

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL034035	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/24/2017
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NAME OF PROVIDER OR SUPPLIER BROOKDALE REYNOLDA ROAD	STREET ADDRESS, CITY, STATE, ZIP CODE 2980 REYNOLDA ROAD WINSTON SALEM, NC 27106
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on May 23-24, 2017.	D 000		
D 358	<p>10A NCAC 13F .1004(a) Medication Administration</p> <p>10A NCAC 13F .1004 Medication Administration (a) An adult care home shall assure that the preparation and administration of medications, prescription and non-prescription, and treatments by staff are in accordance with:</p> <p>(1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and</p> <p>(2) rules in this Section and the facility's policies and procedures.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure staff administered Humalog (Humalog is rapid-acting insulin used to lower elevated blood sugar levels) as ordered by a licensed prescribing practitioner for 1 of 3 sampled residents (#1).</p> <p>The findings are:</p> <p>Review of Resident #1's current FL-2 dated 11/17/16 revealed: -Diagnoses included orthostatic hypotension, dizziness and giddiness, other abnormalities of gait and mobility, other lack of coordination, and type II diabetes with other neurological complication.</p> <p>Review of Resident #1's record revealed an order dated 12/01/16 for Humalog 8 units subcutaneously as needed for blood sugar greater than 250.</p>	D 358		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 358	<p>Continued From page 1</p> <p>Review of Resident #1's March 2017 electronic Medication Administration Record (eMAR) revealed:</p> <ul style="list-style-type: none"> -There was an entry for FSBS (fingerstick blood sugar) at 7:00 am and 5:00 pm. -There was an entry for Humalog insulin, inject 8 units as needed (pm) if blood sugar is greater than 250. -The resident's blood sugar ranged from 76-342 for March 2017. -There were 6 of 6 opportunities where Humalog 8 units should have been administered as follows: -On 03/12/17 at 5:00 pm FSBS result was 251. No documentation of administration of Humalog 8 units. -On 03/16/17 at 5:00 pm FSBS result was 256. No documentation of administration of Humalog 8 units. -On 03/18/17 at 5:00 pm FSBS result was 342. No documentation of administration of Humalog 8 units. -On 03/19/17 at 5:00 pm FSBS result was 264. No documentation of administration of Humalog 8 units. -On 03/20/17 at 5:00 pm FSBS result was 258. No documentation of administration of Humalog 8 units. -On 03/24/17 at 5:00 pm FSBS result was 260. No documentation of administration of Humalog 8 units. <p>Review of Resident #1's April 2017 eMAR revealed:</p> <ul style="list-style-type: none"> -There was an entry for FSBS (fingerstick blood sugar) at 7:00 am and 5:00 pm. -There was an entry for Humalog insulin, inject 8 units as needed if blood sugar is greater than 250. -The resident's blood sugar ranged from 107-371 	D 358		

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D 358	<p>Continued From page 2</p> <p>for April 2017.</p> <p>-There were 14 of 15 opportunities where Humalog 8 units should have been administered as follows:</p> <p>-On 04/01/17 at 5:00 pm FSBS result was 268. No documentation of administration of Humalog 8 units.</p> <p>-On 04/04/17 at 5:00 pm FSBS result was 290. No documentation of administration of Humalog 8 units.</p> <p>-On 04/05/17 at 5:00 pm FSBS result was 268. No documentation of administration of Humalog 8 units.</p> <p>-On 04/06/17 at 5:00 pm FSBS result was 278. No documentation of administration of Humalog 8 units.</p> <p>-On 04/10/17 at 5:00 pm FSBS result was 262. No documentation of administration of Humalog 8 units.</p> <p>-On 04/11/17 at 5:00 pm FSBS result was 283. No documentation of administration of Humalog 8 units.</p> <p>-On 04/12/17 at 5:00 pm FSBS result was 292. No documentation of administration of Humalog 8 units.</p> <p>-On 04/13/17 at 5:00 pm FSBS result was 371. Documentation of administration of Humalog 8 units.</p> <p>-On 04/15/17 at 5:00 pm FSBS result was 325. No documentation of administration of Humalog 8 units.</p> <p>-On 04/17/17 at 5:00 pm FSBS result was 280. No documentation of administration of Humalog 8 units.</p> <p>-On 04/18/17 at 5:00 pm FSBS result was 257. No documentation of administration of Humalog 8 units.</p> <p>-On 04/20/17 at 5:00 pm FSBS result was 291. No documentation of administration of Humalog 8 units.</p>	D 358		

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D 358	<p>Continued From page 3</p> <p>-On 04/24/17 at 5:00 pm FSBS result was 274. No documentation of administration of Humalog 8 units.</p> <p>-On 04/28/17 at 5:00 pm FSBS result was 280. No documentation of administration of Humalog 8 units.</p> <p>-On 04/29/17 at 5:00 pm FSBS result was 314. No documentation of administration of Humalog 8 units.</p> <p>Review of Resident #1's May 2017 eMAR revealed:</p> <p>-There was an entry for FSBS (fingerstick blood sugar) at 7:00 am and 5:00 pm.</p> <p>-There was an entry for Humalog insulin, inject 8 units as needed if blood sugar is greater than 250.</p> <p>-The resident's blood sugar ranged from 103-381 for May 2017.</p> <p>-There were 9 of 9 opportunities where Humalog 8 units should have been administered as follows:</p> <p>-On 05/01/17 at 5:00 pm FSBS result was 381. No documentation of administration of Humalog 8 units.</p> <p>-On 05/02/17 at 5:00 pm FSBS result was 257. No documentation of administration of Humalog 8 units.</p> <p>-On 05/07/17 at 5:00 pm FSBS result was 283. No documentation of administration of Humalog 8 units.</p> <p>-On 05/09/17 at 5:00 pm FSBS result was 294. No documentation of administration of Humalog 8 units.</p> <p>-On 05/13/17 at 5:00 pm FSBS result was 255. No documentation of administration of Humalog 8 units.</p> <p>-On 05/14/17 at 5:00 pm FSBS result was 253. No documentation of administration of Humalog 8 units.</p> <p>-On 05/18/17 at 5:00 pm FSBS result was 285.</p>	D 358		

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D 358	<p>Continued From page 4</p> <p>No documentation of administration of Humalog 8 units. -On 05/20/17 at 5:00 pm FSBS result was 285. No documentation of administration of Humalog 8 units. -On 05/22/17 at 5:00 pm FSBS result was 254. No documentation of administration of Humalog 8 units.</p> <p>Observation of medications on hand at 05/24/17 at 12:10 pm revealed Humalog was not available for administration.</p> <p>Interview with the first shift Medication Aide (MA) on 05/24/17 at 12:20 pm revealed: -She was not aware of the order for Humalog 8 units as needed for FSBS greater than 250. -The resident's FSBS had never been over 200 on first shift.</p> <p>Interview with the Health and Wellness Director (HWD) and Executive Director (ED) on 05/24/17 at 12:30 pm revealed: -The HWD and ED denied knowledge of the Humalog not being given as ordered. -The HWD and ED denied knowledge that the Humalog was not available for administration. -The HWD, ED, and MA's entered the medications into the eMAR system.</p> <p>Interview with the physician assistant (PA) on 05/24/17 at 12:50 pm revealed: -The PA was not aware Resident #1 had not been receiving the Humalog as needed for FSBS greater than 250. -The facility had not made her aware. -The facility notified her today that Resident #1 had not been receiving the Humalog as ordered. -The PA did not feel Resident #1 was in danger due to not receiving the Humalog as needed for</p>	D 358		

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D 358	<p>Continued From page 5</p> <p>FSBS greater than 250. -The PA was aware of Resident #1's blood sugar ranges.</p> <p>Interview with the facility's contracted pharmacy on 05/24/17 at 1:00 pm revealed: -The pharmacy received the order 12/03/16, but the facility had to request prn medications to be sent to the facility. -The facility called and faxed the contracted pharmacy on 05/24/17 to request Humalog to be sent immediately. -The pharmacy had no record of the Humalog ever being filled.</p> <p>Interview with the second shift MA on 05/24/17 at 2:45 pm revealed: -She was aware of the order for Humalog 8 units as needed for FSBS greater than 250. -She had administered the Humalog in the past for FSBS greater than 250. -There may have been days she administered the Humalog and forgot to document on the eMAR. -She was unable to recall the last time she administered Humalog to Resident #1.</p> <p>Interview with Resident #1 on 05/24/17 at 3:25 pm revealed: -Resident #1 was not aware of the different insulins the staff administered. -The resident was not aware of the amount of insulin he received on a daily basis or as needed. -The resident received 2-3 insulin injections every day.</p> <p>Interview with another second shift MA on 05/24/17 at 3:45 pm revealed: -Resident #1 had Humalog available for administration at one time, but the Humalog had not been available recently.</p>	D 358		

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D 358	<p>Continued From page 6</p> <ul style="list-style-type: none"> -She was unaware of how long the Humalog had been unavailable for administration. -She sent the contracted pharmacy a fax requesting Humalog, but was unable to produce the fax confirmation. -She was unable to confirm when the fax was sent to the contracted pharmacy. -She may have administered the Humalog and forgot to document on the eMAR. 	D 358		