

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL049010	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/03/2018
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NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE

CROWN COLONY

**291 COMMERCIAL DRIVE
MOORESVILLE, NC 28115**

(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) COMPLETE DATE
D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on October 2-3, 2018.	D 000		
D 273	10A NCAC 13F .0902(b) Health Care 10A NCAC 13F .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to notify the physician of 1 of 5 sampled residents (Resident #2) related to the refusal of Flovent inhaler (used to treat lung disease). The findings are: Review of Resident #2's current FL2 dated 09/13/18 revealed: -Diagnoses included Alzheimer's disease, atrial flutter, hypertension, syncope, and schizophrenia. -There was a physician's order for Flovent HFA 110mcg inhaler 2 puffs every night at bedtime. Review of Resident #2's August 2018 electronic Medication Administration Record (eMAR) revealed: -A computer generated entry for Flovent HFA 110mcg inhaler 2 puffs every night at bedtime scheduled for administration at 8:00pm. -Flovent was documented as refused for 31 out of 31 opportunities from 08/01/18 to 08/31/18. Review of Resident #2's September 2018 eMAR	D 273		

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

TITLE

(X6) DATE

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D 273	<p>Continued From page 1</p> <p>revealed:</p> <ul style="list-style-type: none"> -A computer generated entry for Flovent HFA 110mcg inhaler 2 puffs every night at bedtime scheduled for administration at 8:00pm. -Flovent was documented as administered on 09/05/18, 09/13/18, and 09/29/18. -Flovent was documented as refused for 27 out of 30 opportunities from 09/01/18 to 09/30/18. <p>Review of Resident #2's October 2018 eMAR revealed:</p> <ul style="list-style-type: none"> -A computer generated entry for Flovent HFA 110mcg inhaler 2 puffs every night at bedtime scheduled for administration at 8:00pm. -Flovent was documented as administered on 10/01/18. <p>Observation of Resident #2's medications on hand on 10/03/18 at 11:22am revealed 1 partially used Flovent HFA 110mcg inhaler with a dispensed date of 02/28/18 was available to be administered.</p> <p>Telephone interview with a pharmacy technician from the facility's contracted pharmacy on 10/03/18 at 3:53pm revealed:</p> <ul style="list-style-type: none"> -Flovent was dispensed to Resident #2 on 02/28/18 with the directions 2 puffs every night at bedtime. -Only 1 inhaler had been dispensed to Resident #2 since he was admitted to the facility. -The inhaler contained 120 doses and would provide a 60 day supply of medication. <p>Interview with Resident #2 on 10/03/18 at 12:35pm revealed:</p> <ul style="list-style-type: none"> -He would refuse his inhaler because his "lungs had improved" and he did not think he needed it. -He had several breathing exercises he would do daily to help his breathing. 	D 273		

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D 273	<p>Continued From page 2</p> <p>-He denied any recent problems with his breathing.</p> <p>Telephone interview with Resident #2's guardian on 10/03/18 at 2:15pm revealed: -She was not aware that Resident #2 was refusing his Flovent. -She knew that Resident #2 was prescribed the Flovent. -She thought "he always seemed to breathe heavy."</p> <p>Interview with the Medication Aide (MA) on 10/03/18 at 11:22am revealed: -Resident #2 would refuse his Flovent because he "thought he didn't need his inhaler." -She had not notified Resident #2's Primary Care Physician (PCP) that he had been refusing the Flovent daily because "he was in the process of switching providers."</p> <p>Interview with the Resident Care Coordinator (RCC) on 10/03/18 at 2:50pm revealed: -She did not know the facility's policy on medication refusals. -She thought the policy was to "notify the resident's doctor after 3 refusals." -The MA was responsible for contacting a resident's doctor regarding medication refusals. -If a resident refused their medications, the MA should "try to encourage" the resident to take their medications. -She did not know that Resident #2 was refusing his Flovent.</p> <p>Interview with the Administrator on 10/03/18 at 3:10pm revealed: -The facility policy on medication refusals was to notify the resident's doctor after the resident refused a medication for "three consecutive</p>	D 273		

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D 273	<p>Continued From page 3</p> <p>days."</p> <p>-The MA administering medications at the time of the refusal was responsible for notifying the doctor and should follow up with the doctor until they receive a response.</p> <p>-The MA was expected to encourage the resident to take their medications.</p> <p>Telephone interview with the Office Manager at Resident #2's PCP's office on 10/03/18 at 11:35pm revealed:</p> <p>-Resident #2's first office visit with his PCP was 06/06/18.</p> <p>-The PCP was not aware that Resident #2 was refusing his Flovent inhaler.</p> <p>-The PCP had a diagnosis of mild Chronic Obstructive Pulmonary Disease (COPD) documented in Resident #2's record.</p> <p>-Resident #2 was at a "moderate risk for having a COPD flare and could experience worsening of his COPD" if he did not receive his inhaler.</p> <p>-The PCP would have "stressed the importance of taking the medication and possibly switched the medication to something different if he had known about the refusals."</p>	D 273		
D 318	<p>10A NCAC 13F .0905 (e) Activities Progam</p> <p>10A NCAC 13F .0905 Activities Program</p> <p>(e) Residents shall have the opportunity to participate in activities involving one to one interaction and activity by oneself that promote enjoyment, a sense of accomplishment, increased knowledge, learning of new skills, and creative expression. Examples of these activities are crafts, painting, reading, creative writing, buddy walks, card playing, and nature walks.</p>	D 318		

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D 318	<p>Continued From page 4</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to assure the 57 residents currently residing in the facility had the opportunity to participate in activities that promoted enjoyment, a sense of accomplishment, increased knowledge, learning of new skills, and creative expression.</p> <p>The findings are:</p> <p>Confidential interviews with 14 residents revealed:</p> <ul style="list-style-type: none"> - "We do yoga and bingo every 2 months." - "I would like to do anything to occupy my time." - "We don't do anything. I would really like to go see a good movie, or go fishing." - "That's [activities] what is missing here because there is nothing for me to do." - "I was told I could not go anywhere because I had a walker and could not get on the bus." - "We only do something when someone comes in and does it." - "The staff don't do many activities here, bingo on occasion." - "We sometimes play bingo on Fridays, but not often." - "The only thing I do here is smoke, we don't have things to do." - "We sometimes do crafts on holidays." - "I don't know what they do for activities." - "We don't do what is on the calendar." - "We only play bingo." - "I would like to have more activities." - "I never know when an activity is scheduled." - "I wish we would have a movie night." <p>Observation of the posted activities calendar for September 2018 on 10/02/18 at 9:45am revealed:</p>	D 318		

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D 318	<p>Continued From page 5</p> <p>-The calendar was posted on the wall in the hallway outside of the dining hall. -Activities included crafts, bingo, movies, letter writing, and multiple outings.</p> <p>Observation of the activities calendar on 10/03/18 at 9:45am revealed: -The September calendar had been removed and replaced with the October 2018 calendar. -Activities included crafts, bingo, movies, letter writings, costume contest, and multiple outings.</p> <p>Observation of the September 2018 and October 2018 activities calendars for the week of 9/30/18 through 10/6/18 revealed: -The activity scheduled for September 30, 2018 was "Sunday School" 9:30am - 11:30am. -The activity scheduled for October 1, 2018 was "Shopping" 3:00pm - 5:00pm. -The activity scheduled for October 2, 2018 was "Letter Writing" 7:00pm - 8:00pm. -The activities scheduled for October 3, 2018 was "Halloween Crafts" 3:00pm - 4:00pm; "Church" 6:00pm - 8:00pm. -The activities scheduled for October 4, 2018 was "Resident Rights Luncheon" 10:30am - 2:00pm; "Shopping" 3:00pm - 5:00pm. -The activity scheduled for October 5, 2018 was "Bingo" 1:00pm - 3:00pm -The activity scheduled for October 6, 2018 was "Scary Movie" 2:00pm - 4:00pm.</p> <p>Observation during the survey on 10/03/18 at 10:19am revealed residents were participating in a seasonal craft activity.</p> <p>Interview with the Resident Care Coordinator (RCC) on 10/03/18 at 2:50pm revealed: -The Administrator was responsible for making the activities calendar.</p>	D 318		

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D 318	<p>Continued From page 6</p> <ul style="list-style-type: none"> -The facility staff was responsible for carrying out the activities. - "Volunteers from the community would come to the facility to help with activities." <p>Interview with the Administrator on 10/03/18 at 3:10pm revealed:</p> <ul style="list-style-type: none"> -She was responsible for scheduling activities and posting the calendar. - "We don't do a lot of activities." - "We do the minimal amount of activities." -She tried to plan activities based on the residents' interest. -Staff were responsible for carrying out the activity depending on what was scheduled. -She was responsible for some of the craft activities. -The residents would participate in the activities, especially bingo. 	D 318		