

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL092143	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/06/2025
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NAME OF PROVIDER OR SUPPLIER ZEBULON HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 551 PONY ROAD ZEBULON, NC 27597
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D 000	Initial Comments The Adult Care Licensure section conducted a annual survey, follow up survey, and complaint investigation on March 4-6, 2025. Refer to Event ID S89T12 and NC00224240.	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 observations, interviews, and record reviews, the facility failed to ensure referral and follow-up for 1 of 5 residents (#1) sampled regarding ordered laboratory tests.</p> <p>The findings are:</p> <p>Review of Resident #1's current FL-2 dated 03/26/24 revealed: -Diagnoses include dementia without behavioral disturbances, gastro-esophageal reflux disease, hypertension, bradycardia, profound intellectual disability, and conversion disorder with seizures and convulsion. -Resident #1 was constantly disoriented.</p> <p>Review of Resident #1's Resident Register revealed an admission date of 10/26/21.</p> <p>Review of Resident #1's Primary Care Provider (PCP) encounter visit report dated 01/15/25 revealed: -There was documentation for "hyperkalemia (elevated potassium level) is acute and managed</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>with the reduction of replacement therapy".</p> <p>-There was documentation that Resident #1's potassium level was documented as an elevated result of 5.4 on 12/10/24 (normal reference range for a potassium level was documented as 3.5-5.1).</p> <p>-The assessment and plan included a decrease in the potassium dose, repeat potassium level, and monitor for acute symptoms.</p> <p>-There was a PCP laboratory order for a potassium level.</p> <p>Review of a PCP encounter for Resident #1 dated 02/12/25 revealed the PCP documented "no recent labs".</p> <p>Review of Resident #1's record for laboratory results revealed there were no laboratory results for a potassium level drawn after the potassium level lab draw was ordered on 01/15/25.</p> <p>Interview with the Memory Care Manager (MCM) on 03/06/25 at 9:35am revealed:</p> <p>-She was responsible for reviewing the PCP visit notes.</p> <p>-The PCP contacted the lab when lab draws were ordered and sent someone to the facility to perform the ordered lab work.</p> <p>-She had not been able to locate results of a potassium level lab draw for Resident #1 after the PCP order date of 01/15/25.</p> <p>Interview with the Administrator on 03/06/25 at 9:39am revealed:</p> <p>-The facility was notified of PCP orders when the PCP wrote orders in a resident's progress notes.</p> <p>-Resident #1's potassium level lab draw was not done because the lab technician never came to the facility.</p>	D 273		

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D 273	Continued From page 2 Telephone interview with Resident #1's PCP on 03/06/25 at 10:29am revealed: -She visited the facility on 03/05/25 and could not find results of potassium level ordered 01/15/25. -She found out on 03/05/25 during her visit that the potassium level lab work for Resident #1 had not been drawn. -She was concerned about the lab work because Resident #1's last potassium level was elevated. -The facility had not notified her that the ordered potassium level labwork had not been drawn. -She expected the facility to follow up on lab draw orders. -Resident #1 was currently asymptomatic, but could have symptoms of nausea, vomiting, and heart palpitations. -Attempted interviews with Resident #1 were unsuccessful.	D 273		
D 425	10A NCAC 13F .1105 (a) Refund Of Personal Funds 10A NCAC 13F .1105 Refund Of Personal Funds (a) When the administrator or the administrator's designee handles a resident's personal money at the resident's or his payee's request, the balance shall be given to the resident or the resident's responsible person within 14 days of the resident's leaving the home. This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure the remainder of 3 of 5 sampled residents (#3, #6, #9) personal funds	D 425		

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D 425	<p>Continued From page 3</p> <p>were refunded within 14 days of the residents leaving the facility.</p> <p>Review of the facility's updated written policy on discharge, transfer, and refunds revealed residents would receive a refund of any monies paid for the cost of service and care from the date of the discharge or transfer through the end of the month of discharge or transfer, and the refund will be issued within 14 days from the date of discharge or transfer.</p> <p>1. Review of Resident #3's current FL2 dated 07/23/24 revealed diagnoses included chronic pain, Alzheimer's disease, chronic kidney disease and schizophrenia.</p> <p>Review of Resident #3's Resident Register revealed an admission date of 02/08/23.</p> <p>Review of a facility discharge report revealed Resident #3 had a discharge date of 10/10/24.</p> <p>Review of the facility accounts payable check detail for Resident #3 dated 10/30/24 revealed:</p> <ul style="list-style-type: none"> - The refund for Resident #3's personal funds was \$541.44. - The withdrawal report for Resident #3's trust fund account said the check was mailed on 11/04/24. <p>Interview with Resident #3's family representative on 03/04/25 at 2:00pm revealed: The facility sent him a refund check for the remaining funds for Resident #3's final month in the facility.</p> <ul style="list-style-type: none"> -He was not sure when he received the refund check. -He did not believe that he received the refund check within 14 days of the resident's discharge. 	D 425		

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D 425	<p>Continued From page 4</p> <p>Refer to the interview with the Business Office Manager on 03/05/25 at 1:05pm.</p> <p>Refer to the interview with the Administrator on 03/06/25 at 1:00pm.</p> <p>Refer to the telephone interview with the Corporate Director of Revenue on 03/06/25 at 3:45pm.</p> <p>2. Review of Resident #6's current FL2 dated 07/23/24 revealed diagnoses included mixed dementia with mood disorder and senile dementia with paranoia.</p> <p>Review of Resident #6's Resident Register revealed an admission date of 12/03/24.</p> <p>Review of a facility discharge report revealed Resident #6 had a discharge date of 12/18/24.</p> <p>Review of the facility accounts payable check detail for Resident #6 dated 01/15/25 revealed:</p> <ul style="list-style-type: none"> - The refund for Resident #6's personal funds was \$27.00. - The withdrawal report for Resident #6's trust fund account said the check was mailed on 03/04/25. <p>Attempted telephone interview with Resident #6's family representative on 03/06/25 at 3:00pm was unsuccessful.</p> <p>Refer to the interview with the Business Office Manager on 03/05/25 at 1:05pm.</p> <p>Refer to the interview with the Administrator on 03/06/25 at 1:00pm.</p>	D 425		

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D 425	<p>Continued From page 5</p> <p>Refer to the telephone interview with the Corporate Director of Revenue on 03/06/25 at 3:45pm.</p> <p>3. Review of Resident #9's current FL2 dated 11/20/24 revealed diagnoses included type 2 diabetes, hypertension, and memory difficulties.</p> <p>Review of Resident #9's Resident Register revealed an admission date of 10/01/24.</p> <p>Review of a facility discharge report revealed Resident #9 had a discharge date of 02/13/25.</p> <p>Review of the facility accounts payable check detail for Resident #9 dated 2/28/25 revealed: - The refund for Resident #9's personal funds was \$1,600.00. - The withdrawal report for Resident #9's trust fund account said the check was mailed on 03/04/25.</p> <p>Attempted telephone interview with Resident #9's family representative on 03/06/25 at 3:02pm was unsuccessful.</p> <p>Refer to the interview with the Business Office Manager on 03/05/25 at 1:05pm.</p> <p>Refer to the interview with the Administrator on 03/06/25 at 1:00pm.</p> <p>Refer to the telephone interview Telephone interview with the Corporate Director of Revenue on 03/06/25 at 3:45pm.</p> <p>Interview with the Business Office Manager on 03/05/25 at 1:05pm revealed: -She was aware that residents were supposed to receive a refund check within 14 days of</p>	D 425		

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D 425	<p>Continued From page 6</p> <p>discharge.</p> <ul style="list-style-type: none"> -Once a resident was discharged, they received two refund checks. -The refunds were from the resident trust account which was the resident personal funds, and the room and board account. -She was able to send the refunds from the resident trust accounts once she received the checks from the corporate office. -She sent Resident #3 a check for a resident trust refund on 11/04/24 of \$541.44. -She sent Resident #6 a check for a resident trust refund on 03/04/24 of \$27.00. -She sent Resident #9 a check for a resident trust refund on 03/04/24 of \$1,600.00. -Resident's refund checks should have been released within 14 days of discharge. -The resident personal fund refund checks were sent late because the corporate office was late sending them to the facility. <p>Interview with the Administrator on 03/06/25 at 1:00pm revealed:</p> <ul style="list-style-type: none"> -Once a resident was discharged, they were supposed to be issued a refund check from their resident trust account. -Policy stated that residents should be issued refund checks 14 days after discharge. -The corporate office sent the facility the personal funds refund checks, which they then sent to the residents. -Resident's #3, #6, and #9 were sent their refund checks late because the facility had to wait for corporate to issue the check. <p>Telephone interview with the Corporate Director of Revenue on 03/06/25 at 3:45pm revealed:</p> <ul style="list-style-type: none"> -He was aware of the policy that a resident refund was to be issued within 14 days from the date of discharge or transfer. 	D 425		

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D 425	Continued From page 7 -A refund typically took 30 days to process and send to a resident. -There was an issue with the accounts payable department that delayed the refund process. -The process needed to fixed in order to get resident's refund checks issued in a more timely manner.	D 425		
D 430	10A NCAC 13F .1106 (d) Settlement Of Cost Of Care 10A NCAC 13F .1106 Settlement Of Cost Of Care (d) When a resident gives notice of leaving the facility, as may be required by the facility according to Rule .0702(i) of this Subchapter, and leaves at the end of the notice period, the facility shall refund the resident the remainder of any advance payment within 14 days from the date of notice. If notice is not required by the facility, the refund shall be made within 14 days after the resident leaves the facility. This Rule is not met as evidenced by: Based on interviews and record reviews the facility failed to ensure the remainder of 1 of 5 sampled residents (#3) advance payments were refunded within 14 days of the resident's end of notice of discharge from the facility. The findings are: Review of the facility's updated written policy on	D 430		

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D 430	<p>Continued From page 8</p> <p>discharge, transfer, and refunds revealed residents would receive a refund of any monies paid for the cost of service and care from the date of the discharge or transfer through the end of the month of discharge or transfer, and the refund will be issued within 14 days from the date of discharge or transfer.</p> <p>Review of Resident #3's current FL2 dated 07/23/24 revealed diagnoses included chronic pain, Alzheimer's disease, chronic kidney disease and schizophrenia.</p> <p>Review of Resident #3's Resident Register revealed an admission date of 02/08/23 and a discharge date of 10/10/24.</p> <p>Review of the facility accounts payable check detail for Resident #3 dated 10/30/24 revealed: -The refund for the care funds of \$721.03 was owed to Resident #3. -Resident #3's property account refund check was issued on 03/05/25 for \$721.03.</p> <p>Interview with Resident #3's family representative on 03/04/25 at 2:00pm revealed: -He was not aware the facility owed him a refund check for room and board payments. -He did not believe that the facility owed Resident #3 any remaining refund.</p> <p>Interview with the Business Office Manager on 03/05/25 at 1:05pm revealed: -She was aware that residents were supposed to receive a refund check within 14 days of discharge. -Once a resident was discharged, they received two refund checks. -The refunds were from the resident trust account which was the resident personal funds, and the</p>	D 430		

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D 430	<p>Continued From page 9</p> <p>room and board account.</p> <ul style="list-style-type: none"> -The corporate office sent the room and board refund checks to the residents. -The facility never sent Resident #3 a refund check for her room and board account. -The corporate office should have sent the resident a refund of her room and board account for \$721.03. -Resident #3's refund checks should have been released within 14 days of discharge. <p>Interview with the Administrator on 03/06/25 at 1:00pm revealed:</p> <ul style="list-style-type: none"> -Resident #3 was discharged from the facility on 10/10/24. -Once a resident was discharged, they were suppose to receive two refund checks. -The checks were from the resident trust and the room and board account. -Policy stated that residents should be issued refund checks 14 days after discharge. -The corporate office sent the room and board refund checks to the residents. -The room and board refund for Resident #3 was never released by corporate. -She did not receive any notice when the corporate office sent room and board refund checks to residents. <p>Telephone interview with the Corporate Director of Revenue on 03/06/25 at 3:45pm revealed:</p> <ul style="list-style-type: none"> -He was aware of the policy that a resident refund was to be issued within 14 days from the date of discharge or transfer. -A refund typically took 30 days to process and send to a resident. -He completed the refund for resident #3 on 10/16/24 and sent the information to accounts payable. -Once accounts payable received the information 	D 430		

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D 430	Continued From page 10 from him a refund check should have been issued and sent to Resident #3. -Resident #3 should have received their refund check in October of 2024. -He did not know why Resident #3's refund was never issued. -There was an issue with the accounts payable department that delayed the refund process. -The process needed to fixed in order to get resident's refund checks issued in a more timely manner.	D 430		