

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL067024	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/08/2018
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NAME OF PROVIDER OR SUPPLIER THE COTTAGES AT SWANSBORO- COTTAGE \	STREET ADDRESS, CITY, STATE, ZIP CODE 113 PELICAN CIRCLE SWANSBORO, NC 28584
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C 000	Initial Comments The Adult Care Licensure Section conducted an initial survey on 10/05/18 and 10/08/18.	C 000		
C 246	<p>10A NCAC 13G .0902(b) Health Care</p> <p>10A NCAC 13G .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents.</p> <p>This Rule is not met as evidenced by: TYPE B VIOLATION</p> <p>Based on observations, interviews, and record review the facility failed to assure physician notification for resident refusal to take medications and failed to schedule a follow up appointment with the Primary Care Provider (PCP) after an Emergency Department (ED) visit for 1 of 3 sampled residents (#1).</p> <p>The findings are:</p> <p>Review of Resident #1's current FL-2 dated 07/23/18 revealed: -Diagnoses included dementia, hypothyroid, gastroesophageal reflux disease (GERD), vitamin B-12 deficiency, hyperlipidemia, osteoporosis, sick sinus syndrome with pacemaker, and carotid arterial disease. -Resident #1 was constantly disoriented and non-ambulatory.</p> <p>Review of Resident #1's Care Plan dated 09/11/18 revealed she was sometimes disoriented and had significant memory loss requiring re-direction.</p>	C 246		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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C 246	<p>Continued From page 1</p> <p>Review of Resident #1's Resident Register revealed an admission date of 08/01/18.</p> <p>Review of Resident #1's record revealed there was no documentation that Resident #1's Primary Care Provider (PCP) had been notified of the refusal to take medications.</p> <p>1. Review of Resident #1's current FL-2 dated 07/23/18 revealed medication orders as follows: a. There was an order for Lovastatin 20 milligrams (mg) 1 tablet daily (Lovastatin is used to treat high cholesterol).</p> <p>Review of Resident #1's August 2018 electronic Medication Administration Record (eMAR) revealed: -There was an entry for Lovastatin 20 mg take 1 tablet daily. -Lovastatin was documented as refused 7 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Lovastatin 20 mg take 1 tablet daily. -Lovastatin was documented as refused 11 out of 30 days with consecutive refusals documented on 09/08/18 - 09/09/18, 09/22/18 - 09/24/18, and 09/26/18 - 09/28/18.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Lovastatin 20 mg take 1 tablet daily. -Lovastatin was documented as refused for 3 out of 5 days.</p> <p>b. There was an order for Alendronate 70 mg 1 tablet weekly (Alendronate is used to treat</p>	C 246		

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C 246	<p>Continued From page 2</p> <p>osteoporosis).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Alendronate 70mg take 1 weekly with 8 ounces of water, 30 minutes before food/medications and do not lie down for 30 minutes. -Alendronate was documented as refused 2 out of 4 doses.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Alendronate 70mg take 1 tablet weekly with 8 ounces of water, 30 minutes prior to food/medications and do not lie down for 30 minutes. -There was no documentation indicating Alendronate was administered, not administered, or resident refused for 4 out of 4 doses.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed there was not an entry for Alendronate 70 mg.</p> <p>c. There was an order for Aspirin 81 mg 1 tablet daily (Aspirin is used to prevent heart attacks and thrombolytic strokes).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Aspirin chewable 81 mg take 1 tablet daily. -Aspirin was documented as refused 7 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Aspirin chew 81 mg take 1 tablet daily.</p>	C 246		

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C 246	<p>Continued From page 3</p> <p>-Aspirin was documented as refused 11 out of 30 days.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Aspirin chewable 81 mg take 1 tablet daily. -Aspirin was documented as refused for 3 out of 5 days.</p> <p>d. There was an order for Bupropion ER 150 mg 1 tablet daily (Bupropion is used to treat depression and stopping suddenly can cause withdrawal symptoms).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Bupropion HCL XL 150 mg take 1 tablet daily do not crush. -Bupropion was documented as refused 7 out of 30 days with consecutive refusals documented on 08/06/18 - 08/07/18, 08/25/18 - 08/26/18, and 08/29/18 - 08/31/18.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Bupropion HCL XL 150 mg take 1 tablet daily do not crush. -Bupropion was documented as refused 11 out of 30 days with consecutive refusals documented as 09/08/18 - 09/09/18, 09/22/18 - 09/24/18 and 09/26/18 - 09/28/18.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Bupropion HCL XL 150 mg take 1 tablet daily. -Bupropion was documented as refused for 3 out of 5 days.</p>	C 246		

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C 246	<p>Continued From page 4</p> <p>e. There was an order for Citalopram 40 mg 1 daily (Citalopram is used to treat depression, it may take up to 4 weeks for symptoms to improve and should be gradually discontinued to prevent withdrawal symptoms).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Citalopram 40 mg take 1 tablet daily. -Citalopram was documented as refused 2 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Citalopram 40mg take 1 tablet daily. -Citalopram was documented as refused 3 out of 30 days.</p> <p>f. There was an order for Donepezil 10 mg 1 tablet daily (Donepezil is used to treat Alzheimer's dementia).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Donepezil 10 mg take 1 tablet daily do not crush. -Donepezil 10 mg was documented as refused 2 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Donepezil 10 mg take 1 tablet daily do not crush. -Donepezil was documented as refused 2 out of 30 days.</p> <p>g. There was an order for Levothyroxine 50 micrograms (mcg) 1 tablet daily (Levothyroxine is</p>	C 246		

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C 246	<p>Continued From page 5</p> <p>used to treat hypothyroidism).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Levothyroxine 50 mcg take 1 tablet daily. -Levothyroxine was documented as refused 7 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Levothyroxine 50 mcg take 1 tablet daily. -Levothyroxine was documented as refused 9 out of 30 days with consecutive refusals documented on 09/26/18 - 09/29/18.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Levothyroxine 50 mcg take 1 tablet daily. -Levothyroxine was documented as refused 4 out of 5 days with consecutive refusals documented on 10/01/18 - 10/03/18.</p> <p>h. There was an order for Vitamin B-12 1000 mcg 1 tablet daily (vitamin B12 is a supplement that is used to treat vitamin B12 deficiency).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Vitamin B-12 1000 mcg take 1 tablet daily. -Vitamin B-12 was documented as refused 6 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Vitamin B-12 1000 mcg take 1 tablet daily.</p>	C 246		

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C 246	<p>Continued From page 6</p> <p>-Vitamin B-12 was documented as refused 11 out of 30 days with consecutive refusals documented on 09/08/18 - 09/09/18, 09/22/18 - 09/24/18, and 09/26/18 - 09/28/18.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Vitamin B-12 1000 mcg take 1 tablet daily. -Vitamin B-12 was documented as refused for 3 out of 5 days.</p> <p>i. There was an order for Vitamin C 500 mg 1 tablet daily (vitamin C is a supplement that is used to treat vitamin C deficiency).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Vitamin C 500 mg take 1 tablet daily. -Vitamin C was documented as refused 6 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Vitamin C 500 mg take 1 tablet daily. -Vitamin C was documented as refused 11 out of 30 days with consecutive refusals documented on 09/08/18 - 09/09/18, 09/22/18 - 09/24/18, and 09/26/18 - 09/28/18.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was a computerized entry for Vitamin C 500 mg take 1 tablet daily. -Vitamin C was documented as refused for 3 out of 5 days.</p> <p>j. There was an order for Vitamin D3 400 units 1</p>	C 246		

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C 246	<p>Continued From page 7</p> <p>tablet daily (vitamin D3 is a supplement used to treat osteoporosis and vitamin D3 deficiency).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Vitamin D3 400 units take 1 tablet daily. -Vitamin D3 was documented as refused 7 out of 30 days.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Vitamin D3 400 units take 1 tablet daily. -Vitamin D3 was documented as refused 11 out of 30 days with consecutive refusals documented on 09/08/18 - 09/09/18, 09/22/18 - 09/24/18, and 09/26/18 - 09/28/18.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was a computerized entry for Vitamin D3 400 units take 1 tablet daily. -Vitamin D3 was documented as refused for 3 out of 5 days.</p> <p>k. Review of a medication clarification order dated 08/08/18 and fax time stamped as received on 08/09/18 revealed a medication order for Diclofenac Sodium 1% apply 4 grams to upper right arm and lower back 4 times a day (Diclofenac is used to treat osteoarthritis).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Diclofenac Gel 1% apply 4 grams to upper right arm and lower back four times a day. -Diclofenac was documented as refused for 21 out of 91 doses.</p>	C 246		

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C 246	<p>Continued From page 8</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Diclofenac Gel 1% apply 4 grams to upper right arm and lower back 4 times a day. -Diclofenac Gel was documented as refused 39 out of 120 doses.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Diclofenac Gel 1% apply 4 grams to upper right arm and lower back 4 times a day. -Diclofenac gel was documented as refused for 2 out of 18 doses.</p> <p>I. Review of a hospital ED visit information sheet dated 08/12/18 revealed a medication order for Omeprazole control release (CR) capsule 20 mg daily before breakfast for 30 days (omeprazole is used to treat GERD).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Omeprazole 20 mg take 1 capsule daily before breakfast for 30 days do not crush. -Omeprazole was documented as refused 5 out of 19 days with consecutive refusals documented on 08/25/18 - 08/26/18 and 08/29/18 - 08/31/18.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Omeprazole 20 mg take 1 capsule by mouth every day before breakfast for 30 days do not crush. -Omeprazole was documented refused 5 out of 13 days.</p>	C 246		

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C 246	<p>Continued From page 9</p> <p>m. Review of a medication order dated 08/14/18 for Resident #1 revealed an order for Ketoprofen apply to upper right arm and lower back 4 times a day (Ketoprofen is used to treat and relieve pain).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Ketoprofen apply to the upper right arm and lower back 4 times a day. -Ketoprofen was documented as refused for 13 out of 56 doses.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Ketoprofen apply to the upper right arm and lower back 4 times a day. -Ketoprofen was documented as refused 39 out of 120 doses.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed: -There was an entry for Ketoprofen apply to the upper right arm and lower back 4 times a day. -Ketoprofen was documented as refused for 2 out of 18 doses.</p> <p>n. Review of a medication order dated 09/15/18 for Resident #1 revealed an order for Keflex 500mg by mouth every 8 hours for 7 days (Keflex is an antibiotic used to treat infection).</p> <p>Review of a handwritten MAR dated September 2018 for Resident #1 revealed: -There was an entry dated 09/15/18 for Keflex 500mg by mouth every 8 hours for 7 days. -There was documentation of staff initials with a circle around the initials indicating refusal for 13 out of 21 opportunities.</p> <p>Review of Resident #1's records revealed there</p>	C 246		

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C 246	<p>Continued From page 10</p> <p>was no documentation that Resident #1's ordering provider or PCP had been notified of the refusal to take medications.</p> <p>Interview with the Administrator on 10/08/18 revealed:</p> <ul style="list-style-type: none"> -She and a MA evacuated with Resident #1 to another facility due to a hurricane 09/11/18 - 09/20/18. -A provider from the facility Resident #1 evacuated to was consulted and prescribed the Keflex for a left lower leg wound. -Keflex was obtained from the facility's emergency stock of medications and a handwritten MAR was used. -Initials with circles around them indicated the medications were refused. -Some of the initials with circles around them documented on the handwritten MAR were her initials indicating Resident #1 had refused to take the Keflex. -She did not notify the prescribing provider because she felt that provider had gone out of his/her way to see Resident #1 due to Resident #1 not being a regular resident of the receiving facility. -She did not notify Resident #1's current PCP of the refusal to take the Keflex because his office was closed. <p>Based on observations, interviews, and record reviews Resident #1 was not interviewable.</p> <p>Telephone interview with a medication aide (MA) on 10/08/18 at 5:05 pm revealed:</p> <ul style="list-style-type: none"> -The policy for resident medication refusals was to offer the medication 3 times and if resident refused those 3 consecutive times to discard the medication and document the refusal on the eMAR. 	C 246		

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C 246	<p>Continued From page 11</p> <ul style="list-style-type: none"> -She had told Resident #1's family member about Resident #1's refusal to take medications. -She did not report Resident #1's refusal to take medications to the PCP. -Resident #1's family member took care of all of Resident #1's medical correspondence and visits. -Resident #1 became combative and had increased agitation when meeting new people, unfamiliar faces, or when personal care was provided. <p>Attempted telephone interview with a second MA on 10/08/18 at 5:15 pm was unsuccessful.</p> <p>Interview with Resident #1's family member on 10/08/18 revealed:</p> <ul style="list-style-type: none"> -Staff had told her Resident #1 had refused to take medications since she had been at the facility. -Resident #1 had a history of refusing to take her medications prior to this facility. -She had not informed Resident #1's PCP of her refusal to take medications. -She felt Resident #1 was on too many medications. -She had taken Resident #1 to establish care with a new PCP today. <p>Interview with the Resident Care Coordinator (RCC) on 10/05/18 at 3:48 pm and 4:55 pm revealed:</p> <ul style="list-style-type: none"> -If the resident refused medications for 3 consecutive offers within 1 hour, she would document on the eMAR as a refusal. -She had not reported Resident #1's medication refusals to her PCP. -She did not notify Resident #1's PCP of her medication refusals. -She acknowledged Resident #1's medication refusals should have been reported to the PCP. 	C 246		

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C 246	<p>Continued From page 12</p> <p>-She did not know the facility policy for resident medication refusals.</p> <p>Telephone interview with Resident #1's PCP on 10/05/18 at 4:15 pm revealed:</p> <p>-He was the PCP for Resident #1. -He had not seen Resident #1 since 07/16/18. -He had not been informed that Resident #1 had refused to take her medications. -He expected the facility to inform him that Resident #1 had refused to take her medications. -He knew Resident #1 had dementia and could be difficult. -There were other ways to get demented patients to take medications. -Resident #1 not taking Celexa (citalopram), Wellbutrin (bupropion), and Aricept (donepezil) on a regular basis would have contributed to her combativeness, aggression, and medication refusals. -Resident #1 not taking Omeprazole on a regular basis would contribute to symptoms of GERD.</p> <p>Interview with a facility co-owner on 10/08/18 at 2:55pm revealed the medication policy would be revised to be more specific as what to do when residents refused medications.</p> <p>2. Review of a hospital Emergency Department (ED) patient visit information sheet for Resident #1 dated 08/12/18 revealed:</p> <p>-Resident #1 was treated in the ED for diagnosis of hiatal hernia. -Resident #1 was to follow-up with her Primary Care Provider (PCP) in 2 - 4 days. -There was a medication order for Omeprazole 20mg control release (CR) capsule for a quantity of 30 tablets which was a 30 day supply (Omeprazole is a medication used to treat gastroesophageal reflux disease).</p>	C 246		

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C 246	<p>Continued From page 13</p> <p>Review of Resident #1's facility notes revealed there was no documentation that indicated her PCP had been notified of the need for a follow up appointment from the ED.</p> <p>Review of Resident #1's progress noted for 08/30/18 revealed: -She complained of pain around her right breast. -Her family member was informed of her complaining of pain around her right breast. -Her family member said her right breast pain was related to her hernia. -She was cursing, trying to hit, and refused medications. -There was no documentation the PCP was notified of her report of right breast area pain.</p> <p>Review of Resident #1's progress note for 08/31/18 revealed: -She complained of pain in her left side under her breast. -She told a MA there was something wrong with her heart. -She was agitated and slapping. -There was no documentation the PCP was notified of her report of pain in her left side under her breast or her report of something was wrong with her heart.</p> <p>Based on observations, interviews, and record reviews, it was determined Resident #1 was not interviewable.</p> <p>Interview with the Resident Care Coordinator and Administrator on 10/05/18 at 4:30 pm revealed Resident #1 did not follow up with her PCP as ordered after the ED visit on 08/12/18.</p> <p>Interview with the RCC on 10/08/18 at 10:15 am</p>	C 246		

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C 246	<p>Continued From page 14</p> <p>revealed:</p> <ul style="list-style-type: none"> -She had been the RCC for 2 to 3 weeks. -She did not know anything about Resident #1's need to follow up with her PCP after the 08/12/18 ED visit. -She did not know who would have been responsible for ensuring Resident #1 had a follow up ED visit with her PCP. -She had heard staff say Resident #1's family member refused to allow her to follow up with the PCP after the ED visit. -Resident #1's family member wanted to be notified of any medical concerns and she would be responsible for the follow ups and transportation. -She did not know if there was a policy regarding resident and provider follow up appointments. <p>Interview with the Administrator on 10/08/18 at 11:35 am revealed:</p> <ul style="list-style-type: none"> -She and the RCC would review any paperwork that was sent back with the residents from their provider appointments. -She and the RCC would make any needed appointments. -All staff shared the responsibility of resident staff transportation. -Resident #1's family member was informed of the need for her to follow up with her PCP as the result of an ED visit. -Resident #1's family member refused to allow her to follow up with her PCP. -She typed up a refusal for follow up and Resident #1's family member signed it. -She did not inform Resident #1's PCP of the need for a follow up ED visit because she had informed her family member and the family member refused the follow up. <p>Review of a typed note for Resident #1 revealed:</p>	C 246		

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C 246	Continued From page 16 VIOLATION SHALL NOT EXCEED NOVEMBER 22, 2018.	C 246		
C 342	<p>10A NCAC 13G .1004(j) Medication Administration</p> <p>10A NCAC 13G .1004 Medication Administration (j) The resident's medication administration record (MAR) shall be accurate and include the following:</p> <ol style="list-style-type: none"> (1) resident's name; (2) name of the medication or treatment order; (3) strength and dosage or quantity of medication administered; (4) instructions for administering the medication or treatment; (5) reason or justification for the administration of medications or treatments as needed (PRN) and documenting the resulting effect on the resident; (6) date and time of administration; (7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and (8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR). <p>This Rule is not met as evidenced by: Based on observations, interviews, and record reviews, the facility failed to assure the medication administration records were accurate and complete for 2 of 3 sampled residents (Residents' #1 and #2), including no documentation of fingerstick blood sugar (FSBS) values with the amounts of sliding scale insulin (SSI) coverage (Resident #2) and no documentation of multiple medications</p>	C 342		

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C 342	<p>Continued From page 17</p> <p>administered to Resident #1.</p> <p>The findings are:</p> <p>Review of Resident #2's FL-2 dated 09/07/18 revealed:</p> <ul style="list-style-type: none"> -Diagnoses included diabetes, hypertension, fibromyalgia, generalized anxiety disorder and hyperthyroidism. -There was an order for FSBS before meals with Humalog insulin for sliding scale (a subcutaneous injectable insulin used to treat high blood sugars). - There was an order to administer SSI (Humalog) for FSBS 150 - 200, administer 2 units Humalog insulin; for FSBS from 201 - 250, administer 4 units Humalog insulin; for FSBS from 251 - 300, administer 6 units insulin; for FSBS from 301 - 350 Administer 8 units insulin; and for FSBS from 351 - 400, administer 10 units insulin. <p>Record review revealed an order dated 07/12/18 for Accuchecks (fingersticks for blood sugars) before meals.</p> <p>Review of Resident #2's Resident Register revealed Resident #2 was admitted to the facility on 07/10/18.</p> <p>Review of a post-hospital order dated 08/30/18 revealed an order for FSBS before meals and administer SSI (Humalog) for FSBS 150 - 200, administer 2 units Humalog insulin; for FSBS from 201 - 250, administer 4 units Humalog insulin; for FSBS from 251 - 300, administer 6 units insulin; for FSBS from 301 - 350 Administer 8 units insulin; and for FSBS from 351 - 400, administer 10 units insulin, for FSBS greater than 400 administer 12 units insulin and call the physician.</p>	C 342		

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C 342	<p>Continued From page 18</p> <p>Review of eMARs for the month of August 2018 revealed: -From 08/30/18 - 08/31/18, documentation of administration by staff initials at 7:30am, 11:30am and 4:30pm. -There were no documentation of FSBSs or insulin administration, 5 of the 6 staff initials were circled, which indicated no insulin was administered on 5 occasions.</p> <p>Review of eMARs for the month of September 2018 revealed: -From 09/01/18 - 09/30/18, documentation of administration by staff initials at 7:30am, 11:30am and 4:30pm. -There were no documentation of BSs or insulin administration. 47 of the 90 staff initials were circled, which indicated no insulin was administered on 47 occasions.</p> <p>Review of eMARs for the month of October 2018 revealed: -From 10/01/18 - 10/05/18 (present), documentation of administration by staff initials at 7:30am, 11:30am and 4:30pm. -There were no documentation of BSs or insulin administration. 10 of the 14 staff initials were circled, which indicated no insulin was administered on 10 occasions. -There were no spaces on the eMARs for documentation of BS values or amounts of SS insulin administered.</p> <p>Review of eMARS for the month of July 2018 revealed from 07/12/18 - 7/25/15, Resident #2's FSBS were above 150 on 10 occasions and sliding scale insulin was administered.</p> <p>Observation of Humalog insulin injection pen on</p>	C 342		

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C 342	<p>Continued From page 19</p> <p>10/05/18 revealed the dispensing date on the pen's label was 8/31/18 and several doses had been used.</p> <p>Observation of Resident #2's glucometer on 10/05/18 revealed the last 14 FSBS values were from 153 - 190.</p> <p>Interview with Resident #2 on 10/05/18 at 3:25pm revealed: -She was admitted to the facility in July 2018. -There were occasions when her BS was 150 or higher. -She required insulin occasionally but not very often. -She did not remember the last time she received insulin.</p> <p>Interview with a supervisor on 10/05/18 at 3:53pm revealed: -Resident #2's FSBSs were checked before each meal at 7:30am, 11:30am and 4:30pm. -The resident's FSBSs were usually below 200 and she was not sure if the resident required SS insulin coverage. -The supervisor was also a medication aide and she had never had to administer insulin to the resident since admission in July 2018. --She was not sure if the other MAs had administered SS insulin because there were no spaces on the eMARs to document BSs or amount of SS insulin. -The eMARs did not have any spaces to document the BS values or amounts of insulin if needed. -She had not contacted the pharmacy regarding the preprinted SS insulin or BS instructions. -BSs and insulin were not documented anywhere else in the resident's record. -Resident #2 was the only resident at the facility</p>	C 342		

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C 342	<p>Continued From page 20 with SSI insulin orders.</p> <p>Interview with the Administrator on 10/05/18 at 4:00pm revealed: -FSBS results for Resident #2 were not documented. -There was not a place on Resident #2's eMAR's to document the FSBS results.. -She would contact the pharmacist who would change the eMAR documentation area and instructions. -She would implement a Blood Sugar Monitoring sheet immediately and the MAs would start documenting BSs and amounts of insulin administered on the sheet for Resident #2.</p> <p>Telephone interview with a medication aide (MA) on 10/08/18 at 5:05 pm revealed: -She checked Resident #2's fingersitck blood sugars (FSBS) every day. -There was not a place on Resident #2's eMARs to document the FSBS results. -She had never administered sliding scale insulin to Resident #2 because her blood sugars were too low (below 150).</p> <p>Attempted telephone interview with a second MA on 10/05/18 at 5:51pm was unsuccessful.</p> <p>2. Review of Resident #1's current FL-2 dated 07/23/18 revealed: -Diagnoses included dementia, hypothyroid, gastroesophageal reflux disease (GERD), vitamin B12 deficiency, hyperlipidemia, osteoporosis, sick sinus syndrome with pacemaker, and carotid arterial disease. -Resident #1 was constantly disoriented and non-ambulatory.</p> <p>a. Review of Resident #1's current FL-2 dated</p>	C 342		

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C 342	<p>Continued From page 21</p> <p>07/23/18 revealed an order for Lovastatin 20 milligrams (mg) 1 tablet daily (Lovastatin is used to treat high cholesterol).</p> <p>Review of Resident #1's August 2018 electronic Medication Administration Record (eMAR) revealed: -There was an entry for Lovastatin 20 mg take 1 tablet daily. -There was no documentation to indicate that Lovastatin 20 mg was administered, not administered, or refused for 3 out of 30 days.</p> <p>b. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Alendronate 70 mg 1 tablet weekly (Alendronate is used to treat osteoporosis).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Alendronate 70mg take 1 tablet weekly with 8 ounces of water, 30 minutes prior to food/medications, do not lie down for 30 minutes. -Alendronate 70 mg was documented as administered two days in a row on 08/16/18 and 08/17/18.</p> <p>Review of Resident #1's September 2018 eMAR revealed: -There was an entry for Alendronate 70mg take 1 tablet weekly with 8 ounces of water, 30 minutes prior to food/medications do not lie down for 30 minutes. -There was no documentation indicating Alendronate was administered, not administered, or resident refused for 4 out of 4 doses.</p> <p>Review of Resident #1's October 2018 eMAR for 10/01/18 - 10/05/18 revealed there was not an</p>	C 342		

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C 342	<p>Continued From page 22 entry for Alendronate.</p> <p>Interview with the Resident Care Coordinator (RCC) on 10/08/18 at 10:55 am revealed: -She documented on the eMAR for Alendronate on 08/16/18 and 08/17/18 that the medication was administered. -She didn't know why she would have documented on 08/16/18 and 08/17/18 that the Alendronate was administered because the orders were for once a week. -She may have accidentally documented on both days when it was only administered on 1 of the days. -She didn't remember which day she would have actually administered the Alendronate. -Alendronate may have been discontinued effective September 2018. -She could not find an order to discontinue Alendronate.</p> <p>Review of Resident #1's progress notes, physician communication, and physician orders revealed there was not an order to discontinue Alendronate.</p> <p>c. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Bupropion ER 150 mg 1 tablet daily (Bupropion is used to treat depression and stopping suddenly can cause withdrawal symptoms).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Bupropion HCL XL 150 mg take 1 tablet daily "do not crush". -There was no documentation to indicate that Bupropion 150 mg was administered, not administered or refused for 2 out of 30 days.</p>	C 342		

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C 342	<p>Continued From page 23</p> <p>d. Review of Resident #1's current FL-2 dated 07/23/18 revealed there was an order for Citalopram 40 mg daily (Citalopram is used to treat depression, it may take up to 4 weeks for symptoms to improve and should be gradually discontinued to prevent withdrawal symptoms).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Citalopram 40 mg take 1 tablet daily. -There was no documentation to indicate that Citalopram 40 mg was administered, not administered, or refused for 2 out of 30 days.</p> <p>e. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Donepezil 10 mg 1 tablet daily (Donepezil is used to treat Alzheimer's dementia).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Donepezil 10 mg take 1 tablet daily *Do not crush*. -There was no documentation to indicate that Donepezil 10 mg was administered, not administered, or refused for 2 out 30 days.</p> <p>f. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Levothyroxine 50 micrograms (mcg) 1 tablet daily (Levothyroxine is used to treat hypothyroidism).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Levothyroxine 50 mcg take 1 tablet daily. -There was no documentation to indicate that Levothyroxine 50 mcg was administered, not administered, or refused for 2 out of 30 days.</p>	C 342		

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C 342	<p>Continued From page 24</p> <p>g. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Stool softener 100 mg 1 tablet daily (stool softener is used to prevent constipation).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Docusate Sodium 100 mg take 1 tablet daily. -There was no documentation to indicate that Docusate Sodium 100mg was administered, not administered, or refused for 1 out of 30 days.</p> <p>h. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Vitamin B-12 1000 mcg 1 tablet daily (Vitamin B12 is a supplement that is used to treat vitamin B12 deficiency).</p> <p>Review of Resident #1's August 2018 eMAR revealed there was an entry for Vitamin B-12 1000 mcg take 1 tablet daily. -There was no documentation to indicate that Vitamin B-12 1000 mcg was administered, not administered, or refused for 2 out of 30 days.</p> <p>i. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Vitamin C 500 mg 1 tablet daily (Vitamin C is a supplement that is used to treat vitamin C deficiency). Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Vitamin C 500 mg take 1 tablet daily. -There was no documentation to indicate that Vitamin C 500 mg was administered, not administered, or refused for 2 out of 30 days.</p> <p>j. Review of Resident #1's current FL-2 dated 07/23/18 revealed an order for Vitamin D3 400</p>	C 342		

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C 342	<p>Continued From page 25</p> <p>units 1 tablet daily (Vitamin D3 is a supplement used to treat osteoporosis and vitamin D3 deficiency).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Vitamin D3 400 units take 1 tablet daily. -There was no documentation to indicate that Vitamin D3 400 units was administered, not administered, or refused for 2 out of 30 days.</p> <p>k. Review of a medication clarification order dated 08/08/18 and fax time stamped as received on 08/09/18 revealed a medication order for Diclofenac Sodium 1% apply 4 grams to upper right arm and lower back 4 times a day (Diclofenac gel is used to treat osteoarthritis).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Diclofenac Gel 1% apply 4 grams to upper right arm and lower back 4 times a day. -There was no documentation to indicate that Diclofenac Gel 1% was administered, not administered, or refused for 2 out of 91 doses.</p> <p>l. Review of a hospital ED visit information sheet dated 08/12/18 revealed a medication order for Omeprazole control release (CR) capsule 20 mg daily before breakfast for 30 days, dispense 30 capsules (Omeprazole is used to treat GERD).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Omeprazole 20 mg take 1 capsule daily before breakfast for 30 days *Do not crush*. -There was no documentation to indicate that</p>	C 342		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL067024	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/08/2018
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NAME OF PROVIDER OR SUPPLIER THE COTTAGES AT SWANSBORO- COTTAGE 1	STREET ADDRESS, CITY, STATE, ZIP CODE 113 PELICAN CIRCLE SWANSBORO, NC 28584
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(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
C 342	<p>Continued From page 26</p> <p>Omeprazole 20 mg was administered, not administered, or refused for 6 out of 19 days.</p> <p>Telephone interview with Resident #1's PCP on 10/05/18 at 4:15 pm revealed resident #1 not taking Omeprazole on a regular basis would have contributed to symptoms of GERD.</p> <p>m. Review of a medication order dated 08/14/18 revealed an order for Ketoprofen apply to upper right arm and lower back 4 times a day (Ketoprofen is used to treat and relieve pain).</p> <p>Review of Resident #1's August 2018 eMAR revealed: -There was an entry for Ketoprofen apply to the upper right arm and lower back 4 times a day. -There was no documentation to indicate that Ketoprofen was administered, not administered, or refused for 12 out of 68 opportunities.</p> <p>Based on observations, interviews, and record reviews Resident #1 was not interviewable.</p> <p>Interview with the resident care coordinator (RCC) on 10/08/18 at 10:55 am revealed: -Her expectation was that all medications should be documented on the eMAR whether administered, not administered, or refused. -She did not know why there were medications that did not have documentation. -The medications without documentation may have been administered and the medication aide (MA) for that day may not have documented on those medications as being administered.</p>	C 342		
C 912	<p>G.S. 131D-21(2) Declaration of Residents' Rights</p> <p>G.S. 131D-21 Declaration of Resident's Rights</p>	C 912		

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL067024	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/08/2018
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NAME OF PROVIDER OR SUPPLIER THE COTTAGES AT SWANSBORO- COTTAGE \	STREET ADDRESS, CITY, STATE, ZIP CODE 113 PELICAN CIRCLE SWANSBORO, NC 28584
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C 912	<p>Continued From page 27</p> <p>Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.</p> <p>This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure residents received care and services which were adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations related to health care. The findings are:</p> <p>Based on observations, interviews, and record reviews the facility failed to assure follow up for the healthcare needs of 1 of 3 sampled residents (#1) as related to failure to notify the ordering provider of resident refusal to take medications and failure to schedule a follow up appointment with her Primary Care Provider (PCP) after an Emergency Department (ED) visit. [Refer to Tag 246, 10A NCAC 13G .0902(b) Health Care (Type B Violation)].</p>	C 912		