

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL013007</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>11/20/2018</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CAREMOOR RETIREMENT CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4876 CAREMOOR PLACE KANNAPOLIS, NC 28081</b>
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D 000	Initial Comments  The Adult Care Licensure Section and the Cabarrus County Department of Social Services conducted an annual survey on 11/19/18-11/20/18.	D 000		
D 321	<p>10A NCAC 13F .0906(a) Other Resident Care And Services</p> <p>10A NCAC 13F .0906 Other Resident Care And Services</p> <p>(a) Transportation. The administrator shall assure the provision of transportation for the residents of adult care homes to necessary resources and activities, including transportation to the nearest appropriate health facilities, social services agencies, shopping and recreational facilities, and religious activities of the resident's choice. The resident shall not be charged any additional fee for this service. Sources of transportation may include community resources, public systems, volunteer programs, family members as well as facility vehicles.</p> <p>This Rule is not met as evidenced by: Based on interviews and record review, the facility failed to assure the provision of transportation for health services for one of three sampled residents (Residents #3) with canceled dermatologist appointments while attempting to charge family for transportation to medical appointments.</p> <p>The findings are:</p> <p>1. a. Review of Resident #3's current FL2 dated 07/11/18 revealed: -Diagnosis included mental retardation and psoriasis.</p>	D 321		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 321	<p>Continued From page 1</p> <p>-Medications ordered included Stelara (used to treat psoriasis) injection every three months to be administered at the physician office.</p> <p>Review of Resident #3's Care Plan dated 05/30/18 revealed he had a right leg above knee amputation and used a wheelchair for ambulation.</p> <p>Telephone interview with the dermatologist's office medical assistant on 11/19/18 at 12:10pm revealed:</p> <p>-The facility had re-scheduled several appointments for Resident #3 in the past few months.</p> <p>-The physician would like to see the Resident #3 for appointments due to treating his psoriasis and the injections he was administered every three months.</p> <p>-The facility had canceled or re-scheduled Resident #3's appointments for 03/15/18, 04/30/18, 05/10/18, 05/14/18, 10/30/18, and 11/06/18.</p> <p>Interview with the Resident Care Coordinator (RCC) on 11/20/18 at 12:15pm revealed:</p> <p>-She was responsible for contacting Resident #3 family to inform them of the physician appointments.</p> <p>-The facility did have a van for transportation but it was not wheelchair accessible.</p> <p>-Resident #3 had an appointment with the dermatologist on 11/19/18.</p> <p>-Resident #3's family had taken him to the dermatologist appointment.</p> <p>-The physician's office knew the facility only transported residents on Tuesday and Thursday to physician appointments.</p> <p>-If the appointments were canceled it was due to transportation or Resident #3 was in a</p>	D 321		

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D 321	<p>Continued From page 2</p> <p>rehabilitation center.</p> <ul style="list-style-type: none"> <li>-The physician office had canceled some of the appointments for Resident #3.</li> <li>-She kept a record of appointments in a notebook that was not part of the appointment calendar book.</li> <li>-Resident #3's appointment scheduled for 04/30/18 was rescheduled because it was made on a Monday.</li> <li>-Resident #3's appointment scheduled for 05/10/18 was rescheduled "I am not sure why."</li> <li>-Resident #3's appointment scheduled for 05/14/18 was rescheduled "I am not sure why."</li> <li>-Resident #3's appointment scheduled for 10/30/18 was rescheduled for 11/06/18.</li> <li>-Resident #3's appointment scheduled for 11/06/18 was rescheduled for 11/19/18.</li> </ul> <p>Review of the facility appointment book for Resident #3 revealed:</p> <ul style="list-style-type: none"> <li>-On 05/01/18, there was an entry for an appointment made with the dermatologist at 1:40pm.</li> <li>-On 03/15/18, there was an appointment entry with the dermatologist at 10:00am.</li> <li>-There was documentation 03/15/18 the physician office had "canceled, will try to get him in in 1 week".</li> <li>-There was a notation on 03/15/18, "Family is aware, probably will be in rehab."</li> </ul> <p>Telephone interview with Resident #3's family member on 11/20/18 at 9:45am revealed:</p> <ul style="list-style-type: none"> <li>-He had transported Resident #3 to the dermatologist appointment on 11/19/18.</li> <li>-Resident #3 could stand, turn and sit himself into a private vehicle.</li> <li>-He could not recall the facility informing him or the Power of Attorney (POA) for Resident #3 of missed or re-scheduled.</li> </ul>	D 321		

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D 321	<p>Continued From page 3</p> <p>Interview with the transportation staff on 11/20/18 at 9:50am revealed: -She was the housekeeper and also did transportation. -The only time transportation was available for resident's physician appointments were on Tuesday and Thursday. -The medication aides (MA) would inform her when Resident #3 had an appointment so she could take him in the facility van. -She had not transported Resident #3 to any appointments lately because the family was taking him now. -She only transported residents on Tuesday and Thursday to appointments because "the physician comes here on Wednesday and sometimes on Fridays."</p> <p>Telephone interview with Resident #3's power of attorney (POA) on 11/20/18 at 11:30am revealed: -She did not know of any missed or re-scheduled physician appointments for Resident #3. -The facility called her to transport Resident #3 to the physician's appointment. -She lived in another county and would contact family that lived close to transport Resident #3. -The facility used to transport to the physician's office but they no longer provided transportation, "unless you pay for it".</p> <p>Interview with the Director of Operations on 11/20/18 at 12:35pm revealed: -She did not know of any missed or re-scheduled appointments for Resident #3. -The RCC and the MAs handle all the appointment scheduling. -The facility had a van for transportation and it was in working condition.</p>	D 321		

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D 321	<p>Continued From page 4</p> <p>b. Review of Resident #3's current FL2 dated 07/11/18 revealed diagnosis that included mental retardation and psoriasis.</p> <p>Review of Resident #3's Care Plan dated 05/30/18 revealed he had a right leg above knee amputation and used a wheelchair for ambulation.</p> <p>Interview with the RCC on 11/20/18 at 12:15pm revealed: -Transportation was provided only on Tuesday and Thursday for physician visit and appointments for all the residents. -There was not any transportation provide to the residents now unless the resident paid \$25.00 an hour for the transportation fee. -"We do not have the staff to provide transportation when staff stays 2-3 hours waiting at the doctor's office."</p> <p>Telephone interview with Resident #3's family member on 11/20/18 at 9:45am revealed: -He had transported Resident #3 to the dermatologist appointment on 11/19/18. -Resident #3's POA contacted him to transport Resident #3 to the dermatologist appointment on 11/19/18 because if the family could not transport they had to pay \$25.00 an hour for the facility to transport. -The POA had received a letter from the facility informing of the changes in transportation in August 2018.</p> <p>Telephone interview with Resident #3's POA on 11/20/18 at 11:30am revealed: -The facility called her to transport Resident #3 to the physician's appointment. -She lived in another county and would contact family that lived close to transport Resident #3.</p>	D 321		

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D 321	<p>Continued From page 5</p> <ul style="list-style-type: none"> <li>-The facility use to transport to the physician's office but they no longer provided transportation, "unless you pay for it."</li> <li>-She had received a letter from the facility Administrator in August 2018 informing residents would now be a charge of \$25.00 per hour for transportation.</li> <li>-She relied on family members that lived close to the facility to transport Resident #3, because she did not want to pay the \$25.00 for transportation.</li> <li>-She had not spoken to the Administrator or anyone else at the facility because she thought "That's just the way it is."</li> <li>-Resident #3 had lived at the facility for several years and was extremely happy at the facility.</li> </ul> <p>Review of the letter dated 08/09/18 sent to the residents POA and families revealed:</p> <ul style="list-style-type: none"> <li>-Effective 10/01/18, it has become necessary to charge a fee for transportation, our staff are spending 2-4 hours per doctor visits which is placing a hardship at the facility. The rate will be \$25.00 per hour to cover staff and the vehicle expense. You will be billed monthly on your statement for any trips taken. As always you may continue to transport your family members to any appointment. We do apologize for any inconvenience but we cannot continue to transport without reimbursement.</li> <li>-The letter was signed by the Administrator.</li> </ul> <p>Interview with the Director of Operations on 11/20/18 at 12:35pm revealed:</p> <ul style="list-style-type: none"> <li>-The facility did offer transportation on Tuesday and Thursday to all the residents.</li> <li>-The facility had a van for transportation and it was in working condition.</li> <li>-She did know of the letter that the family members had received about the transportation fee, but thought it was for the independent living</li> </ul>	D 321		

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D 321	Continued From page 6 side not the assisted living side.  Interview with the Administrator on 11/20/18 at 12:50pm revealed: -He had sent the letter to all the resident's family member in regards to the transportation fee of \$25.00 per hour. -He had not charged any of the residents or the families, as of yet. -He thought it was "ok" to charge \$25.00 per hour transportation for to the residents or the families because it "tied up the staff waiting in the doctor office for the appointments."	D 321		