

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

PRINTED: 03/02/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345312	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 01/27/2023
NAME OF PROVIDER OR SUPPLIER THE GREENS AT HENDERSONVILLE			STREET ADDRESS, CITY, STATE, ZIP CODE 1870 PISGAH DRIVE HENDERSONVILLE, NC 28791		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 000	INITIAL COMMENTS An unannounced, onsite complaint investigation survey was conducted on 01/25/23 through 01/26/23. Additional information was obtained offsite on 01/27/23. Therefore the exit date was 01/27/23. Event ID# I14P11.	F 000			
F 573 SS=B	The following intakes were investigated: NC00197067, NC00196348, NC00196210, NC00195700, NC00194872, and NC00195634. Four of the 16 allegations were substantiated, two without deficiency and two with deficiency (F573). Right to Access/Purchase Copies of Records CFR(s): 483.10(g)(2)(i)(ii)(3) §483.10(g)(2) The resident has the right to access personal and medical records pertaining to him or herself. (i) The facility must provide the resident with access to personal and medical records pertaining to him or herself, upon an oral or written request, in the form and format requested by the individual, if it is readily producible in such form and format (including in an electronic form or format when such records are maintained electronically), or, if not, in a readable hard copy form or such other form and format as agreed to by the facility and the individual, within 24 hours (excluding weekends and holidays); and (ii) The facility must allow the resident to obtain a copy of the records or any portions thereof (including in an electronic form or format when such records are maintained electronically) upon request and 2 working days advance notice to the facility. The facility may impose a reasonable, cost-based fee on the provision of copies, provided that the fee includes only the cost of: (A) Labor for copying the records requested by	F 573		1/27/23	

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

TITLE

(X6) DATE

Electronically Signed

02/16/2023

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 573	<p>Continued From page 1</p> <p>the individual, whether in paper or electronic form; (B) Supplies for creating the paper copy or electronic media if the individual requests that the electronic copy be provided on portable media; and (C) Postage, when the individual has requested the copy be mailed.</p> <p>§483.10(g)(3) With the exception of information described in paragraphs (g)(2) and (g)(11) of this section, the facility must ensure that information is provided to each resident in a form and manner the resident can access and understand, including in an alternative format or in a language that the resident can understand. Summaries that translate information described in paragraph (g)(2) of this section may be made available to the patient at their request and expense in accordance with applicable law. This REQUIREMENT is not met as evidenced by: Based on record review and interviews with the Responsible Party (RP) and staff, the facility failed to provide a copy of the resident's medical records after two requests for 1 of 1 resident reviewed for medical record access (Resident #1).</p> <p>Findings included:</p> <p>Resident #1 was admitted to the facility on 07/02/21.</p> <p>The quarterly Minimum Data Set (MDS) dated 12/03/22 assessed Resident #1 with severe impairment in cognition.</p> <p>Review of Resident #1's medical record revealed a family member was listed as her RP and Power</p>	F 573	<p>Resident #1 no longer resides at the facility. On 1/27/23 the medical records clerk copied the requested medical records for release and the Responsible Party was notified that the records were ready for pick up and the charges for the records requested.</p> <p>On 1/27/23, Department Managers to include the Medical Records Clerk and Receptionist were educated on the Medical Records Release process by the Administrator.</p> <p>On 1/27/23 the Administrator interviewed the department managers, including the medical records clerk and receptionist, to identify if there are other requests for</p>		

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F 573	<p>Continued From page 2 of Attorney.</p> <p>During a telephone interview on 01/25/23 at 12:15 PM, the RP stated she sent the completed authorization to release medical records form to the Receptionist via email correspondence on two separate occasions and still had not received Resident #1's medical records.</p> <p>Review of the email correspondence from Resident #1's RP to the Receptionist was provided by Resident #1's RP. The review revealed an initial email was sent to the Receptionist on 12/19/22 at 4:45 PM and included a completed authorization to release medical records form dated 12/17/22 requesting Resident #1's medical records for the period September 2022 to December 2022 as soon as possible. On 01/12/23 at 2:46 PM, the RP resent the email dated 12/19/22 to the Receptionist inquiring on the status of Resident #1's medical records.</p> <p>During an interview on 01/26/23 at 2:50 PM, the Receptionist confirmed she had received the email correspondence dated 12/19/22 and 01/12/23 from Resident #1's RP requesting her medical records. The Receptionist explained she didn't handle medical record requests and had forwarded the information to the former Administrator.</p> <p>During an interview on 01/26/23 at 5:40 PM and follow-up telephone interview on 01/27/23 at 3:24 PM, the Administrator explained when medical records were requested by the RP, the facility reviewed the completed form, made copies of the records requested and then contacted the RP to inform them of the cost prior to releasing the medical records. The Administrator explained the</p>	F 573	<p>medical records. There were no other medical record requests.</p> <p>During morning meeting, department managers and Medical Records Clerk will be asked by the Administrator or Director of Nursing if a Medical Records request has been received and/or processed. If there are requests, the Administrator or Director of Nursing will validate that the request will be completed per the facility protocol.</p> <p>The Administrator or Director of Nursing will interview department managers to include medical records and receptionist 2x a week for 8 weeks to identify if they have received a medical records request and has the request been completed per facility protocol.</p> <p>The results of these audits will be reported by the administrator/designee at the monthly Quality Assurance Process Improvement (QAPI) meeting until such time that substantial compliance has been achieved and agreed upon by the Quality Assurance Process Improvement (QAPI) Committee.</p> <p>The Administrator is responsible for implementing corrective action.</p> <p>The completion date is 01/27/2023.</p>		

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F 573	Continued From page 3 former Administrator had not mentioned anyone requesting Resident #1's medical records and she was unaware Resident #1's RP had emailed the completed medical records request form to the Receptionist on 12/19/22 and 01/12/23. The Administrator stated now that she was aware, the facility was moving forward with processing the RP's request for Resident #1's medical records. An unsuccessful telephone attempt was made on 01/27/23 at 3:33 PM for an interview with the former Administrator.	F 573		