

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL043003</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>11/25/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>JOHNSON BETTER CARE FACILITY, INC.</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>HWY 301 NORTH DUNN, NC 28335</b>
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D 000	Initial Comments  The Adult Care Licensure Section conducted an annual and follow-up survey on November 20, 2019 through November 22, 2019 with an exit conference via telephone on November 25, 2019.	D 000		
D 119	<p>0A NCAC 13F .0311(j) Other Requirements</p> <p>10A NCAC 13F .0311 Other Requirements (j) Except where otherwise specified, existing facilities housing persons unable to evacuate without staff assistance shall provide those residents with hand bells or other signaling devices. This rule applies to new and existing facilities.</p> <p>This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to ensure residents unable to evacuate without staff assistance were provided a hand bell or other signaling device.</p> <p>The findings are:</p> <p>Review of Resident #6's current FL2 dated 10/21/19 revealed diagnoses included cerebral infarction, chronic kidney disease, and gastroesophageal reflux disease (GERD).</p> <p>Observation of Resident #6 during the medication pass on 11/21/19 at 11:12am revealed: -Resident #6 walked down the hall towards the medication cart and told the medication aide (MA) that he was having chest pain. -She asked Resident #6 if he wanted a nitroglycerin tablet (used to treat chest pain). -Resident #6 stood by the medication cart while the MA found the medication. -The MA was prompted that the resident may need to sit down if he was having chest pain.</p>	D 119		

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

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D 119	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-She asked Resident #6 if he wanted to sit down and he stated, "it would be nice."</li> <li>-The MA found a chair for Resident #6 in the living room located next to the medication cart.</li> <li>-The MA helped Resident #6 sit down and she administered one nitroglycerin tablet.</li> </ul> <p>Interview with Resident #6 on 11/21/19 at 9:40am revealed:</p> <ul style="list-style-type: none"> <li>-He did not think "things were going well" for him at the facility.</li> <li>-He had fallen around five times in the last three months.</li> <li>-He recently fell between the two beds in his room, hit his head and separated his right shoulder.</li> <li>-One night he tripped on the wheel on the bed and fell hitting his face on the floor, "I messed up my nose".</li> <li>-The staff made rounds and checked on him around twice per shift.</li> <li>-It took facility staff a long time to respond when he had to "yell for help" because he did not have a call system to call staff for assistance.</li> <li>-He had gone to the hospital for medical evaluation for two falls, two falls the third shift MA talked him into not going to the hospital for medical evaluation, and one fall he crawled on the floor and was able to pull himself up onto the bed.</li> </ul> <p>Observation of the women's bathroom on 11/20/19 at 9:23am and the men's bathroom on 11/21/19 at 3:58pm revealed there was not an operative call bell system in the women's bathroom.</p> <p>Observation of the residents' room located on the women's hall revealed:</p> <ul style="list-style-type: none"> <li>-There was not an operative electrical call bell</li> </ul>	D 119		

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D 119	<p>Continued From page 2</p> <p>system in the bedroom.</p> <p>-There was not free-standing bells located on the night stands or placed reachable to the residents.</p> <p>-Interview with a resident on 11/20/19 at 9:55am revealed:</p> <p>-There was not a call bell system in their room.</p> <p>-She goes to the door and "holler help".</p> <p>-Staff sometimes responds to her calls.</p> <p>Interview with a second resident on 11/20/19 at 10:07am revealed:</p> <p>-She had a free-standing bell in her room.</p> <p>-She kept the free-standing bell on the night stand.</p> <p>-She had moved the bell and could not locate the bell.</p> <p>Interview with a third resident on 11/20/19 at 10:16am revealed:</p> <p>-She had been a resident for three years.</p> <p>-She had never had a free-standing bell in her room.</p> <p>-She "called out" for assistance when she needed help.</p> <p>Interview with a fourth resident on 11/2019 at 10:23am revealed:</p> <p>-She had been a resident for seven years.</p> <p>-There had not been a call system in her room.</p> <p>-There had not been a free-standing bell placed in her room.</p> <p>-She used her cellular phone to call staff when she needed assistance.</p> <p>Interview with a fifth resident on 11/22/19 at 9:40am revealed:</p> <p>-The facility had not provided a way for him to call out for assistance when needed.</p> <p>-He had fallen around five times in the past three</p>	D 119		

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D 119	<p>Continued From page 3</p> <p>months.</p> <ul style="list-style-type: none"> <li>-He recently fell between the two beds in his room, hit his head, seperated his shoulder, and had no way to call staff to help him get up off of the floor. His roommate had to find staff to assist him off the floor before he was sent to the hospital for evaluation.</li> <li>-He had chest pain on 11/21/19 and had to walk to the nurses station to report his chest pain to the Medication Aide</li> <li>.</li> <li>-Staff made rounds and checked on him usually twice per shift.</li> <li>-It took staff "a long time" to respond when he would "yell for help".</li> <li>-He had his cell phone in his pocket when he fell once, and used his cell phone to call 911 when he could not get the attention of staff.</li> <li>-Another time he fell and was able to crawl on the floor and pull himself up onto the bed.</li> <li>-He wanted a call system provided to him by the facility so he could get assistance from the staff when needed.</li> </ul> <p>Interview with the Business Office Manager (BOM) on 11/20/19 at 3:40pm revealed:</p> <ul style="list-style-type: none"> <li>-She did not know an operational call system was required for the residents.</li> <li>-Residents with a physician's order for a call bell were provided with a free-standing bell.</li> <li>-There were only two residents with free-standing bells in their rooms.</li> <li>-The bells were placed by the residents' bed side.</li> <li>-Some residents did not have the free-standing bells because they miss used the bells.</li> <li>-Residents were given the option to have a free-standing bell to be placed by their bed side but they declined in having the bell.</li> </ul> <p>Interview with the Assistant Administrator (AA) on</p>	D 119		

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D 119	Continued From page 4  11/20/19 at 3:38 pm revealed: -He did not know that an operational call system was required for the residents. -Free-standing bells had been purchased for all residents and placed in their rooms. -The bells were removed because residents abused the bells and would call the facility staff to bring them coffee. -The residents were required to have a physician's order for a call bell and a free-standing bell was given to only those specific residents. -The facility had two residents with a physician's order for a call bell. -He did not know that a call system for the residents was required.	D 119		
D 164	10A NCAC 13F .0505 Training On Care Of Diabetic Resident  10A NCAC 13F .0505 Training On Care Of Diabetic Residents An adult care home shall assure that training on the care of residents with diabetes is provided to unlicensed staff prior to the administration of insulin as follows: (1) Training shall be provided by a registered nurse, registered pharmacist or prescribing practitioner. (2) Training shall include at least the following: (a) basic facts about diabetes and care involved in the management of diabetes; (b) insulin action; (c) insulin storage; (d) mixing, measuring and injection techniques for insulin administration; (e) treatment and prevention of hypoglycemia and hyperglycemia, including signs and symptoms;	D 164		