

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092220	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 07/24/2020
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NAME OF PROVIDER OR SUPPLIER THE ADDISON OF KNIGHTDALE	STREET ADDRESS, CITY, STATE, ZIP CODE 2408 HODGE ROAD KNIGHTDALE, NC 27545
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{D 000}	Initial Comments The Adult Care Licensure Section conducted a follow-up survey and a COVID-19 focused Infection Control survey with an onsite visit on 07/24/20 and a desk review survey on 07/14/20 - 07/17/20 and 07/20/20 - 07/24/20 and a telephone exit on 06/24/20.	{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: FOLLOW UP TO TYPE A1 VIOLATION</p> <p>The A1 Violation was abated. Noncompliance continues.</p> <p>Based on interviews and record reviews, the facility failed to notify the primary care provider (PCP) for complaints of symptoms of a urinary tract infection (UTI) and lab results for 1 of 5 sampled residents (#1).</p> <p>Review of Resident #1's current FL-2 dated 04/15/20 revealed: -Diagnoses included diabetes myelitis and urinary incontinence. -The resident was incontinent of bowel.</p> <p>Review of Resident #1's current Care Plan dated 06/26/20 revealed: -The resident had occasional bladder incontinence. -The resident wore adult incontinent garments. -The resident required supervision with toileting.</p>	{D 273}		

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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>Review of Resident #1's progress note dated 05/29/20 revealed:</p> <ul style="list-style-type: none"> -Resident #1 thought she had urinary tract infection (UTI). -Resident #1's Primary Care Providers (PCP) office was called but was closed. -There was documentation follow up would be done on 06/01/20. <p>Telephone interview with Resident #1's family member on 07/21/20 at 10:51am revealed:</p> <ul style="list-style-type: none"> -Resident #1 had a history of UTI's. -Resident #1 was on a prophylactic antibiotic for UTI's. -Resident #1 told the family member 05/59/20 the resident thought she had a UTI. -Resident #1 complained of feeling discomfort at the end of voiding on 05/29/20. -The family member spoke with facility staff over the phone for Resident #1 on 05/29/20. -The family member told facility staff to call Resident #1's PCP for an evaluation of the resident. -The family member was worried Resident #1 would require medical care over the weekend if not seen by the PCP on 05/29/20. -The family member received a return call from the facility the afternoon of 05/29/20 to report the resident's PCP office was closed. -The facility was to make an appointment for Resident #1 to see the PCP on 06/01/20. -The family member called the facility on 06/01/20 and spoke with the Resident Care Coordinator (RCC). -The RCC told the family member Resident #1 was no longer verbalizing complaints. -The family member did not think Resident #1 was evaluated by the resident's PCP. 	{D 273}		

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{D 273}	<p>Continued From page 2</p> <p>Telephone interview with a medical assistant for Resident #1's PCP office on 07/21/20 at 11:30am revealed:</p> <ul style="list-style-type: none"> -Resident #1's PCP had not been notified of the residents' complaint of possibly having had a UTI around 05/29/20. -It was expected Resident #1's PCP to have been notified of Resident #1's complaints when the resident first complained to facility staff. -If the PCP had been notified Resident #1 had complained with UTI like symptoms on 05/29/20 an appointment would have been made and a urinalysis (UA) ordered for the resident (a urinalysis is a test that helps detect a UTI). -Resident #1 was last evaluated by the PCP on 01/08/2020. <p>Telephone interview with a medication aide (MA) on 07/21/20 at 11:57am revealed:</p> <ul style="list-style-type: none"> -Resident #1 told her she was concerned she may have had a UTI on 05/29/20 and asked to see her PCP on 05/29/20. -She called Resident #1's PCP on 05/29/20 to report the resident's complaint of a possible UTI. -Resident #1's PCP office was closed when she called on 05/29/20. -She documented in Resident 1's progress notes her attempt to call the resident's PCP. -She documented in the 24-hour shift report Resident #1 had complained of UTI symptoms. -She documented in the 24-hour shift report Resident #1's PCP needed to be called 06/01/20. -The RCC was to call Resident #1's PCP office on 06/01/20 to report the residents' concern of having a UTI. -The RCC would have known to call Resident #1's PCP on 06/01/20 because she would have seen the documentation in the 24-hour shift report. -She did not know if Resident #1's PCP was 	{D 273}		
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{D 273}	<p>Continued From page 3</p> <p>called on 06/01/20 because she did not work on that day.</p> <p>A second telephone interview with the medical assistant for Resident #1's PCP on 07/22/20 at 2:00pm revealed:</p> <ul style="list-style-type: none"> -The facility faxed a request for a UA order for Resident #1 on 05/20/20. -An order for a UA on Resident #1 was faxed to the facility on 05/20/20. -The were no results for Resident #1's UA that was ordered 05/20/20. -It was the facility's responsibility to fax the UA results to the PCP. <p>Telephone interview with the Health and Wellness Director (HWD) on 07/22/20 at 2:10pm revealed:</p> <ul style="list-style-type: none"> -Resident #1 had a UA order from the PCP dated 05/20/20. -There were no UA results for Resident #1's UA order dated 05/20/20. -She needed to call the facility's contracted lab provider for the UA results. -She would fax the UA results when received. <p>Review of a "UTI Report" for Resident #1 dated 05/26/20 received from the facility on 07/22/20 revealed:</p> <ul style="list-style-type: none"> -The section for the physician name was blank. -The sample was collected and received on 05/22/20. -The lab report resulted on 05/26/20. -Resident #1's urine was positive for Serratia marcescens (a bacterium that is commonly involved in UTI's). <p>A third telephone interview with the medical assistant for Resident #1's PCP on 07/22/20 at 3:22pm revealed:</p> <ul style="list-style-type: none"> -Resident #1's PCP had not been notified by the facility of Resident #1's concern about a UTI. 	{D 273}		

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{D 273}	<p>Continued From page 4</p> <ul style="list-style-type: none"> -Resident #1's PCP expected to have been notified with the resident's first complaint of a UTI. -If Resident #1 had a UTI that was untreated it could lead to increased symptoms, pain, infection, confusion, and hospitalization. -The last UA results for Resident #1 on file was dated October 2019. <p>A second telephone interview with the HWD on 07/23/20 at 9:18am revealed:</p> <ul style="list-style-type: none"> -The request for the 05/20/20 UA order for Resident #1 faxed to the resident's PCP was completed by the RCC. -The facility's contracted lab provider would fax the lab results to Resident #1's PCP. -The facility's contracted lab provider would also fax a copy of Resident #1's lab results to the facility. -Many times, the facility would need to call the lab for a copy of the results because the lab provider would not fax the lab results to the facility. -The facility was not responsible to send lab results to the residents' providers. -Resident #1's PCP had not contacted the facility with the resident's UA results. -Resident #1's PCP would have faxed a medication order to the facility if the PCP felt Resident #1 needed medications based on the lab results. -It was normal for Resident #1 to complain intermittently of feeling as if she had a UTI. <p>Telephone interview with the RCC on 07/23/20 at 9:20am revealed:</p> <ul style="list-style-type: none"> -She faxed a request dated 05/20/20 to Resident #1's PCP for a UA order and to use the facility's contracted lab provider. -The request for a UA was because Resident #1 reported to her the resident felt like had a UTI. -Resident #1 did not describe the UTI symptoms 	{D 273}		

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{D 273}	<p>Continued From page 5</p> <p>experienced.</p> <p>Telephone interview with a client service representative of the facility's contracted lab provider on 07/23/20 at 10:15am revealed:</p> <ul style="list-style-type: none"> -It was the responsibility of the facility to forward lab results to the ordering providers. -The contracted lab provider had a system where the facility would communicate electronically with the lab provider. -Each facility had a location number which would let the lab know which facility was sending the labs and where the resident resided. -The facility number was used to get the lab results to the correct facility. -Resident #1's UA result for the 05/20/20 UA order did not have a location number provided when the order was sent to the lab provider. -Resident #1's UA results for the 05/20/20 UA order had been in a hold status which meant it was not known who to send the results to because there was no location number provided. -Resident #1's 05/20/20 UA results were never released. -In order for Resident #1's 05/20/20 UA results to have been released, someone would have had to have called the lab provider to request the lab result. <p>Telephone interview with Resident #1's PCP on 07/23/20 at 11:15am revealed:</p> <ul style="list-style-type: none"> -She had not received UA results for a Resident #1's UA order dated 05/20/20. -She expected to have received Resident #1's UA results for the 05/20/20 UA order. -If she had received Resident #1's UA results she would have reviewed the results for antibiotic sensitivity and ordered oral antibiotics. -UTI's would sometimes improve on their own without antibiotics. 	{D 273}		

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{D 273}	<p>Continued From page 6</p> <ul style="list-style-type: none"> -UTI's that did not improve could lead to bacteremia (bacteremia is the presence of bacteria in the blood), confusion, or hospitalization. -She would not treat Resident #1 currently if the resident did not have current UTI symptoms. <p>A third telephone interview with the HWD on 07/23/20 at 12:41pm revealed:</p> <ul style="list-style-type: none"> -It was the responsibility of the RCC and/or HWD to fax the lab orders to the facility's contracted lab provider. -The contracted lab provider knew which PCP to send the results to because the ordering PCP had to sign their name and document their National Provider Identification (NPI) number (a unique number assigned to healthcare providers) on the lab order. -The facility did not use an electronic process with their contracted lab provider. -The facility did not have a location identification number for use with the contracted lab provider. -It was not the facility's fault the UA results for Resident #1's 05/20/20 UA order was not received by the resident's PCP. -The facility did not have a process in place to ensure resident lab results had been received from the contracted lab provider. -The facility did not have a process in place to ensure the ordering providers had received the resident's lab results from the contracted lab provider. -She had never had to call a PCP to see if they had received a resident's lab results. <p>A second telephone interview with the RCC on 07/23/20 at 12:50am revealed:</p> <ul style="list-style-type: none"> -She did not remember Resident #1 complaining of urinary pain between 05/20/20 - 05/29/20. -She did not know Resident #1 needed a PCP 	{D 273}		

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{D 273}	Continued From page 7 appointment made 06/01/20 for UTI concerns. -It was the responsibility of the RCC to schedule provider appointments. Telephone interview with Resident #1 on 07/23/20 at 12:53pm revealed: -She felt good. -She did not have current problems with urination. -She did not remember ever having problems with urination. -She did not remember her May 2020 complaints of a UTI concern.	{D 273}		