>The MDS Nurse (Minimum Data Set) was interviewed on 3/11/20 at 10:57 AM. The MDS Nurse stated that they were not assigned to do the baseline care plan. She stated that the ADON and DON were responsible completing the admission process which includes the baseline care plan for each admitted resident. The MDS nurse further stated that when they schedule a care meeting, they discuss the comprehensive care plan with the Interdisciplinary Care Team (IDT) meeting with RP/family included. | F 655 | scanned to the RP email address via Nurse Navigator.<br><br>The Nurse Management team will review new admission charts daily for seven days then weekly thereafter to validate the baseline care plans have been started and completed. This review will occur weekly at Case Mix Meeting.<br><br>The Admissions Director, Nurse Navigator, Social Worker and /or Nurse Manager will schedule the Post- Acute Care meetings with resident and/or responsible upon admission. The Post-Acute Care meetings will be scheduled for seventy-two hours after admissions or as resident and/or family is available.<br><br>The Interdisciplinary Team will review the baseline care plan with the Resident and/or Residents Responsible Party and a signed copy will be provided to the Resident and/or Responsible Party at the meeting when possible. If meeting is via telephone nurse navigator will document a note that plan was reviewed. Nurse Navigator will scan a copy of the care plan to the RP.<br><br>On 3/30/20 The Director of Health Services / Nurse Navigator began reviewing all admissions daily for baseline care plan. The Director of Nursing will track and trend the baseline care plan review form weekly for four weeks, then monthly thereafter to ensure baseline care plans are initiated upon admission. | |

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| F 655 | Continued From page 31<br><br>An interview with the DON on 3/12/20 at 10:37 AM and she stated that the baseline care plan was assigned to the ADON, Weekend Supervisor and the DON. She further stated that her review showed the baseline were not completed within 48-hour from admission.<br>3. A review of the medical record revealed Resident #43 was admitted to the facility on 1/24/2020 with a left below knee amputation.<br><br>The Admission Minimum Data Set dated 1/31/2020 noted Resident #43 to be cognitively intact who required limited assistance with bed mobility, dressing and personal hygiene to extensive assistance for transfers and toilet use.<br><br>A review of Resident #43's care plan revealed no care plan for a surgical wound.<br><br>In an interview on 3/12/2020 at 12:15 PM the MDS nurse assigned to Resident #43 stated when nurses do the admission they should start the 48 hour care plan. She indicated it looked like the care plan was started for Resident #43 on 1/31/2020.<br><br>In an interview on 3/12/2020 at 4:08 PM PM the Director of Nursing stated there was not a baseline care plan developed for Resident #43.<br>4. Resident #279 was admitted to the facility on 12/2/19 from the hospital. His cumulative diagnoses included end stage renal disease with dependence on hemodialysis.<br><br>The resident's electronic medical record revealed the earliest start date for his care plan was 12/12/19. Resident #279's care plan (dated 12/12/19) included the following areas of focus: | F 655 | Director of Nursing will audit 100% of all new admits ensuring that compliance and accuracy are met of baseline care plans. This audit will be done daily for 2 months then weekly for 2 months and then monthly. Weekly Case Mix meeting with all disciplines will be conducted with Director of Nursing to review care and update care plans as needed. Case Mix Coordinator will keep Case Mix Weekly forms with base care plans Director of Nursing will take weekly data to Quality Assurance Process Improvement monthly.<br><br>MONITORING PROCESS<br><br>The Director of Nursing Services/Nurse Navigator will review the tracking and trending obtained from the chart reviews for the baseline care plan completion and provide the analysis to the Quality Assurance and Performance Improvement Committee monthly until three consecutive months of compliance is maintained then quarterly thereafter. | |

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| F 655 | Continued From page 32<br>--12/12/19 Falls. Patient/Resident at risk for falls related to unsteady gait.<br>--12/12/19 Mobility. Impaired physical mobility/deconditioning related to recent hospitalization<br>--12/12/19 Discharge Planning.<br>--12/12/19 Activities of Daily Living (ADLs) Functional/Rehabilitation Potential: ADL Decline related to cerebrovascular accident (stroke).<br><br>An interview was conducted on 3/12/20 at 9:42 AM with MDS Nurse #1 And MDS Nurse #2. During the interview, MDS Nurse #2 reviewed Resident #279's care plan and confirmed the first start dates for his care areas were documented as 12/12/19. Based on the information reviewed, the MDS nurses stated Resident #279's baseline care plan was not completed with the required time frame.<br><br>An interview was conducted on 3/12/20 at 2:08 PM with the facility's Director of Nursing (DON). During the interview, Resident #279's baseline care was discussed. The DON acknowledged this resident's baseline care plan was not completed within the required time frame. The DON reported both the Assistant Director of Nursing and she herself had assumed primary responsibility for completing baseline care plans for newly admitted residents. Upon further inquiry, the DON stated she would expect residents' baseline care plans to be completed within 48 hours of admission. Accordingly, she reported Resident #279's baseline care plan should have been completed by 12/4/19. | F 655 | | |
| F 656 SS=D | Develop/Implement Comprehensive Care Plan<br>CFR(s): 483.21(b)(1) | F 656 | | 4/9/20 |

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§483.21(b) Comprehensive Care Plans
§483.21(b)(1) The facility must develop and implement a comprehensive person-centered care plan for each resident, consistent with the resident rights set forth at §483.10(c)(2) and §483.10(c)(3), that includes measurable objectives and timeframes to meet a resident's medical, nursing, and mental and psychosocial needs that are identified in the comprehensive assessment. The comprehensive care plan must describe the following -
(i) The services that are to be furnished to attain or maintain the resident's highest practicable physical, mental, and psychosocial well-being as required under §483.24, §483.25 or §483.40; and
(ii) Any services that would otherwise be required under §483.24, §483.25 or §483.40 but are not provided due to the resident's exercise of rights under §483.10, including the right to refuse treatment under §483.10(c)(6).
(iii) Any specialized services or specialized rehabilitative services the nursing facility will provide as a result of PASARR recommendations. If a facility disagrees with the findings of the PASARR, it must indicate its rationale in the resident's medical record.
(iv)In consultation with the resident and the resident's representative(s)-
(A) The resident's goals for admission and desired outcomes.
(B) The resident's preference and potential for future discharge. Facilities must document whether the resident's desire to return to the community was assessed and any referrals to local contact agencies and/or other appropriate entities, for this purpose.
(C) Discharge plans in the comprehensive care plan, as appropriate, in accordance with the

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| F 656 | Continued From page 34<br>requirements set forth in paragraph (c) of this section.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observations, record review and staff interviews, the facility failed to develop a comprehensive care plan which addressed: 1) Activities of Daily Living (ADL's), Urinary Incontinence, Falls, Nutrition and Pressure Ulcer for 1 of 29 sampled residents (Resident #43); 2) The use of psychotropic medications (any drug capable of affecting the mind, emotions, and/or behavior) for 1 of 6 residents reviewed for unnecessary medications (Residents #32); 3) The potential for accidents related to 1 of 1 resident reviewed who smoked (Resident #17); and, 4) Dementia for 1 of 4 residents reviewed for dementia care (Resident #233).<br><br>The findings included:<br><br>1. Resident #43 was admitted to the facility on 1/24/20 with diagnoses that included type 2 diabetes mellitus with diabetic chronic kidney disease and acute embolism and thrombosis of lower extremity, bilateral. Review of the resident's most recent Minimum Data Set (MDS) comprehensive admission assessment with an Assessment Reference Date (ARD) of 1/31/20 revealed Resident #43 had moderate cognitive impairment, and the resident required assistance with Activities of Daily Living (ADL). In reviewing the associated Care Area Assessment (CAA), it revealed the following care plan areas would be developed: ADL Functional/Rehabilitation Potential; Urinary Incontinence; Falls; Nutrition; and Pressure Ulcer.<br><br>During a record review of Resident #43's care | F 656 | IMMEDIATE CORRECTIVE ACTION<br>The Interdisciplinary Team Updated Resident # 43 care plan on 3/10/20.<br>The Interdisciplinary Team Updated Resident # 32 care plan on 3/10/20<br>The Interdisciplinary Team Updated Resident # 17 care plan on 3/10/20<br>The Interdisciplinary Team Updated Resident # 233 care plan on 3/10/20<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>On 4/01/20 The Nurse Management team reviewed resident□s comprehensive care plans on each station to ensure all comprehensive care plans are updated with any new changes in condition and new intervention are put into place.<br><br>SYSTEMIC CHANGES<br><br>During morning clinical rounds, MDS/Nursing Management and/or Interdisciplinary Team will review all incidents, changes in condition, medications, new orders, falls as indicated, and update the intervention to the patient needs as appropriate to continually meet goals set for patients.<br><br>Director of Nursing will daily review the nursing management/interdisciplinary | |

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plan on 3/10/20 at 9:17AM, it was discovered there was only one care plan for Resident #43 relating to showers. A care plan had not been developed for the care plan areas identified in the MDS assessment dated 1/31/20; ADL Functioning/Rehabilitation Potential, Urinary Incontinence, Falls, Nutrition, and Pressure Ulcer. A review of the nursing notes indicated Resident #43 had treatment orders for wound care, including updated orders that revealed a change in the treatment orders.

During a record review of progress notes, Resident #43 was receiving physical therapy, occupational therapy and speech therapy. The progress note dated 2/25/20 by Physician Assistant (PA) stated, "patient undergoing rehabilitation for decreased mobility/activities of daily living." Further review of the progress notes revealed Resident #43 had falls on 1/31/20, 2/6/20, and 2/13/20. The fall on 2/13/20 resulted in an injury which required the resident to be transferred to the hospital for treatment. A progress note dated 3/9/20 by the registered dietician (RD) revealed Resident #43 was on "prostat 30 ml by mouth once a day to provide 100K calories, 15 grams of protein. Will place on Decubib-Vite 1 capsule once a day to assist with healing."

Resident #43 was observed on 3/10/20 at 10:10AM participating in occupational therapy.

Resident #43 was observed on 3/10/20 at 11:30AM while the wound care nurse was providing treatment to the resident's wound.

During an interview with Resident #43 on 3/10/20 at 11:35AM, he revealed the care is good. He

F 656

team for timely and accuracy the updates of resident care plans. Director of Nursing will pull data via Matrix to compare for accuracy. Weekly case mix review with interdisciplinary team review accuracy of current orders. Data will be reviewed monthly in Quality Assurance Process Improvement.

Director of Nursing will weekly review 10% of all certified beds for complete and accurate updates of comprehensive care plans.

MONITORING PROCESS

The Director of Nursing Services and/or Clinical Reimbursement Consultant will weekly review 10% of all resident□s comprehensive care plans for accuracy. The tracking and trending obtained from the chart reviews for the Comprehensive Care Plan accuracy and provide the analysis to the Quality Assurance and Performance Improvement Committee monthly until three consecutive months of compliance is maintained then quarterly thereafter.

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additionally stated he is here to get stronger and return home.

During an interview with MDS#1 nurse on 3/12/20 at 12:15PM, she indicated she was not sure why the care plan was not started.

During an interview with the Administrator on 3/12/20 at 11:45AM, he revealed his expectation is that all care plans will be developed in a timely manner based on the comprehensive MDS assessment.

2. Resident #32 was admitted to the facility on 6/20/16. Her cumulative diagnoses included Parkinson's disease, major recurrent depressive disorder and anxiety disorder.

The resident's medications orders included the following, in part:
--30 milligrams (mg) duloxetine delayed release capsule (an antidepressant medication) to be given as one capsule once daily (initially ordered 9/17/16 and continued up until the date of the review on 3/12/20); and,
--25 mg quetiapine tablet (an antipsychotic medication) to be given as one tablet by mouth twice daily (initially ordered on 3/1/19 and continued up until the date of the review on 3/12/20).

Resident #32's last annual MDS assessment had an assessment reference date (ARD) of 10/20/19. Section N of this assessment reported Resident #32 received both an antipsychotic and antidepressant medication on 6 out of 7 days during the look back period.

A review of the resident's Care Area Assessment

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(CAA) Worksheets dated 11/21/19 revealed the care area for Psychotropic Drug Use was triggered on the 10/20/19 MDS assessment due to the use of antidepressant and antipsychotic medications. The CAA Worksheet indicated psychotropic drug use would be addressed in Resident #32's care plan.

The resident's most recent quarterly MDS assessment was dated 1/20/20. Section N of the MDS assessment revealed the resident continued to receive both an antipsychotic medication and an antidepressant medication on 7 out of 7 days during the look back period.

Resident #32's current care plan as of the date of the review (3/12/20) included the following areas of focus, in part:
--Problem: Behavioral Symptoms (Start date 9/20/19 with no revisions made to the problem, goal, or approaches); Resident has verbal behavioral symptoms related to diagnosis of vascular dementia and major depressive disorder as evidenced by episodes of crying outburst, hallucinations and yelling. The long term goal target date was noted to be 1/31/20. A review of the planned approaches was conducted and revealed only non-pharmacological interventions were included.
--Problem: Cognitive Loss/Dementia (Start date 9/20/19 with no revisions made to the problem, goal, or approaches): Resident has impaired decision making and memory deficits related to diagnosis of vascular dementia and depression. The long term goal target date was noted to be 1/31/20. A review of the planned approaches was conducted and revealed one approach (dated 9/20/19) indicated "medications" would be administered as ordered, monitored for adverse

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effects, and behaviors documented with the Medical Doctor/Physician's Assistant notified of changes or decline.

The use of antidepressant or antipsychotic medications was not specifically addressed in Resident #32's current plan of care.

An interview was conducted on 3/12/20 at 9:48 AM with MDS Nurse #1 and MDS Nurse #2. During the interview, the MDS nurses reviewed Resident #32's current care plan. They reported Resident #32's 10/20/19 comprehensive annual MDS was completed by MDS nurses from sister facilities who came to help out the facility with MDS assessments. Upon inquiry, the MDS nurses reported the nurses who worked on the annual MDS assessment should have also have completed Resident #32's care plan. Upon further inquiry, the MDS nurses reported psychotropic medications (including antidepressant and antipsychotic medications) should be included on the resident's care plan. MDS Nurse #2 confirmed the medications were, "Not there."

An interview was conducted on 3/12/20 at 2:29 PM with the facility's Director of Nursing (DON). During the interview, concern regarding Resident #32's care plan failing to address psychotropic medication use was discussed. When asked, the DON stated the resident's care plan should include issues from her medical history. The DON reported she would expect psychotropic medications to be care planned.
3. Resident #17 was admitted to the facility on 9/13/19 and had a diagnosis of cerebrovascular accident (stroke), seizures, difficulty walking and nicotine dependence.

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A Smoking Observation Form dated 9/14/19 noted the resident was a current smoker but the assessment of the resident ' s ability to safely and independently smoke was not completed.

The most recent Minimum Data Set (MDS) Assessment (Quarterly) dated 12/21/19 revealed the resident was cognitively intact, had no behaviors and was independent with transfers, walking in room/corridor, dressing, personal hygiene and bathing. The MDS noted the resident required limited assistance for eating and toileting. The MDS revealed the resident's balance was steady at all times during transitions from a seated to standing position and had no impairment in range of motion of the upper or lower extremities. Section J1300 noted the resident was a current tobacco user.

The resident's Care Plan last reviewed on 3/3/20 revealed no information regarding the resident's smoking or storage of cigarettes and lighter for the resident.

On 3/8/20 at 1:30 PM Resident #17 was observed sitting on a bench smoking outside the entrance to the skilled nursing unit (on facility property) at Station 2.

On 3/10/20 at 4:20 PM an interview was conducted with Resident #17. The resident stated he hid his cigarettes in his room where no one could find them. The resident was asked if he still had seizures and the resident stated he had had 2 or 3 seizures since he had been in the facility.

On 3/11/20 at 9:25 AM Resident #17 was observed sitting in the courtyard outside the main

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dining room at Station 2 (on facility property) and had a lit cigarette in his hand.

On 3/11/20 at 11:05 AM the Administrator stated in an interview that prior to admission residents were screened and told they were a smoke free facility. The Administrator further stated Resident #17 had been instructed to sign out and go off the property to smoke but had been non-compliant with this. The Administrator continued and stated the resident was responsible for storing his own cigarettes and lighter.

The Director of Nursing (DON) stated in an interview on 3/11/20 at 11:45 AM that prior to admission residents were informed they were a non-smoking facility and were instructed to go out to the road to smoke. The DON further stated the resident has his own cigarettes and lighter and did not know where the resident stored them.

On 3/12/20 at 4:05 PM the DON stated because they were a non-smoking building, the smokers were supposed to sign themselves out and go off the property to smoke and they do not care plan the resident's smoking.
4. Resident #233 was admitted to the facility on 1/6/2020 with diagnoses that included Parkinson's disease, unspecified dementia with behavioral disturbance, hypertension, mild cognitive impairment, generalized muscle weakness.

A review of the nursing note dated 1/14/2020 revealed that Resident #233 was delirious, confused and had visual hallucinations.

A review of Resident #233's physician order dated 2/7/2020 revealed a psychiatry consult for

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| F 656 | Continued From page 41<br>coping of hallucinations and Parkinson's disease.<br><br>A review of the nursing note dated 2/8/2020 revealed Resident #233 had intermittent confusion, became aggressive with the sitting companion and had visual hallucinations.<br><br>A review of the behavioral monitoring log for February 1, 2020 to February 29, 2020 indicated Resident #233 hallucinated, had increased agitation and insomnia.<br><br>A review of the medical record revealed Resident #233 was seen by psych services on 2/28/2020 for individual psychotherapy. Resident #233 was on Zyprexa for hallucinations, Clonazepam for anxiety, and Rytary for Parkinson's disease with no new recommendations.<br><br>A review of the most recent quarterly minimum data set (MDS) assessment dated 3/3/2020 indicated Resident #233 was alert with moderate cognitive impairment and required extensive assistance for activities of daily living (ADLS). The resident was coded for behaviors.<br><br>Resident #233's care plan did not address cognitive decline nor behaviors. There was no care plan to address the antipsychotic and antianxiety medications Resident #233 had received.<br><br>A physician note dated 3/5/2020 indicated Resident #233 had a decrease in mental clarity, speech was more slurred, and increased hallucinations. Resident #233 had a poor sleep pattern and night terrors were worse.<br><br>An interview was conducted with the Director of | F 656 | | |

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| F 656 | Continued From page 42<br>Nursing (DON) on 3/11/2020 at 4:30 PM. The DON stated that the care plan should address the cognitive and behavioral patterns to include the use of psychotropic medications for residents with dementia. | F 656 | | |
| F 689 SS=D | Free of Accident Hazards/Supervision/Devices CFR(s): 483.25(d)(1)(2)<br><br>§483.25(d) Accidents.<br>The facility must ensure that -<br>§483.25(d)(1) The resident environment remains as free of accident hazards as is possible; and<br><br>§483.25(d)(2)Each resident receives adequate supervision and assistance devices to prevent accidents.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observations, record review and staff and resident and Resident Council interviews, the facility failed to provide a safe environment for 1 of 1 resident observed to smoke on facility grounds (Resident #17). The facility failed to secure smoking materials and residents that smoked were allowed to keep their cigarettes and lighters. The facility also failed to provide a smoke free environment for non-smokers in the facility.<br><br>The findings included:<br><br>Resident #17 was admitted to the facility on 9/13/19 and had a diagnosis of cerebrovascular accident (stroke), seizures, difficulty walking and nicotine dependence.<br><br>An Admission/Quarterly Smoking Observation Form dated 9/14/19: Section 1 read: All patients/residents will be assessed on admission, | F 689 | IMMEDIATE CORRECTIVE ACTION<br>Resident # 17 smoking paraphernalia removed. No further smoking permitted no exceptions. Any instance will result in discharge notice.<br><br>TN□s that are in the hospital setting will instruct that we are a nonsmoking facility, and anyone found smoking with any materials will be removed and discharge notice will be given immediately. Director of Nursing completed this education on 4/1/20.<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>Any residents that are known smokers will have paraphernalia removed and | 4/9/20 |

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| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
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| THE OAKS AT WHITAKER GLEN-MAYVIEW | 513 EAST WHITAKER MILL ROAD RALEIGH, NC 27608 |

| (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 |
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F 689 Continued From page 43

re-admission and/or with a significant change in condition. If the answer to the first 2 questions are "No", the assessment is complete. Does the resident smoke? Yes, was marked. Does the resident have a past history of smoking? Yes, was marked. The Observation section of the form that assessed the resident ' s ability to smoke safely and independently was not completed.

The December 2019 Resident Council Meeting Minutes noted a problem with resident ' s smoking outside entrances to the facility.

The most recent Minimum Data Set (MDS) Assessment (Quarterly) dated 12/21/19 revealed the Resident #17 was cognitively intact, had no behaviors and was independent with transfers and walking in the room and corridor and required limited to no assistance with activities of daily living. The MDS noted during transfers the resident was steady at all times and had no limited range of motion of the upper or the lower extremities. Section J1300 noted the resident currently used tobacco.

The resident's Care Plan last reviewed on 3/3/20 revealed no information related to the resident's smoking.
On 3/8/20 at 12:41 PM an interview was conducted with Resident #64 and a family member was present during the interview. The Family Member stated on a pretty day the resident would like to sit outside the skilled nursing unit at Station 2 but was unable to do this due to residents sitting outside smoking and Resident #64 had respiratory problems. The Family Member further stated the facility had been a smoke free facility for five years.

F 689

secured. The smoking policy and procedure was reviewed with these residents on 3/30/20. Only 1 resident has smoking paraphernalia which was removed on 3/30/20.

SYSTEMIC CHANGES

Education to TN□s to inform new residents that are being evaluated for our facility that they understand we are a non-smoking facility and that if they are found bringing in any smoking paraphernalia it will be removed, secured and given to their responsible party.
The Smoking policy and procedure will be reviewed with each new admission with understanding that if they are noted smoking on property a discharge may occur.

All staff are educated to the fact that there is a no tolerance act regarding smoking, and they are to notify the Director of Nursing and the Administrator immediately with any observations of resident smoking on property.

Staff education regarding the smoking policy has been added to the general orientation for all new employees.
The Director of Nursing/Assistant Director will review all new admissions going forward with a history of smoking will be monitored for compliance to our no smoking policies.

MONITORING PROCESS

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| F 689 | Continued From page 44<br>On 3/8/20 at 1:30 PM Resident #17 was observed sitting on a bench outside the entrance to the skilled nursing unit on facility property and smoking a cigarette. There were no receptacles available to extinguish a cigarette.<br><br>On 3/10/20 at 1:15 PM upon exiting the door to the outside of Station 2 there was a strong smell of cigarette smoke though no one was observed smoking at the time.<br><br>On 3/10/20 at 3:30 PM a Resident Council Meeting was held with alert and oriented residents. The residents reported they still had concerns about residents smoking by the entrances to the building and felt it was not fair to the residents that did not smoke to be exposed to the secondhand smoke. The Residents stated they had complained about the smoking but lately they had not tried to sit outside due to the weather and did not know if the situation had improved or not.<br><br>On 3/10/20 at 4:27 PM Resident #17 was observed to walk down the hall to his room with a rollator. The Resident was interviewed and stated he hid his cigarettes and lighter in his room where no one would find them. The resident was asked if he still had seizures and the Resident stated he had had 2 or 3 seizures since he was admitted to the facility.<br><br>On 3/11/20 at 9:00 AM Resident #7, who was alert and oriented, stated in an interview that she went out to the courtyard to smoke because "a lot of others do, too." The Resident stated she kept her cigarettes and lighter herself. This resident was not observed to smoke during the survey. | F 689 | The Director of Nursing will present the analysis to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter. | |

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| F 689 | Continued From page 45 | F 689 | | |

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On 3/11/20 at 9:55 AM Resident #17 was observed to smoke in the courtyard outside the main dining room at Station 2 on facility property. There were no receptacles available to extinguish a cigarette.

An interview was conducted with the Administrator on 3/11/20 at 11:05 AM. The Administrator stated the resident had been told they were a non-smoking facility and would need to go to the property line to smoke but the resident had been non-compliant with this. The Administrator further stated that residents were screened before admission and told they were a non-smoking facility. The Administrator was asked where the area was the resident was supposed to go to smoke. The Administrator walked down a long sidewalk and turned right onto the parking lot where he continued to walk further and turned left on another sidewalk and stopped near the corner of the main street in front of the facility. There was a facility sign on the corner surrounded by flowers and pine straw. There were no receptacles present in which to extinguish a cigarette and no place to sit. The Administrator further stated the resident was responsible for storing his own cigarettes and lighter.

On 3/11/20 at 11:20 AM an interview was conducted with the Nurse Navigator who stated the facility was a non-smoking facility and the Smoking Observation Form was used on admission to identify residents that smoked so they could offer smoking cessation treatments such as nicotine patches. The Nurse Navigator verified that the smoking assessment for Resident #17 had not been completed.

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| F 689 | Continued From page 46 | F 689 | | |

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On 3/11/20 at 11:45 PM the Director of Nursing (DON) stated in an interview that prior to admission residents were informed they were a non-smoking facility and if the resident was a smoker they were offered a nicotine patch but some did refuse. The DON further stated the residents that smoked were instructed to go to the road to smoke and they currently had 2 residents that smoked. The DON continued and stated both residents were independent and had their own cigarettes and lighter. The DON stated she had asked a family member to stop bringing cigarettes to Resident #7 and the Family Member stated the resident had smoked for a long time and would not quit smoking. The DON further stated she did not know where the residents kept their cigarettes or lighters.

On 3/11/20 at 1:57 PM the DON stated she spoke with their nurse consultant who told her because they were a non-smoking facility they did not have to complete the smoking assessment even though they know they have residents in the building that smoke.

On 3/11/20 at 3:59 PM an interview was conducted with Nurse #2 who stated there were 4 residents that smoked in the building and one of them had a nicotine patch. The Nurse further stated the residents smoked outside the door near Station 2 or in the courtyard outside the main dining room at Stations 2. The Nurse stated if she found smoking materials in a resident's room she would take them out and put them in a drawer at the nurse's station. The Nurse continued and stated one resident stated it was her right to smoke and would not allow the staff to take her smoking materials.

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| F 689 | Continued From page 47<br>On 3/12/20 at 4:05 PM an interview was conducted with the Administrator and the DON. The Administrator and DON stated they were aware of only 2 residents in the facility that smoked and they were supposed to sign themselves out and go off the property to smoke. The DON and Administrator stated they were not aware that the Resident Council complained they could not go outside due to residents smoking. | F 689 | | |
| F 693 SS=D | Tube Feeding Mgmt/Restore Eating Skills<br>CFR(s): 483.25(g)(4)(5)<br><br>§483.25(g)(4)-(5) Enteral Nutrition<br>(Includes naso-gastric and gastrostomy tubes, both percutaneous endoscopic gastrostomy and percutaneous endoscopic jejunostomy, and enteral fluids). Based on a resident's comprehensive assessment, the facility must ensure that a resident-<br><br>§483.25(g)(4) A resident who has been able to eat enough alone or with assistance is not fed by enteral methods unless the resident's clinical condition demonstrates that enteral feeding was clinically indicated and consented to by the resident; and<br><br>§483.25(g)(5) A resident who is fed by enteral means receives the appropriate treatment and services to restore, if possible, oral eating skills and to prevent complications of enteral feeding including but not limited to aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, and nasal-pharyngeal ulcers.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observations, staff interviews and record review, the facility failed to label a | F 693 | IMMEDIATE CORRECTIVE ACTION<br>Resident #3 Tube Feed labeled with | 4/9/20 |

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| F 693 | Continued From page 48<br>nutritional product used for a gastrostomy tube feeding with the minimum required information (name of the formula, date and time the formula was hung, and nurse's initials) and to change the piston syringe used for the gastrostomy tube every 24 hours for one of one resident (Resident #3) reviewed with a gastrostomy tube feeding.<br><br>The findings included:<br><br>Resident #3 was admitted to the facility on 3/29/18 from a hospital with a history of cerebrovascular accident (CVA) and placement of a gastrostomy tube (a surgically placed tube inserted directly into the stomach for administration of food, fluids, and medications). A gastrostomy tube is frequently referred to as a G-tube.<br><br>The resident's most recent quarterly Minimum Data Set (MDS) assessment was dated 11/9/19. The MDS revealed Resident #3 had severely impaired cognitive skills for daily decision making. She required extensive assistance from staff for bed mobility, locomotion off the unit, dressing, and personal hygiene. The resident was totally dependent on staff for transfers, eating, and toileting. Section K of the MDS assessment reported Resident #3 received nutrition via a feeding tube, with 51% or more of calories and 501 ml fluid or more per day received from the tube feeding.<br><br>Resident #3's current care plan included the following, in part:<br>--The resident has the potential for nutrition and hydration deficits related to the use of a feeding tube. She receives nothing by mouth. (Problem Onset: 5/25/19). | F 693 | formula, date and hang time, nurse initials on 3/12/20.<br><br>Piston labeled and changed every 24/hrs on 3/12/20. Clinical Care Coordinator provided staff education on proper labeling of bags tube and water bag 3/13/20 and ongoing.<br><br>Clinical Care Coordinator added to orientation with new hired nurses.<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>Only 1 tube feed resident currently. However, will monitor resident to labeling and any new residents coming in.<br><br>SYSTEMIC CHANGES<br><br>Clinical Care Coordinator to educate all nursing staff on proper labeling of Tube Feeds including the formula, date, time hung, and initials of education to nurses completed by 3/17/20. Clinical Care Coordinator will add to nursing orientation for all new nursing hires.<br><br>Clinical Care Coordinator/designee will make daily including weekends rounds for 2 weeks for a month then monthly for 3 months to review proper labeling of tube feeds. Clinical Care Coordinator will send information of compliance to Director of Nursing for review.<br><br>MONITORING PROCESS | |

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| F 693 | Continued From page 49<br><br>Current physician's orders for Resident #3 included the provision of Jevity 1.5 (a calorically dense, lactose-free and fiber-fortified nutritional formula) to be provided via G-tube at 80 milliliters per hour (ml/hr) from 6:00 PM to 12:00 PM daily; flush G-tube with 30 ml water before and after medications; and, administer 60 ml/hr water for 18 hours.<br><br>An observation was conducted on 3/8/20 at 11:58 AM as the resident was lying in bed with the head of her bed raised approximately 45 degrees. She did not respond verbally at the time of the observation. The observation included a plastic bag containing a piston syringe hanging on the pole supporting the enteral (tube feeding) pump. The plastic bag with the syringe was dated 3/5/20. The tube feeding formulation was contained in an enteral feeding bag (not a ready to hang or RTH container which is a sterile, pre-filled formula container). The enteral feeding bag had approximately 250-275 ml remaining in the bag; the enteral feeding pump was set to deliver 80 ml/hr of the formula. The enteral feeding bag was not labeled with the name of the nutritional formula, the date/time the bag was filled and was hung, nor the initials or name of the nurse who hung the enteral feeding bag. A bag of water with approximately 10 ml water left in the bag was also hung on the pole. The bag containing the water was not labeled with the date/time or name/initials of the nurse who hung the bag.<br><br>An observation was conducted on 3/8/20 at 3:10 PM of the resident's enteral pump. The pump was turned off and there was no formula nor water hung at that time (in accordance with the | F 693 | The Clinical Care Coordinator/Director of Nursing will present the analysis to the Quality Assurance / Performance Improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter. | |

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| F 693 | Continued From page 50 | F 693 | | |

physician's orders for an intermittent feeding). However, the piston syringe was still observed to be hanging on the enteral feeding pump pole in a plastic bag dated 3/5/20.

An observation was conducted on 3/9/20 at 8:30 AM of the resident's enteral feeding supplies. The observation revealed the piston syringe was still hanging on the enteral feeding pump pole in a plastic bag dated 3/5/20. The tube feeding formulation was contained in an enteral feeding bag (not an RTH container). The enteral feeding bag had approximately 400 ml remaining in the bag; the enteral feeding pump was set to deliver 80 ml/hr of the formula. The enteral feeding bag was not labeled with the name of the nutritional formula, the date/time the bag was filled and the formula was hung, nor the initials or name of the nurse who hung the enteral feeding bag with formula. A bag of water with approximately 300 ml water left in the bag was also hung on the pole. The bag containing the water was not labeled with the date/time or name/initials of the nurse who hung the bag.

An observation was conducted on 3/10/20 at 8:00 AM of the resident's enteral feeding supplies. The observation revealed both the enteral feeding bag with formula and water bag were dated, timed, and initialed. However, the enteral feeding bag was not labeled with the name of the nutritional formula. A piston syringe was hanging on the enteral feeding pump pole placed in a plastic bag (not dated).

An observation was conducted on 3/12/20 at 11:50 AM of the resident's enteral feeding supplies. The observation revealed the resident's enteral feeding pump was flashing as being held.

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| F 693 | Continued From page 51<br>The nutritional formula in the enteral bag was empty; the bag was not labeled with the name of the nutritional formula, the date/time the formula was hung, or the nurse's name/initials. The water in the enteral bag was empty; the bag was not labeled with date/time the formula was hung, or the name/initials of the nurse who hung the bag.<br><br>An interview was conducted on 3/12/20 at 11:51 AM with Nurse #9. Nurse #9 was the hall nurse assigned to care for Resident #3. Upon inquiry, the nurse reported the tube feeding and flushes had just been stopped to allow the nursing assistant to provide daily care to the resident. She stated the resident received Jevity 1.5 as her tube feeding formula. Nurse #9 reported the date and time the formula was hung should be written on a label placed on the bag, along with the nurse's initials. When asked, Nurse #9 also stated the piston syringe used in conjunction with the tube feeding should be changed out nightly and labeled with the date it was put into use.<br><br>An interview was conducted on 3/12/20 at 2:38 PM with the facility's Director of Nursing (DON). During the interview, concerns were shared in regards to the facility's failure to label an enteral feeding formula with the name of the product, date/time it was hung, and name or initials of the nurse who hung the bag. Additionally, the concern identified regarding a piston syringe being used on multiple days was discussed. The DON reported her expectation was for staff to label an enteral feeding bag with the formula name, date/time it was hung, and initials of the nurse who hung the bag. The DON also stated she would expect a water bag to be dated, timed, and initialed. She reported a piston syringe should only be used for 24 hours before being | F 693 | | |

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| F 693 | Continued From page 52<br>replaced by a clean syringe. | F 693 | | |
| F 732<br>SS=C | Posted Nurse Staffing Information<br>CFR(s): 483.35(g)(1)-(4)<br><br>§483.35(g) Nurse Staffing Information.<br>§483.35(g)(1) Data requirements. The facility must post the following information on a daily basis:<br>(i) Facility name.<br>(ii) The current date.<br>(iii) The total number and the actual hours worked by the following categories of licensed and unlicensed nursing staff directly responsible for resident care per shift:<br>(A) Registered nurses.<br>(B) Licensed practical nurses or licensed vocational nurses (as defined under State law).<br>(C) Certified nurse aides.<br>(iv) Resident census.<br><br>§483.35(g)(2) Posting requirements.<br>(i) The facility must post the nurse staffing data specified in paragraph (g)(1) of this section on a daily basis at the beginning of each shift.<br>(ii) Data must be posted as follows:<br>(A) Clear and readable format.<br>(B) In a prominent place readily accessible to residents and visitors.<br><br>§483.35(g)(3) Public access to posted nurse staffing data. The facility must, upon oral or written request, make nurse staffing data available to the public for review at a cost not to exceed the community standard.<br><br>§483.35(g)(4) Facility data retention requirements. The facility must maintain the posted daily nurse staffing data for a minimum of | F 732 | | 4/9/20 |

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| F 732 | Continued From page 53 | F 732 | | |

18 months, or as required by State law, whichever is greater.
This REQUIREMENT is not met as evidenced by:
Based on observations, record review and staff interviews, the facility failed to post accurate staffing data by including staff providing care for residents in assisted living with staff providing care for the residents on the skilled nursing halls and failed to post accurate census by including residents from the assisted living hall with residents on the skilled nursing hall for 5 of 5 days during the survey conducted on 3/8/2020 through 3/12/2020.

The findings included:

During the initial tour of the facility on 3/8/2020 at 12:10 PM, the "Daily Nursing Hours for Healthcare Centers Form" staff posting form dated 3/8/2020 indicated 1 registered nurses(RN) for a total of 8 hours, 4 Licensed Practical Nurses (LPN) for a total of 32 hours, and 10 nurses assistants(NA) for a total of 80 hours staffed the skilled nursing unit on 7:00 am to 3:00 pm shift. The form indicated that the resident census was 104. The facility had 68 residents in certified beds.

Review of the posting forms revealed the 3/9/2020 posting listed 5 nurses, 13 NAs with a census of 100 on the 7:00 am to 3:00 pm shift. The 3/10/2020 posting listed 5 nurses, 13 NAs with a census of 101. The 3/11/2020 posting listed 5 nurses, 10 NAs with a census of 101.

An interview was conducted with Nurse #3, who was the charge nurse, on 3/8/2020 at 12:20 PM. The nurse stated that the care coordinator filled

IMMEDIATE CORRECTIVE ACTION
Posted daily staffing census sheet of certified beds only completed 3/13/20.

METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED

Staffing census to only comprise certified beds
SYSTEMIC CHANGES
Senior Nurse Consultant educated the Director of Nursing on daily staffing census sheet to identify employee staffing on certified units on 3/13/20.

MONITORING PROCESS

The Director of Nursing will present the analysis to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter.

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| THE OAKS AT WHITAKER GLEN-MAYVIEW | 513 EAST WHITAKER MILL ROAD RALEIGH, NC 27608 |

| (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 |
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| F 732 | Continued From page 54<br>out the daily staffing sheets and the census was the total number of residents in the building including Assisted Living.<br><br>An interview was conducted with the care coordinator on 3/12/2020 at 9:11 AM. The care coordinator stated she filled out the daily staffing according to the total number of residents in the building including the Assisted Living residents. The care coordinator stated that the 700 Hall residents were all non-certified beds and were included in the daily census.<br><br>An interview was conducted with the Director of Nursing (DON) on 3/12/2020 at 3:30 PM. The DON stated the facility had a total of 71 skilled nursing certified beds and 68 of those beds were occupied at the time of the interview. The DON stated that the number of certified beds were counted with the number of uncertified beds due to their being licensed nurses caring for the residents. The DON stated the care coordinator completed the daily staffing sheets in the morning when she came to work at 5:00 A.M. The DON indicated that she was not aware that the certified beds had to be posted separately from the uncertified beds. | F 732 | | |
| F 810 SS=D | Assistive Devices - Eating Equipment/Utensils CFR(s): 483.60(g)<br><br>§483.60(g) Assistive devices<br>The facility must provide special eating equipment and utensils for residents who need them and appropriate assistance to ensure that the resident can use the assistive devices when consuming meals and snacks.<br>This REQUIREMENT is not met as evidenced by: | F 810 | | 4/9/20 |

F 810

Continued From page 55

Based on observations, interviews with staff and medical record review, the facility failed to provide assistive eating devices for 1 of 1 resident (Resident #32) in accordance with physician's orders and care plan interventions for 5 of 5 meals observed.

The findings included:

Resident #32 was re-admitted to the facility on 6/20/16. Her cumulative diagnoses included Parkinson's disease, dysphagia (difficulty swallowing), and feeding difficulties.

Resident #32's physician orders included the following Dietary Order: Regular, Chop (chopped meat) with Special Instructions (typed in capital letters): plate guard, 2 handed lidded cup, bendable built up utensils (Start date 8/1/19).

The resident's last annual MDS assessment had an assessment reference date (ARD) of 10/20/19. Section K of the assessment reported Resident #32 weighed 150 pounds (#).

A review of the resident's Care Area Assessment (CAA) Worksheet dated 11/21/19 revealed the care area for Nutritional Status was triggered from the 10/20/19 MDS assessment. An Analysis of Findings revealed the resident was at nutritional risk related to dementia and Parkinson's disease. She required built up utensils, a plate guard, and 2-handled lidded cup. The resident was reported to be on a mechanically chopped diet and had a history of dysphagia. The CAA Worksheet indicated nutrition/hydration would be addressed in Resident #32's care plan.

F 810

IMMEDIATE CORRECTIVE ACTION
Resident #32 correct eating assistive devices on tray completed on 4/9/20.

METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED

Clinical Dietary Manager and Kitchen Supervisor reviewed all residents with assistive devices to assure those residents are being provided correct equipment 100% review was completed by 3/15/20.

3/16/20 Kitchen Supervisor or designee daily audits every meal to assure all adaptive equipment are on the trays prior to leaving kitchen for 3 months then weekly thereafter.

SYSTEMIC CHANGES

Kitchen supervisor educated all kitchen staff on proper adaptive equipment as indicated as ordered. All Dietary Staff educated to review the entire tray card to assure all assistive devices are on trays are equipped with all assistive devices before leaving the cafeteria with each meal. All education was completed by 3/15/20.
Orientation of new staff are to comprise the reading of the entire tray card.

MONITORING PROCESS

The Clinical Dietary Manager monitor compliance and present the analysis to

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| F 810 | Continued From page 56<br>The resident's most recent quarterly MDS assessment was dated 1/20/20. Section K of the MDS assessment revealed the resident weighed 140 #.<br><br>Resident #32's current care plan as of the date of the review (3/12/20) included the following areas of focus, in part:<br>--Nutritional Status (Started 9/20/19): The resident has the potential for alteration in nutrition related to diagnosis of vascular dementia and depression. Interventions included use of a plate guard; 2 handled lidded cup; and built up utensils (Approach Start Date: 11/21/2019).<br><br>An observation was conducted as Resident #32 fed herself the noon meal in a dining room on 3/8/20 at 12:47 PM. The resident was observed to use built-up utensils and a two-handled lidded cup as assistive eating devices to feed herself. However, no plate guard was provided to the resident at that meal. A nursing assistant (NA) was observed to be sitting between Resident #32 and another resident during the meal. The NA was overheard as she provided cueing to Resident #32 to pick up a utensil to eat.<br><br>An observation was conducted on 3/10/20 at 9:30 AM. The resident was observed to be sitting in her wheelchair in a dining room at a table by herself with a breakfast meal tray placed in front of her. Resident #32 was observed to be feeding herself a pancake with syrup using her fingers. At the time of the observation, Resident #32 had consumed 75-100% of her meal. Observation of the resident's meal card indicated she received a Regular Diet with chopped meat. Adaptive equipment required for the resident was specified on her meal card and included a plate guard, 2 | F 810 | the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter. | |

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| F 810 | Continued From page 57 | F 810 | | |

handled lidded cup, and bendable build up utensils (each typed in capital letters). Additional Special Instructions noted on the meal card indicated "left turned built up utensils" were to be provided at mealtime. During this meal observation, Resident #32 was observed to only have a 2-handled cup available as an adaptive eating device. There was no plate guard and there were no built up utensils available for use. Regular utensils placed on her tray appeared to be clean and not used by resident.

An observation was conducted on 3/10/20 at 12:18 PM as the resident's tray was being taken off of the lunch cart for residents sitting in the dining room awaiting meal service. Resident #32 was observed to be sitting at a table with three other female residents in the dining room. The resident's meal tray was observed as it was taken off of the lunch cart at 12:28 PM. Resident #32's lunch tray was observed to include built up utensils and a 2-handled lidded cup. No plate guard was sent for her as an assistive eating device.

An observation was conducted on 3/11/20 at 8:16 AM as the resident was wheeled into the dining room for breakfast and her meal tray was delivered to her. At the time the meal tray was delivered, built up utensils were observed to be on her tray. However, neither a 2-handled lidded cup nor a plate guard were available for the resident. The resident was observed as she began feeding herself with the built up utensils. On 3/11/20 at 8:56 AM, Resident #32 was observed to still be feeding herself the breakfast meal. No plate guard and no 2-handled, lidded cup was available to her. At that time, approximately 1 ounce of coffee (in a mug with 1

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| F 810 | Continued From page 58<br>handle) apeared to have been drank. No juice or milk appeared to have been consumed. Resident #32 was observed to be using the built up utensils provided. However, she appeared to have some difficulty getting the food placed on the utensil without food falling off of it and was observed to have several pieces of scrambled egg lying on her clothing protector, on her meal tray, and on the table directly in front of her.<br><br>An interview was conducted on 3/11/20 at 2:35 PM with the Food Service Supervisor (FSS). When asked, the FSS reported Resident #32 should have assistive feeding devices sent with her meals. These devices included a plate guard, built up utensils, and a two-handled lidded cup. The FSS reported the nursing staff could come and get the adaptive (assistive) equipment if they were not to her on the meal tray when delivered from the Dietary Department. When asked if she would expect the assistive eating devices to be sent with the resident's meal tray, the FSS stated, "Yes."<br><br>An observation was conducted on 3/12/20 at 11:50 AM as NA #4 set up Resident #32's meal tray on a table in the dining room where the resident was sitting. Regular utensils were observed to have been sent from Dietary for the resident's use. A 2-handled lidded cup was sent on her tray, but there wasn't a plate guard or built up utensils on the tray. As NA #4 stepped out of the dining room after completing meal set-up for Resident #32, she was asked about the missing assistive eating device(s) for this resident. NA #4 reported she needed to go the kitchen to get Resident #32's built up utensils. When asked about the plate guard, the NA looked at the tray she had just removed from the dining room and | F 810 | | |

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| F 810 | Continued From page 59<br>confirmed a plate guard had not been sent for this resident. NA #4 reported she would go and get a plate guard from the kitchen as well.<br><br>An interview was conducted on 3/12/20 at 2:29 PM with the facility's Director of Nursing (DON). During the interview, concerns were shared with the DON regarding failure of the facility to provide assistive eating devices to Resident #32 as ordered by the physician and as care planned. The DON responded by stating, "They're supposed to have them." | F 810 | | |
| F 867 SS=E | QAPI/QAA Improvement Activities<br>CFR(s): 483.75(g)(2)(ii)<br><br>§483.75(g) Quality assessment and assurance.<br><br>§483.75(g)(2) The quality assessment and assurance committee must:<br>(ii) Develop and implement appropriate plans of action to correct identified quality deficiencies;<br>This REQUIREMENT is not met as evidenced by:<br>Based on observations, staff interviews and record reviews, the facility's Quality Assessment and Performance Improvement (QAPI) Committee failed to maintain implemented procedures and monitor the interventions that were put in place following the annual recertification and complaint survey conducted on 4/18/19. This was for recited deficiencies in the areas of encoding/transmitting resident assessments (F640), baseline care plans (655), and posted nurse staffing information (F732). These deficiencies were recited during an annual recertification and complaint survey conducted on 3/12/20. The continued failure of the facility during two federal surveys of record showed a | F 867 | IMMEDIATE CORRECTIVE ACTION<br>Quality Assurance Performance Improvement tag F640 added to 4/8/20 monthly meeting.<br>Quality Assurance Performance Improvement tag F655 added to 4/8/20 monthly meeting.<br>Quality Assurance Performance Improvement tag F732 added tp 4/8/20 monthly meeting<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED | 4/9/20 |

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pattern of the facility's inability to sustain an effective QAPI program.

The findings included:

This tag is cross referenced to:

1) F640 - Based on record review and staff interview, the facility failed to transmit a discharge Minimum Data Set (MDS) assessment within the required time frame for 2 of 29 residents (Resident #1 and Resident #2) sampled for MDS completion and submission of activities.

During the facility's annual recertification and complaint investigation on 4/18/19 the facility was cited for F640 for failing to transmit an annual MDS assessment within the required time frame for 1 of 3 residents (Resident #2) reviewed for MDS completion and submission activities.

An interview was conducted on 3/12/20 at 4:40 PM with the facility's Administrator. Upon inquiry, the Administrator confirmed neither he nor the Director of Nursing (DON) worked at the facility during its last recertification on 4/18/19. However, he reported since coming to the facility, a questionnaire had been put out for residents and family members to provide input and put into place performance improvement plans to address the concerns shared. The facility was currently doing audits on these concerns to enable tracking and measuring performance in the areas identified. During the interview, the repeat citations from this survey and the last (conducted on 4/18/19) were discussed. The Administrator stated resident care plans had been followed by the facility's Quality and Assurance Performance Improvement (QAPI) committee. He also

F 867

F640 Administrator/Director of Nursing or designee daily review of Resident MDS status to review MDS section and review compliance of transmission. Audit will be conduct weekly by Administrator/Director of Nursing.
F655 Director of Nursing or designee to review all baseline and comprehensive care plans to be completed and updated with accurate information. This audit will be conducted weekly.
F732 Staffing sheets with census postings will reflect the staffing of certified beds only. Reviewed daily by Director of Nursing for compliance

SYSTEMIC CHANGES

F640 Administrator/Director of Nursing daily review MDS status open sections and view transmission via ARD. Resident MDS status on Matrix. Review daily for compliance for a month. Then weekly audit for a month and then quarterly thereafter. Compliance brought to monthly QAPI

F732 Census staffing sheets to be posted daily of certified beds only as of 3/13/20. The Director of Nursing will Weekly audit the previous weeks Census staffing sheets. Compliance brought to monthly QAPI

F655 The Admissions Director, Nurse Navigator, Social Worker and /or Nurse Manager will schedule the Post- Acute Care meetings with resident and/or responsible upon admission. The

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F 867 Continued From page 61

indicated the repeat citations would be followed by the QAPI committee to ensure they were corrected.

2) F655 - Based on record review, staff interviews and responsible party interview, the facility failed to develop, implement and communicate the initial 48-hour baseline plan of care to the responsible party for 4 Residents (Resident #43, #73, #78 and #279) of 6 newly admitted residents reviewed.

During the facility's annual recertification and complaint survey conducted on 4/18/19 the facility was cited for F655 for failing to complete and implement a baseline care plan in conjunction with the interdisciplinary team and failed to conduct a care plan meeting with the resident and/or resident representative for 4 of 7 sampled new admission residents (Residents #135, 139, 142 and 79).

An interview was conducted on 3/12/20 at 4:40 PM with the facility's Administrator. Upon inquiry, the Administrator confirmed neither he nor the Director of Nursing (DON) worked at the facility during its last recertification on 4/18/19. However, he reported since coming to the facility, a questionnaire had been put out for residents and family members to provide input and put into place performance improvement plans to address the concerns shared. The facility was currently doing audits on these concerns to enable tracking and measuring performance in the areas identified. During the interview, the repeat citations from this survey and the last (conducted on 4/18/19) were discussed. The Administrator stated resident care plans had been followed by the facility's Quality and Assurance Performance

F 867

Post-Acute Care meetings will be scheduled for seventy-two hours after admissions or as resident and/or family is available.

F655 The Interdisciplinary Team will review the baseline care plan with the Resident and/or Residents Responsible Party and a signed copy will be provided to the Resident and/or Responsible Party at the meeting when possible. If meeting is via telephone nurse navigator will document a note that plan was reviewed. Nurse Navigator will scan a copy of the care plan to the RP. Weekly Case Mix meeting review of baseline care plans/comprehensive care plans will be completed. All data will be brought to QAPI committee monthly

On 3/30/20 The Director of Health Services / Nurse Navigator began reviewing all admissions daily for baseline care plan. The Director of Nursing will track and trend the baseline care plan review form weekly for four weeks, then monthly thereafter to ensure baseline care plans are initiated upon admission.

MONITORING PROCESS

The Director of Nursing Services/Nurse Navigator/Case Mix Director will review the tracking and trending obtained from the chart reviews for the baseline care plan completion and provide the analysis to the Quality Assurance and Performance Improvement Committee monthly until three consecutive months of

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| F 867 | Continued From page 62<br>Improvement (QAPI) committee. He also indicated the repeat citations would be followed by the QAPI committee to ensure they were corrected.<br><br>3) F732 - Based on observations, record review and staff interviews, the facility failed to post accurate staffing data by including staff providing care for residents in assisted living with staff providing care for the residents on the skilled nursing halls and failed to post accurate census by including residents from the assisted living hall with residents on the skilled nursing hall for 5 of 5 days during the survey conducted on 3/8/2020 through 3/12/2020.<br><br>During the facility's annual recertification and complaint survey conducted on 4/18/19 the facility was cited for F732 for failing to post the Daily Nursing Hours that reflected the census and staffing numbers for 2 of 4 days reviewed for sufficient staffing.<br><br>An interview was conducted on 3/12/20 at 4:40 PM with the facility's Administrator. Upon inquiry, the Administrator confirmed neither he nor the Director of Nursing (DON) worked at the facility during its last recertification on 4/18/19. However, he reported since coming to the facility, a questionnaire had been put out for residents and family members to provide input and put into place performance improvement plans to address the concerns shared. The facility was currently doing audits on these concerns to enable tracking and measuring performance in the areas identified. During the interview, the repeat citations from this survey and the last (conducted on 4/18/19) were discussed. The Administrator stated resident care plans had been followed by | F 867 | compliance is maintained then quarterly thereafter.<br>The Director of Nursing will review tracking and trending from Matrix Resident MDS Status regarding the accuracy and transmission by ARD dates the analysis to the Quality Assurance and Performance Improvement committee monthly until 3 consecutive months of compliance is maintained then quarterly thereafter.<br>The Director of Nursing will review the tracking and trending obtained from the weekly audits dates the analysis to the Quality Assurance and Performance Improvement committee monthly until 3 consecutive months of compliance is maintained then quarterly thereafter. | |

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| F 867 | Continued From page 63<br>the facility's Quality and Assurance Performance Improvement (QAPI) committee. He also indicated the repeat citations would be followed by the QAPI committee to ensure they were corrected. | F 867 | | |
| F 880<br>SS=D | Infection Prevention & Control<br>CFR(s): 483.80(a)(1)(2)(4)(e)(f)<br><br>§483.80 Infection Control<br>The facility must establish and maintain an infection prevention and control program designed to provide a safe, sanitary and comfortable environment and to help prevent the development and transmission of communicable diseases and infections.<br><br>§483.80(a) Infection prevention and control program.<br>The facility must establish an infection prevention and control program (IPCP) that must include, at a minimum, the following elements:<br><br>§483.80(a)(1) A system for preventing, identifying, reporting, investigating, and controlling infections and communicable diseases for all residents, staff, volunteers, visitors, and other individuals providing services under a contractual arrangement based upon the facility assessment conducted according to §483.70(e) and following accepted national standards;<br><br>§483.80(a)(2) Written standards, policies, and procedures for the program, which must include, but are not limited to:<br>(i) A system of surveillance designed to identify possible communicable diseases or infections before they can spread to other persons in the facility; | F 880 | | 4/9/20 |

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| F 880 | Continued From page 64<br>(ii) When and to whom possible incidents of communicable disease or infections should be reported;<br>(iii) Standard and transmission-based precautions to be followed to prevent spread of infections;<br>(iv)When and how isolation should be used for a resident; including but not limited to:<br>(A) The type and duration of the isolation, depending upon the infectious agent or organism involved, and<br>(B) A requirement that the isolation should be the least restrictive possible for the resident under the circumstances.<br>(v) The circumstances under which the facility must prohibit employees with a communicable disease or infected skin lesions from direct contact with residents or their food, if direct contact will transmit the disease; and<br>(vi)The hand hygiene procedures to be followed by staff involved in direct resident contact.<br><br>§483.80(a)(4) A system for recording incidents identified under the facility's IPCP and the corrective actions taken by the facility.<br><br>§483.80(e) Linens.<br>Personnel must handle, store, process, and transport linens so as to prevent the spread of infection.<br><br>§483.80(f) Annual review.<br>The facility will conduct an annual review of its IPCP and update their program, as necessary.<br>This REQUIREMENT is not met as evidenced by:<br>Based on observation, staff interviews and review of manufacturer's specifications the facility failed to clean and disinfect a shared glucometer (a device used to monitor a resident's blood | F 880 | IMMEDIATE CORRECTIVE ACTION<br>Clinical Care Coordinator educated all nursing Staff competency check off on Glucometer disinfection completed by | |

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| F 880 | Continued From page 65<br>glucose or blood sugar level) per manufacturer's specifications for 1 of 3 residents observed to receive a finger stick blood sugar (Resident #231).<br>The findings included:<br><br>The manual for the glucometer used by the facility read: "To disinfect your meter, clean the meter surface with one of the approved disinfecting wipes. Allow the surface of the meter to remain wet at room temperature for the contact time listed on the wipe's directions for use."<br><br>Containers of disinfectant wipes were noted on the medication carts and observed to be used by staff to clean the glucometers. The container noted the wipes were bactericidal, virucidal and tuberculocidal. The contact time was 2 minutes for Methicillin Resistant Staphylococcus Aureus (MRSA), Vancomycin resistant enterococcus, Vancomycin resistant staphylococcus and many other bacteria.<br><br>On 3/12/20 at 11:35 AM, Nurse #1 was observed to remove a glucometer from the medication cart used to check finger stick blood sugars for residents on the unit. The nurse was observed to remove a pack of disinfectant wipes from the medication cart and clean off the glucometer. The package noted the ingredient in the wipe was alcohol. The nurse was asked how she was trained to clean the glucometer. The Nurse stated she was trained to clean the glucometer with bleach wipes and to let the glucometer air dry but there were no bleach wipes on her cart today. The Nurse was observed to obtain a container of disinfectant wipes and wiped the glucometer for 3 seconds and disposed of the wipe and allowed the glucometer to air dry. The glucometer was | F 880 | 3/17/30.<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>Every nurse had to do return demonstration of proper disinfection process and correct EPA approved disinfectant completed by 3/17/20 by Director of Nursing and Infection Preventionist. Disinfection process is utilizing EPA approved wipes cleaning and wrapping glucometer in wipe for a total wet contact time of 3 min and then air dry.<br><br>SYSTEMIC CHANGES<br><br>All nurses completed a return demonstration on proper disinfecting process of glucometer conducted by Director of Nursing/Infection Preventionist completed by 3/17/20.<br>Infection Preventionist added glucometer disinfection process to orientation to all new hired nursing staff.<br>Infection preventionist/designee will conduct weekly (including weekends) via direct observation surveillances comprising each unit for a total of 15 surveillances/week.<br><br>MONITORING PROCESS<br><br>The Infection Preventionist will review the tracking and trending obtained from direct surveillance and provide the analysis to the Quality Assurance and Performance Improvement Committee monthly until | |

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| F 880 | Continued From page 66<br>observed to be dry in less than one minute. The nurse was observed to check a fingerstick blood sugar on Resident #231.<br><br>On 3/12/20 at 1:31 PM an interview was conducted with the Staff Development Coordinator (SDC) who was also the Infection Control Preventionist in the facility. The SDC stated he trained the staff to clean the glucometer with bleach wipes and to let the glucometer air dry for 2 minutes. The SDC further stated they had one resident in the facility with a blood borne pathogen and that resident had a glucometer in the room for the staff to use for that resident. The SDC stated this was the only resident with a known blood borne pathogen in the facility since the nurse started working in the facility.<br><br>On 3/12/20 at 4:00 PM an interview was conducted with the Director of Nursing (DON) and the Administrator. There was a discussion about the glucometer needing to be wet for 2 minutes and the DON seemed surprised but made no comment. | F 880 | three consecutive months of compliance is maintained then quarterly thereafter. | |
| F 883 SS=E | Influenza and Pneumococcal Immunizations<br>CFR(s): 483.80(d)(1)(2)<br><br>§483.80(d) Influenza and pneumococcal immunizations<br>§483.80(d)(1) Influenza. The facility must develop policies and procedures to ensure that-<br>(i) Before offering the influenza immunization, each resident or the resident's representative receives education regarding the benefits and potential side effects of the immunization;<br>(ii) Each resident is offered an influenza immunization October 1 through March 31 annually, unless the immunization is medically | F 883 | | 4/9/20 |

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| F 883 | Continued From page 67<br>contraindicated or the resident has already been immunized during this time period;<br>(iii) The resident or the resident's representative has the opportunity to refuse immunization; and<br>(iv)The resident's medical record includes documentation that indicates, at a minimum, the following:<br>(A) That the resident or resident's representative was provided education regarding the benefits and potential side effects of influenza immunization; and<br>(B) That the resident either received the influenza immunization or did not receive the influenza immunization due to medical contraindications or refusal.<br><br>§483.80(d)(2) Pneumococcal disease. The facility must develop policies and procedures to ensure that-<br>(i) Before offering the pneumococcal immunization, each resident or the resident's representative receives education regarding the benefits and potential side effects of the immunization;<br>(ii) Each resident is offered a pneumococcal immunization, unless the immunization is medically contraindicated or the resident has already been immunized;<br>(iii) The resident or the resident's representative has the opportunity to refuse immunization; and<br>(iv)The resident's medical record includes documentation that indicates, at a minimum, the following:<br>(A) That the resident or resident's representative was provided education regarding the benefits and potential side effects of pneumococcal immunization; and<br>(B) That the resident either received the | F 883 | | |

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| F 883 | Continued From page 68<br>pneumococcal immunization or did not receive the pneumococcal immunization due to medical contraindication or refusal.<br>This REQUIREMENT is not met as evidenced by:<br>Based on record review and staff interviews, the facility failed to offer the influenza vaccine and the pneumococcal vaccine and record education pertaining to the benefit and potential risk for 4 out of 5 residents (Resident #32, #329, #78, #58) reviewed for immunizations.<br><br>Findings Included:<br><br>The facility policy for influence (flu) vaccinations with the effective date of February 1, 2008 and revised date of September 30, 2019 stated, "All patients who have no medical contraindications to the vaccine will be offered the influenza vaccine annually." It further stated, "Current and newly admitted patients will be offered the influenza vaccine beginning on October 1st of each year", "Patients admitted during the flu season will be offered the vaccine within two (2) weeks of the patient's admission to the facility, if not previously vaccinated during the season" and "Each patient's immunization status will be determined prior to influenza vaccine administration and documented in the patients' medical record".<br><br>The facility policy for pneumococcal vaccinations with an effective date of February 1, 2008 and a revised date of July 15, 2016 stated, "All patients who reside in this healthcare center are to receive the pneumococcal vaccine with the current CDC guidelines unless contraindicated by their physician or refused by the patient or patient family." It further stated, "The admission process will include determining whether or not the patient | F 883 | IMMEDIATE CORRECTIVE ACTION<br>Resident # 32<br>Resident # 78 no longer here in our care<br>Resident # 329 no longer here in our care<br>Resident 329 no longer here in our care<br><br>Resident□s influenza and/or pneumococcal consent / refusal acknowledgement was completed on 04/02/20 62 reviewed only 5 residents consented to vaccination, 57 declined vaccination, the resident□s charts have been updated.<br><br>METHODS TO IDENTIFY ANY OTHER RESIDENTS WHO MIGHT BE AFFECTED<br><br>Infection Preventionist reviewed 62 charts and updated on 04/02/20 residents□ influenza / pneumococcal consents / refusals.<br><br>SYSTEMIC CHANGES<br><br>The Infection Preventionist and will review all new admissions within 72 hours to ensure the influenza / pneumococcal consents / refusals have been completed and documented.<br><br>The Infection Preventionist will review with current residents and all new admissions the influenza and pneumococcal vaccines | |

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has received the pneumococcal vaccine in the past.", "Vaccination Information Statement will be provided to inform the patient of the side effects, benefits and risks of the vaccine." "The Immunization Record will be part of each patient's clinical record."

1.a. Resident # 32 was admitted on 6/20/16 with diagnoses that included Parkinson's disease, osteoarthritis, and chronic obstructive pulmonary disease. Review of the resident's most recent Minimum Data Set (MDS) quarterly assessment with an ARD (Assessment Reference Date) of 1/20/20 revealed Resident #32 was severely cognitively impaired. Further review of the MDS assessment revealed Resident #32 had not received the influenza vaccine nor was it offered, it did reveal Resident #32 had the pneumococcal vaccine. A review of Resident #32's face sheet listed a daughter as the responsible party.

Record review of the Resident #32's immunization information from October through March did not show Resident #32 was provided education for the benefits and potentials risk of the influenza vaccine or the pneumococcal vaccine. The resident's clinical record did not show a consent/refusal form. The Infection Prevention nurse's (IP) master list of immunizations did not show a record of consent/refusal form for this resident.

b. Resident # 329 was admitted on 10/22/19 with diagnoses that included left ankle injury, major depressive disorder and paraplegia, unspecified. Review of the resident's most recent MDS admission assessment with an ARD date of 10/29/19 revealed Resident #329 was cognitively intact. Further review of the MDS assessment

F 883

give vaccine to consenting residents, and Update Matrix with consent or refusals. Infection Preventionists will educate residents and RP the risks and benefits of vaccines.

The Infection Preventionist will review all new admissions weekly for 4 weeks, then monthly thereafter to ensure all vaccines are offered, given and documented.
The influenza / pneumococcal education and consents for the residents will be added to the general orientation for newly hired Licensed Nurses.
Infection Preventionists will yearly educate staff on risks and benefits of vaccines and having the right conversations and ability to answer questions resident/families may have. This education will start August-September annually of each year in preparation of flu season with the latest education.

MONITORING PROCESS

The Director of Nursing will review the Influenza / pneumococcal review completed by the Infection Preventionist and present the analysis to the Quality Assurance / Performance improvement committee monthly until three months of sustained compliance has been maintained then quarterly thereafter.

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| F 883 | Continued From page 70<br>revealed Resident #329 had not received the influenza vaccine, nor was it offered; the pneumococcal vaccine had not been received or offered.<br><br>Record review of Resident #329's immunization information from October did not show Resident #329 was provided education for the benefits and potential risk of the influenza vaccine or the pneumococcal vaccine. The resident's clinical record did not show a consent/refusal form. The IP's master list of immunizations did not show a record of consent/refusal form for this resident.<br><br>c. Resident #78 was admitted on 2/7/20 with diagnoses that included unspecified dementia, chronic obstructive pulmonary disease and cognitive communication deficits. Review of the resident's most recent MDS admission assessment with an ARD date of 2/9/20 revealed Resident #78 was moderately cognitively impaired. Further review of the MDS assessment revealed Resident #78 had received the influenza vaccine and the pneumococcal vaccine outside the facility. A review of Resident #78's face sheet listed a daughter as the responsible party.<br><br>Record review of Resident #78's immunization information from February did not show Resident #78 was provided education for the benefits and potential risk of the influenza vaccine or the pneumococcal vaccine. The resident's clinical record did not show a consent/refusal form. The IP's master list of immunizations did not show a record of consent/refusal form for this resident.<br><br>d. Resident #58 was admitted on 2/4/20 with diagnoses that included type 2 diabetes, autoimmune hepatitis, and major depressive | F 883 | | |

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disorder. Review of the resident's most recent MDS admission assessment with an ARD date of 2/11/20 revealed Resident #58 was cognitively intact. Further review of the MDS assessment revealed Resident #58 had not received the influenza vaccine, the resident had received the pneumococcal vaccine outside the facility.

Record review of Resident #58's immunization information from February did not show Resident #58 was provided education for the benefits of the potential risk of the influenza vaccine or the pneumococcal vaccine. The resident's clinical record did not show a consent/refusal form. The IP's master list of immunizations did not show a record of consent/refusal form for this resident.

During an interview with the Infection Prevention nurse (IP) on 3/11/20 at 11:10AM revealed no record of consent/refusal or contact with the resident representative for Resident's #32, #329, #78, and #58. The IP stated there is no record of Resident #32, #329, #78, or #58 being offered or receiving the influenza vaccine or the pneumococcal vaccine, education for the benefits and potential risks was not provided. The IP stated, education of the benefits and risks of the vaccines would be provided with the consent/refusal form to be signed by the resident or the resident representative. The IP stated he is not tracking vaccines nor is he tracking new admission paperwork to verify if a consent/refusal was completed. Additionally, IP stated the policy on pneumococcal vaccines states to offer the vaccine at admission, at present time this is not happening. The pneumococcal vaccine is being offered if the physician orders the vaccine.

During an interview with the Director of Health

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| F 883 | Continued From page 72 Services (DHS) on 3/12/20 at 10:53AM revealed consent/refusal forms were completed annually with long term residents and upon admission with new residents. The admitting nurse would obtain the consent/refusal forms for the influenza vaccine and the pneumococcal vaccine. The consent/refusal form would be given to the IP who would follow up with the resident or resident representative and, if applicable, provide the injection. This information would be recorded on the IP's master log of immunizations and in the clinical record. | F 883 | | |