

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL076027	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 12/17/2021
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NAME OF PROVIDER OR SUPPLIER NORTH POINTE	STREET ADDRESS, CITY, STATE, ZIP CODE 1195 PINEVIEW ROAD RANDLEMAN, NC 27317
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow up survey and a complaint investigation from December 15, 2021 to December 17, 2021.	D 000		
D 367	<p>10A NCAC 13F .1004(j) Medication Administration</p> <p>10A NCAC 13F .1004 Medication Administration (j) The resident's medication administration record (MAR) shall be accurate and include the following:</p> <ol style="list-style-type: none"> (1) resident's name; (2) name of the medication or treatment order; (3) strength and dosage or quantity of medication administered; (4) instructions for administering the medication or treatment; (5) reason or justification for the administration of medications or treatments as needed (PRN) and documenting the resulting effect on the resident; (6) date and time of administration; (7) documentation of any omission of medications or treatments and the reason for the omission, including refusals; and, (8) name or initials of the person administering the medication or treatment. If initials are used, a signature equivalent to those initials is to be documented and maintained with the medication administration record (MAR). <p>This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure medication administration records were complete and accurate for 1 of 1 sampled resident (#5) with an order for sliding scale insulin.</p> <p>The findings are:</p>	D 367		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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D 367	<p>Continued From page 1</p> <p>Review of Resident #5's current FL2 dated 05/18/21 revealed: -Diagnoses included diabetes mellitus type II. -There was an order to check fingerstick blood sugar (FSBS) 3 times a day with meals. -There was an order for Novolog insulin, with instructions to inject 3 times a day with meals per the sliding scale based on FSBS results as follows: FSBS 0-200, give zero units; FSBS 201-250, give 2 units; FSBS 251-300, give 4 units; FSBS 301-350, give 6 units; FSBS 351-400, give 8 units; FSBS 401-450 give 10 units. (Novolog is a rapid acting insulin used to treat high blood sugar).</p> <p>Review of Resident #5's signed physician's orders dated 07/15/21 and 11/15/21 revealed: -There was an order to check FSBS 3 times a day with meals. -There was an order for Novolog insulin, with instructions to inject 3 times a day with meals per the sliding scale insulin (SSI) scale based on FSBS results as follows: FSBS 0-200, give zero units; FSBS 201-250, give 2 units; FSBS 251-300, give 4 units; FSBS 301-350, give 6 units; FSBS 351-400, give 8 units; and FSBS 401-450 give 10 units.</p> <p>Review of Resident #5's October 2021 electronic medication administration record (eMAR) revealed: -There was an entry for check FSBS 3 times daily scheduled for 6:00am, 11:30am, and 4:30pm daily and inject Novolog insulin per SSI: FSBS 0-200, give zero units; FSBS 201-250, give 2 units; FSBS 251-300, give 4 units; FSBS 301 to 350, give 6 units; FSBS 351 to 400, give 8 units; FSBS greater than 400, give 10 units; scheduled for administration at 6:00am, 11:30am, and</p>	D 367		

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D 367	<p>Continued From page 2</p> <p>4:30pm. -FSBS values ranged from 113 to 487. -There was a space on the Novolog entry for the medication aide's (MA) initials that a FSBS was obtained and the result of the FSBS and 2 spaces for documenting the site of administration. -There were 67 out of 93 opportunities when FSBS results were greater than 200 and Novolog SSI was administered. -There was no space on the eMAR to document the amount of Novolog SSI administered.</p> <p>Review of Resident #5's November 2021 eMAR revealed: -There was an entry for check FSBS 3 times daily scheduled for 6:00am, 11:30am, and 4:30pm daily and inject Novolog insulin per SSI: FSBS 0-200, give zero units; FSBS 201-250, give 2 units; FSBS 251-300, give 4 units; FSBS 301 to 350, give 6 units; FSBS 351 to 400, give 8 units; FSBS greater than 400, give 10 units; scheduled for administration at 6:00am, 11:30am, and 4:30pm. -FSBS values ranged from 140 to 394. -There was a space on the Novolog entry for the medication aide's (MA) initials that a FSBS was obtained and the result of the FSBS and 2 spaces for documenting the site of administration. -There were 60 out of 90 opportunities when FSBS results were greater than 200 and Novolog SSI was administered. -There was no space on the eMAR to document the amount of Novolog SSI administered.</p> <p>Review of Resident #5's December 2021 eMAR from 12/01/21 to 12/15/21 revealed: -There was an entry for check FSBS 3 times daily scheduled for 6:00am, 11:30am, and 4:30pm daily and inject Novolog insulin per SSI: FSBS 0-200, give zero units; FSBS 201-250, give 2</p>	D 367		

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D 367	<p>Continued From page 3</p> <p>units; FSBS 251-300, give 4 units; FSBS 301 to 350, give 6 units; FSBS 351 to 400, give 8 units; FSBS greater than 400, give 10 units; scheduled for administration at 6:00am, 11:30am, and 4:30pm.</p> <p>-FSBS values ranged from 176 to 367.</p> <p>-There was a space on the Novolog entry for the medication aide's (MA) initials that a FSBS was obtained and the result of the FSBS and 2 spaces for documenting the site of administration.</p> <p>-There were 39 out of 44 opportunities when FSBS results were greater than 200 and Novolog SSI was administered.</p> <p>-There was no space on the eMAR to document the amount of Novolog SSI administered.</p> <p>Review of Resident #5's Quarterly Pharmacy Reviews for medications dated 07/25/21 and 10/25/21 revealed there was no documentation or recommendation to correct documentation for the amount of Novolog SSI administered missing on the eMAR.</p> <p>Telephone interview with a pharmacist at the facility's contracted pharmacy on 12/16/21 at 3:16 revealed:</p> <p>-The pharmacy's medical record team enter medication orders for the facility.</p> <p>-The pharmacy received the FL2 and signed physician's orders for Resident #5 Novolog SSI dated 05/18/21, 07/15/21 and 11/15/21 for check FSBS 3 times daily scheduled for 6:00am, 11:30am, and 4:30pm daily and inject Novolog insulin per SSI: FSBS 0-200, give zero units; FSBS 201-250, give 2 units; FSBS 251-300, give 4 units; FSBS 301 to 350, give 6 units; FSBS 351 to 400, give 8 units; FSBS greater than 400, give 10 units; scheduled for administration at 6:00am, 11:30am, and 4:30pm.</p> <p>-The pharmacy entered the Novolog SSI order in</p>	D 367		

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D 367	<p>Continued From page 4</p> <p>the eMAR system but did not designate a place to document the amount of insulin administered.</p> <p>-The facility was responsible to review the residents' eMAR for accuracy and completeness and notify the pharmacy if eMAR revisions were needed.</p> <p>-There was no documentation the facility notified the pharmacy of the missing site for documenting the amount of Novolog administered with the sliding scale.</p> <p>Interview with the Resident Care Coordinator (RCC) on 12/16/21 at 4:00pm revealed:</p> <p>-She was responsible to audit eMARs for completeness and accuracy but had not done audits of the eMARs.</p> <p>-She had not been told by MAs about the lack of a space to document the amount of Novolog SSI administered to Resident #5.</p> <p>-The pharmacy was responsible to enter medications on the eMAR correctly and audit the eMARs with Quarterly Pharmacy Reviews.</p> <p>Interview with the Administrator on 12/16/21 at 5:00pm revealed:</p> <p>-She expected eMARs to be complete and accurate for Resident #5's Novolog administration.</p> <p>-The RCC was responsible for ensuring eMARs were complete and accurate.</p> <p>Interview with a MA on 12/16/21 at 8:18am revealed:</p> <p>-Resident #5's eMAR did not have a place to document the amount of Novolog SSI administered.</p> <p>-She had reported to the RCC more than 1 time that there was no place to document the amount of Novolog administered per sliding scale.</p> <p>-Resident #5 received Novolog SSI almost always</p>	D 367		

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D 367	<p>Continued From page 5</p> <p>before his meals.</p> <ul style="list-style-type: none"> -The RCC would be responsible to contact the pharmacy for correcting the residents' eMARs. -She did not have documentation for when she informed the RCC about missing eMAR documentation for Resident #5's Novolog. <p>Interview with a second MA on 12/17/21 at 11:36am revealed:</p> <ul style="list-style-type: none"> -She knew there was no place on the eMAR to document the amount of Novolog SSI administered to Resident #5 after checking his FSBS. -There were 2 spaces for documenting the site of administration. -Resident #5 routinely received Novolog SSI before each meal because his FSBS was over almost always over 200 when she checked it. -She had not informed the RCC that Resident #5's Novolog SSI entry on the eMAR was missing the place to document the amount of the insulin administered because the RCC was responsible to audit the eMARs for accuracy and should had know the documentation was missing. -There was additional space on the eMAR that she was aware for documenting the amount of Novolog administered per sliding scale. -The MAs kept shift notes for documenting the FSBS values but not for documenting the amount of insulin administered. <p>Interview with Resident #5 on 12/17/21 at 1:22pm revealed:</p> <ul style="list-style-type: none"> -Staff checked his FSBS 3 times a day routinely. -The MA administered Novolog insulin according to the FSBS result and his sliding scale. -The MAs administered Novolog SSI before almost all his meals. -Once in a while he did not have to get an insulin shot before his meal, but not often. 	D 367		

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D 421	<p>10A NCAC 13F .1104(c) Accounting For Resident's Personal Funds</p> <p>10A NCAC 13F .1104 Accounting For Resident's Personal Funds (c) A record of each transaction involving the use of the resident's personal funds according to Paragraph (b) of this Rule shall be signed by the resident, legal representative or payee or marked by the resident, if not adjudicated incompetent, with two witnesses' signatures at least monthly verifying the accuracy of the disbursement of personal funds. The record shall be maintained in the home.</p> <p>This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to document a resident's receipt of the personal needs allowance after payment of the cost of care with a statement being signed by the resident, marked by the resident or responsible person with two witnesses signatures for 4 of 4 sampled residents (#4, #6, #7 and #8).</p> <p>The findings are:</p> <p>1. Review of Resident #4's Resident Register revealed she was admitted 11/28/18.</p> <p>Review of Resident #4's current FL2 dated 05/18/21 revealed diagnoses included congestive heart failure, hypertension and chronic respiratory failure.</p>	D 421		

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D 421	<p>Continued From page 7</p> <p>Review of Resident #4's personal funds ledger from October 2021 to December 2021 revealed:</p> <ul style="list-style-type: none"> -In October 2021 there was a beginning balance of \$5.08 and an ending balance of \$3.08, in November 2021 there was a beginning balance of \$3.08 and an ending balance of \$56.08 and in December there was a beginning balance of \$56.08 and an ending balance of \$84.08 on 12/15/21. -The Special Assistance received was \$128.00 monthly. -There was documentation of cash withdrawal transactions of \$100 on 10/08/21, \$30 on 10/22/21, \$75 on 11/10/21, \$20 on 12/06/21, \$20 on 12/08/21, \$50 on 12/13/21 and \$10 on 12/15/21. -There were no signatures or initials where Resident #4 had documented transactions. -There was no second witness signature. <p>Interview with Resident #4 on 12/17/21 at 12:35pm revealed:</p> <ul style="list-style-type: none"> -Resident #4 sometimes had to ask several times before receiving her personal funds. -The last time Resident #4 asked for personal funds was about one week ago. -Resident #4 thought she had \$94.00 in her personal funds. -She and staff had never signed when she took her money from her account. <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>2. Review of Resident #6's Resident Register</p>	D 421		

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D 421	<p>Continued From page 8</p> <p>revealed he was admitted 03/12/21.</p> <p>Review of Resident #6's current FL2 dated 05/18/21 revealed diagnoses included congestive heart failure, chronic anemia and chronic kidney disease.</p> <p>Review of Resident #6's personal funds ledger from October 2021 to December 2021 revealed: -October 2021 there was a beginning balance of \$395.90 and an ending balance of \$461.90, in November 2021 there was a beginning balance of \$461.90 and an ending balance of \$527.90 and in December 2021 there was a beginning balance of \$527.90 and an ending balance of \$593.90 on 12/07/21. -The Special Assistance received was \$66.00 monthly. -There was no documentation of cash withdrawal transactions for the month of October 2021-December 2021. -There were no signatures or initials where Resident #6 had documented transactions. -There was no second witness signature.</p> <p>Interview with Resident #6 on 12/17/21 at 10:50am revealed: -He had about \$100.00 in his wallet that the Administrator kept for him after he bought a TV and some other items. -He went to the Administrator or the Business Office Manager (BOM) when he wanted to withdraw his money. -He did not sign to take his money because the amount he had was kept in the computer. -He had not seen the BOM or Administrator sign a ledger for a few months, he could not remember the date.</p> <p>Refer to the telephone interview with the</p>	D 421		

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D 421	<p>Continued From page 9</p> <p>Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>3. Review of Resident #7's Resident Register revealed she was admitted 08/05/20.</p> <p>Review of Resident #7's current FL2 dated 08/04/20 revealed diagnoses included hypertension, hyperlipidemia and depression.</p> <p>Review of Resident #7's personal funds ledger from October 2021 to December 2021 revealed: -In October 2021 there was a beginning balance of \$0.50 and an ending balance of \$0.50, in November 2021 there was a beginning balance of \$0.50 and an ending balance of \$0.50 and in December 2021 there was a beginning balance of \$0.50 and an ending balance of \$46.50 on 12/10/21. -The Special Assistance received was \$66.00 monthly and a credit(deposit) of \$30.73 on 12/07/21. -There was documentation of cash withdrawal transactions for \$50 on 10/11/21, \$16 on 10/20/21, \$20 on 11/09/21, \$10 on 11/16/21, \$36 on 11/22/21 and \$20 on 12/13/21. -There were no signatures or initials where Resident #7 had documented transactions. -There was no second witness signature.</p> <p>Interview with Resident #7 on 12/17/21 at 10:10am revealed: -She thought she had about \$1.00 or less in her resident fund account after she bought cigarettes. -She went to the Administrator or the Business Office Manager (BOM) when she wanted to withdraw her money.</p>	D 421		

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D 421	<p>Continued From page 10</p> <p>-She did not sign to take her money from her account that was kept in the computer.</p> <p>-She had not seen the BOM or Administrator sign a ledger when they gave her money.</p> <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>4. Review of Resident #8's Resident Register revealed he was admitted 04/26/20.</p> <p>Review of Resident #8's current FL2 dated 05/18/21 revealed diagnoses included diabetes, femoral neck fracture and acute CVA.</p> <p>Review of Resident #8's personal funds ledger from October 2021 to December 2021 revealed: -In October 2021 there was a beginning balance of \$18.00, there was no beginning or ending balance documented in November 2021 and there was a beginning and ending balance of \$8.00 on 12/01/21. -There were no credits(deposits) received in October 2021, November 2021 nor December 2021. -There was documentation of cash withdrawal transactions for \$10 on 12/01/21. -There were no signatures or initials where Resident #8 had documented transactions. -There was no second witness signature.</p> <p>Interview with Resident #8 on 12/17/21 at 10:30am revealed: -He asked for personal funds about one month ago. -He asked for \$50.00 in the morning during</p>	D 421		

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D 421	<p>Continued From page 11</p> <p>business hours.</p> <p>-He did not know how much money he had in his personal funds.</p> <p>-Neither he nor staff had signed for months when he received his money, he was unsure of the date.</p> <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>_____ Telephone interview with the BOM on 12/17/21 at 11:21am revealed:</p> <p>-She and the Administrator had access to resident funds accounts.</p> <p>-She had taken over responsibility for resident accounts about 3 weeks ago, the last week of November 2021.</p> <p>-The Administrator handled resident accounts before she took over.</p> <p>-The resident accounts had been computerized since she began overseeing resident accounts.</p> <p>-There was no place for her and the resident or responsible person to sign for receipt of funds.</p> <p>-She would tell the resident their balance when they withdrew money from their account.</p> <p>-She printed and mailed a balance statement to give to residents or mail to family members once a month.</p> <p>Interview with the Administrator on 12/17/21 at 11:52am revealed:</p> <p>-She and the BOM had access to the resident funds accounts.</p> <p>-The facility stopped obtaining staff and resident/responsible person signatures in August 2021.</p>	D 421		

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D 421	Continued From page 12 -The resident account system had been computerized in a ledger system in August 2021 that did not allow for signatures. -The BOM had a new program since November 2021 for the resident funds accounts that did not allow for the residents and staff signatures to verify balances or transactions.	D 421		
D 423	10A NCAC 13F .1104(e) Accounting For Resident's Personal Funds 10A NCAC 13F .1104 Accounting For Resident's Personal Funds (e) All or any portion of a resident's personal funds shall be available to the resident or his legal representative or payee upon request during regular office hours, except as provided in Rule .1105 of this Subchapter. This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure all or any portion of resident personal funds were available for 4 of 4 sampled residents (Resident #4, #6, #7 and #8) during regular office hours. The findings are: 1. Review of Resident #4's was admitted on 11/28/18. Review of Resident #4's current FL2 dated 05/18/21 revealed diagnoses included congestive heart failure, hypertension and chronic respiratory failure. Review of Resident #4's personal funds ledger from October 2021 to December 2021 revealed: -In October 2021 there was a beginning balance	D 423		

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D 423	<p>Continued From page 13</p> <p>of \$5.08 and an ending balance of \$3.08, in November 2021 there was a beginning balance of \$3.08 and an ending balance of \$56.08 and in December there was a beginning balance of \$56.08 and an ending balance of \$84.08 on 12/15/21.</p> <p>-The Special Assistance received was \$128.00 monthly.</p> <p>-There was documentation of cash withdrawal transactions of \$100 on 10/08/21, \$30 on 10/22/21, \$75 on 11/10/21, \$20 on 12/06/21, \$20 on 12/08/21, \$50 on 12/13/21 and \$10 on 12/15/21.</p> <p>-There was an ending balance of \$84.08 on 12/15/21.</p> <p>Interview with Resident #4 on 12/17/21 at 12:35pm revealed:</p> <p>-Resident #4 sometimes had to ask several times before receiving her personal funds.</p> <p>-The last time Resident #4 asked for personal funds was about one week ago.</p> <p>-Resident #4 asked for personal funds in the morning during business hours.</p> <p>-The first time Resident #4 asked for funds she was told by the Business Office Manager (BOM) that staff was waiting to pay her bills first.</p> <p>-The second time the Administrator was at the post office and Resident #4 was unable to get her personal funds.</p> <p>-Resident #4 was able to get personal funds the third time she asked for them.</p> <p>-Resident #4 thought she had \$94.00 in her personal funds.</p> <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated</p>	D 423		

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D 423	<p>Continued From page 14</p> <p>12/17/21 at 11:52am.</p> <p>2. Review of Resident #6's Resident Register revealed he was admitted 03/12/21.</p> <p>Review of Resident #6's current FL2 dated 05/18/21 revealed diagnoses included congestive heart failure, chronic anemia and chronic kidney disease.</p> <p>Review of Resident #6's personal funds ledger from October 2021 to December 2021 revealed: -October 2021 there was a beginning balance of \$395.90 and an ending balance of \$461.90, in November 2021 there was a beginning balance of \$461.90 and an ending balance of \$527.90 and in December 2021 there was a beginning balance of \$527.90 and an ending balance of \$593.90 on 12/07/21. -The Special Assistance received was \$66.00 monthly. -There was no documentation of cash withdrawal transactions for the month of October 2021-December 2021.</p> <p>Interview with Resident #6 on 12/17/21 at 10:50am revealed: -He had about \$100.00 in his wallet in the Administrator's office after he bought a TV and some other items. -He went to the Administrator or the Business Office Manager (BOM) when he wanted to withdraw his money. -There had been times when he went to the office on a weekday to request his money from his account and was told by the BOM that she was busy and could not get his money and he would have to come back later. -One day last month, he was unsure of the date, to get some of his money for chewing tobacco</p>	D 423		

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D 423	<p>Continued From page 15</p> <p>and was told by the BOM that she was busy and he would have to come back another day to get his money. -He would get his money but usually had to go back to the office 2 or 3 times before he got money from his wallet.</p> <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>3. Review of Resident #7's Resident Register revealed she was admitted on 08/05/20.</p> <p>Review of Resident #7's current FL2 dated 08/04/20 revealed diagnoses included hypertension, hyperlipidemia and depression.</p> <p>Review of Resident #7's personal funds ledger from October 2021 to December 2021 revealed: -In October 2021 there was a beginning balance of \$0.50 and an ending balance of \$0.50, in November 2021 there was a beginning balance of \$0.50 and an ending balance of \$0.50 and in December 2021 there was a beginning balance of \$0.50 and an ending balance of \$46.50 on 12/10/21. -The Special Assistance received was \$66.00 monthly and one credit (deposit) of \$30.73 on 12/07/21 with the note "Pharmacy Bill Son will pay". -There was documentation of cash withdrawals of \$50.00 on 10/11/21, \$16.00 on 10/20/21, \$20.00 on 11/09/21, \$36.00 on 11/22/21 and \$20.00 on 12/13/21.</p> <p>Interview with Resident #7 on 12/17/21 at</p>	D 423		

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D 423	<p>Continued From page 16</p> <p>10:10am revealed: -Residents could get money from their accounts on weekdays from 2:00pm to 4:00pm, it was announced in a Resident Council meeting a few months ago, she could not remember the date. -She thought she had about \$1.00 or less in her resident fund account after she bought cigarettes. -She went to the Administrator or the Business Office Manager (BOM) when she wanted to withdraw her money, but most of the time had to go back 2 or 3 times before she got her money because the BOM or Administrator would say they were busy. -On 12/10/21 between 2:00pm and 4:00pm, she went to the BOM's office for money, but the BOM had left early and the Administrator said she did not have access to the computer to see how much money she had left so she could give her money.</p> <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>4. Review of Resident #8's Resident Register revealed he was admitted 04/26/20.</p> <p>Review of Resident #8's current FL2 dated 05/18/21 revealed diagnoses included diabetes, femoral neck fracture and acute CVA.</p> <p>Review of Resident #8's personal funds ledger from October 2021 to December 2021 revealed: -In October 2021 there was a beginning balance of \$18.00, there was no beginning or ending balance documented in November 2021 and there was a beginning and ending balance of</p>	D 423		

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D 423	<p>Continued From page 17</p> <p>\$8.00 on 12/01/21. -There were no credits(deposits) received in October 2021, November 2021 nor December 2021. -There was documentation of a cash withdrawal transaction for \$10 on 12/01/21.</p> <p>Interview with Resident #8 on 12/17/21 at 10:30am revealed: -He asked for personal funds about one month ago. -He asked for \$50.00 in the morning during business hours. -Resident #8 was told "it should be no problem" by the Business Office Manager (BOM). -He waited in the hallway but did not receive his personal funds. -He did not know how much money he had in his personal funds.</p> <p>Refer to the telephone interview with the Business Office Manager (BOM) dated 12/17/21 at 11:21am.</p> <p>Refer to the interview with the Administrator dated 12/17/21 at 11:52am.</p> <p>_____ Telephone interview with the BOM on 12/17/21 at 11:21am revealed: -She and the Administrator had access to resident funds accounts. -She had taken over responsibility for resident accounts about 3 weeks ago, the last week of November 2021. -The Administrator handled resident accounts before she took over. -The resident accounts have been computerized since she began overseeing resident accounts. -She would tell the residents their balance when residents withdrew money from their accounts.</p>	D 423		

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D 423	<p>Continued From page 18</p> <ul style="list-style-type: none"> -There were times she did not have money in petty cash or she was busy and could not give the residents money at the times they asked. <p>Interview with the Administrator on 12/17/21 at 11:52am revealed:</p> <ul style="list-style-type: none"> -She and the BOM had access to the resident funds accounts. -Previously, the hours for residents to get their money was weekdays 2:00pm to 4:00pm, but she felt it was there right to get their money anytime and so removed the signs limiting banking hours. -Residents were allowed to get their money anytime on weekdays, if they had a balance. -The BOM had a new program since November 2021 for the resident funds accounts that she did not have access to yet to verify balances to give residents money. -Residents had asked for money from their funds when she was on the phone or taking care of a situation and she would ask them to come back later. 	D 423		