

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 R 01/03/2020
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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	D 000		
D 310	<p>10A NCAC 13F .0904(e)(4) Nutrition and Food Service</p> <p>10A NCAC 13F .0904 Nutrition and Food Service (e) Therapeutic Diets in Adult Care Homes: (4) All therapeutic diets, including nutritional supplements and thickened liquids, shall be served as ordered by the resident's physician.</p> <p>This Rule is not met as evidenced by: Based on observation, interviews and record reviews, the facility failed to serve mighty shakes (a nutritional supplement) three times daily as ordered by the resident's physician for 1 of 5 sampled residents (Resident #4).</p> <p>The findings are:</p> <p>Review of Resident #4's current FL2 dated 11/18/19 revealed: -Diagnoses included memory loss, vitamin D insufficiency, and hyperthyroidism. -There was an order for a regular diet. -Resident #4 required no assist with her meals. -There was no weight documented on the FL2 for Resident #4.</p> <p>Review of Resident #4 Resident Registry revealed an admission date of 11/18/19.</p> <p>Review of Resident #4's subsequent signed physician order dated 12/11/19 revealed the order included mighty shakes three times daily.</p>	D 310		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 310	<p>Continued From page 1</p> <p>Review of Resident #4's electronic Medication Administration record (eMAR) for December 2019 revealed there was no entry for mighty shakes three times daily.</p> <p>Review of Resident #4's eMAR for January 2020 revealed there was no entry for mighty shakes three times daily.</p> <p>Observation of Resident #4's during the lunch meal on 01/02/20 served between 12:05pm and 1:10pm revealed Resident #4 did not receive a mighty shake with her lunch meal.</p> <p>Review of the kitchen menu for residents who were ordered mighty shake supplements on 01/02/20 at 2:50pm revealed Resident #4 was not the list to receive mighty shakes three times daily.</p> <p>Interview with two of the dietary staff on 01/02/19 at 2:54pm revealed:</p> <ul style="list-style-type: none"> -The residents in the facility who received mighty shakes received them with their meals. -The dietary staff were responsible for serving the mighty shakes to the residents at meal time. -The was a list posted in the kitchen area for the dietary staff to follow for which residents received mighty shakes and how many times daily they were to receive them. -The Resident Care Coordinator (RCC) or the Medication Aides (MA) would give the dietary staff orders and update the list of residents receiving mighty shakes and how often. -Resident #4 was not served a mighty shake at lunch on 01/02/20 because she was not on the list to receive a mighty shake. <p>Interview with the RCC on 02/03/20 at 8:48am revealed:</p> <ul style="list-style-type: none"> -The process when receiving orders was to fax 	D 310		

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D 310	<p>Continued From page 2</p> <p>the order to the pharmacy and get confirmation the order was received.</p> <ul style="list-style-type: none"> -A copy of the order goes into a pharmacy tote, the pharmacy picked up the tote nightly. -The RCC and the MAs could fax orders to the pharmacy. -The fax confirmation was attached to the order and placed in the resident's record. -The new order or any changes were documented in the resident's progress notes in the resident's record. -Pharmacy placed the order entry on the eMAR, then facility staff were to verify the order with the hard copy. -The mighty shakes should be on the eMAR for the staff to administer to Resident #4 three times daily. -She was not aware the order for the mighty shakes three times daily for Resident #4 was not on the eMAR. -The RCC and the MAs were responsible for relaying dietary orders' and updating the nutritional supplement list with new orders. -She was not aware Resident #4 did not receive mighty shakes three times daily as ordered by the physician. <p>Review of Resident #4's progress notes dated 12/11/19 revealed:</p> <ul style="list-style-type: none"> -Resident #4 was seen by the NP on 12/11/19. -Resident #4 had no new medications changes. -Resident #4 was ordered several laboratory studies. <p>Interview with Resident #4's Nurse Practitioner on 01/03/20 at 8:54am revealed:</p> <ul style="list-style-type: none"> -Resident #4 was new to the facility. -She had seen Resident #4 on 12/11/19 and had written an order for mighty shakes three times daily. 	D 310		

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D 310	<p>Continued From page 3</p> <ul style="list-style-type: none"> -She thought Resident #4 looked fragile, frail and underweight. -The NP was unsure of Resident #4's nutritional status or her eating habits. -She expected the facility to follow the orders as written for the mighty shakes three times daily to Resident #4. -She was not aware the order for the mighty shakes three times a day for Resident #4 was never implemented. -She did not know Resident #4 weighed 110 pounds on admission (11/18/19) and 101 pounds on 12/10/19. -She was not aware the facility changed from a stand-on floor scale to a digital scale in December 2019. <p>Telephone interview with the facility pharmacist on 01/03/20 9:05am revealed:</p> <ul style="list-style-type: none"> -Resident #4 did not have an order for mighty shakes three times daily. -The facility was responsible for faxing new orders to the pharmacy. -The pharmacy was responsible for entering the new order on the eMAR system. -The facility was responsible for accepting the new order prior to the MAs administering the medications or treatment. -Mighty shakes were used as a supplement for improving weight and adding protein and vitamins to the resident's nutritional status. <p>Interview with the facility manager on 01/03/20 at 9:20am revealed:</p> <ul style="list-style-type: none"> -She relied on the RCC and the MAs to fax new orders to the pharmacy and receive confirmation. -She did not know the mighty shakes were never administered to Resident #4 or that the ordered was never implemented. -The order for Resident #4's mighty shakes were 	D 310		

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D 310	<p>Continued From page 4</p> <p>faxed to the pharmacy but was not entered on the eMAR system.</p> <p>-The staff should have followed up on the mighty shakes to see why they were not added to Resident #4's eMAR.</p> <p>-The facility changed from a stand-on floor scale to a digital scale in December 2019.</p> <p>Observation of Resident #4 on 01/03/20 at 9:32am revealed she ambulated with the assist of a walker to the standup digital scales, her current weight was 102.8 pounds.</p> <p>Interview with the Administrator on 01/03/20 at 9:40am revealed:</p> <p>-She was not aware Resident #4 had an order for mighty shakes three times daily.</p> <p>-She did not know the order for Resident #4 mighty shakes was never implemented on the eMAR.</p> <p>-The facility faxed Resident #4's order for the mighty shakes to the pharmacy, but the pharmacy never entered on the order on the eMAR.</p> <p>-She relied on the RCC, MAs, and the manager to implement new resident's orders and follow-up on the completion of the new orders.</p> <p>Based on record review, observations, interviews with staff it was determined that Resident #4 was not interviewable.</p>	D 310		