

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>HAL060125</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R</b> <b>12/11/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE PARC AT SHARON AMITY</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4025 N SHARON AMITY DRIVE</b> <b>CHARLOTTE, NC 28205</b>
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{D 000}	Initial Comments  The Adult Care Licensure Section and the Mecklenburg County Department of Social Services conducted a follow-up survey 12/10/19-12/11/19.	{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 record reviews, observations and interviews the facility failed to meet the health care needs for 1 of 5 sampled residents (#3) by failing to coordinate a neurologist physician visit for a resident (#3) with a documented diagnosis of Parkinson's disease.</p> <p>Review of Resident #3's current FL-2 dated 09/12/19 revealed diagnoses Parkinson's disease, vitamin D deficiency, ecchymosis of left knee, Alzheimer's dementia, hypertension, and constipation.</p> <p>Review of a face-to-face primary care provider encounters for Resident #3 dated 09/18/19, 10/09/19 and 11/06/19 revealed the resident's clinical note directive instructions addressing Parkinson's disease included continue</p>	{D 273}		

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>medications, plan of care, and follow up with neurology as scheduled.</p> <p>Review of Resident #3's record on 12/10/19 revealed: -There was no documentation for a face-to-face encounter note with Resident #3's neurologist. -There was no documentation of a scheduled neurologist appointment.</p> <p>Observations of Resident #3 at intervals between 12/10/19 8:30am and 12/11/19 at 8:30am revealed: -Resident #3 ambulated in his room with a slow gait from his bedside chair to his closet using furniture and walls to maintain balance. -Resident #3 spoke with a very low voice, and limited ability to verbalize all thoughts and words clearly. -Resident #3 had head and hand tremors that slowed the use of his hands to grasps objects.</p> <p>Interview with Resident #3 on 12/10/19 at 8:45am revealed: -Resident #3 was concerned he was not getting adequate management of his Parkinson's disease. -Resident #3 visited his primary care provider (PCP) but not his neurologist in the last year. -Resident #3 was getting his Parkinson's disease medication, but he was not sure it was enough to help with his symptoms. -Resident #3 had days that he lacked energy and more tremors than other days.</p> <p>Telephone interview with Resident #3's responsible party (RP) on 12/10/19 at 1:30pm revealed: -Resident #3 had been hospitalized twice in the last year related to his Parkinson's disease.</p>	{D 273}		

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{D 273}	<p>Continued From page 2</p> <ul style="list-style-type: none"> <li>-She did not know the last time Resident #3 saw his neurologist.</li> <li>-The facility scheduled and transported Resident #3 for his neurologist's appointments.</li> <li>-She met Resident #3 at the neurologist's appointments and transported him back to the facility.</li> </ul> <p>Telephone interview with the patient scheduler at Resident #3's neurologist's office on 12/10/19 at 11:35am revealed:</p> <ul style="list-style-type: none"> <li>-Resident #3 last appointment was 11/21/18.</li> <li>-Resident #3 had a follow up appointment on 04/09/19 that he missed, and the appointment was not rescheduled.</li> <li>-Resident #3 did not have any future appointments scheduled.</li> </ul> <p>Telephone interview with Resident #3's Primary Care Provider (PCP) on 12/10/19 at 1:38pm revealed:</p> <ul style="list-style-type: none"> <li>-Resident #3 had been hospitalized 09/09/19 for an exacerbation of Parkinson's disease.</li> <li>-She saw Resident #3 since his hospitalization and wrote the directive for him to continue his medications and follow up with his neurologist as scheduled.</li> <li>-She did not know Resident #3 had not seen his neurologist since 11/21/18.</li> <li>-She thought Resident #3 was being seen by his neurologist and had a scheduled appointment.</li> </ul> <p>Interview with the Director of Resident Care (DRC) on 12/10/19 at 10:00am revealed:</p> <ul style="list-style-type: none"> <li>-She was responsible for ensuring directives given on the PCP face-to-face encounter notes had been addressed.</li> <li>-She knew Resident #3 saw a neurologist for his Parkinson's disease.</li> <li>-Resident #3 had not seen a neurologist since</li> </ul>	{D 273}		

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{D 273}	<p>Continued From page 3</p> <p>she was hired October 2019.</p> <ul style="list-style-type: none"> <li>-She did not contact Resident #3's neurologist office to follow up on his next scheduled appointment.</li> <li>-She did not know Resident #3's last appointment with his neurologist was 11/21/18.</li> </ul> <p>Interview with the interim Administrator on 12/11/19 at 8:30am revealed:</p> <ul style="list-style-type: none"> <li>-The DRC was responsible for ensuring residents are scheduled for appointments with their medical specialist.</li> <li>-There was no documentation in Resident #3's record of his visits with his neurologist.</li> <li>-The neurologist's office was not contacted to ensure Resident #3 had an appointment with his neurologist.</li> <li>-The PCP did not write an order for Resident #3 to see his neurologist so the DRC did not follow up with the neurologist to ensure he had an appointment.</li> </ul>	{D 273}		