

Division of Health Service Regulation

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| 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 CROWN COLONY | STREET ADDRESS, CITY, STATE, ZIP CODE 291 COMMERCIAL DRIVE MOORESVILLE, NC 28115 |
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| D 000 | Initial Comments The Adult Care Licensure Section conducted an annual survey on October 2-3, 2018. | D 000 | | |
| D 273 | <p>10A NCAC 13F .0902(b) Health Care</p> <p>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.</p> <p>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).</p> <p>The findings are:</p> <p>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.</p> <p>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.</p> <p>Review of Resident #2's September 2018 eMAR</p> | D 273 | | |

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| Division of Health Service Regulation 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 | | |