

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL078100	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/19/2025
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NAME OF PROVIDER OR SUPPLIER HOPE SPRINGS	STREET ADDRESS, CITY, STATE, ZIP CODE 104 HOPE LANE RED SPRINGS, NC 28377
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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on September 18, 2025 and September 19, 2025.	D 000		
D 273	10A NCAC 13F .0902(b) Health Care 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. This Rule is not met as evidenced by: Based on interviews, and record reviews, the facility failed to ensure healthcare referral and follow-up for 1 of 5 sampled residents (#4) by failing to book appointments for his cardiology and physical therapy referrals. The findings are: Review of a facility policy titled Health Care Referral and Follow Up dated 09/2021 revealed: -It was the policy of the community to assure referral and follow up to meet the routine and acute health care needs of residents with notifications to providers and documentation in the resident record. -Documentation in the resident's record was to include contact with the physician/provider, other support licensed service providers, family, responsible parties, and guardians, when there were illnesses, incidents, accidents, and routine or follow up care. Review of Resident #4's most recent FL-2 dated 09/09/25 revealed: -Diagnoses included stroke, hypertension, and osteoarthritis.	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> <ul style="list-style-type: none"> -The resident's recommended level of care was domiciliary. -The resident was intermittently disoriented. <p>Review of Resident #4's Resident Register revealed the resident was admitted to the facility on 08/11/25.</p> <p>Review of Resident #4's primary care provider (PCP) new patient visit documentation dated 08/12/25 revealed:</p> <ul style="list-style-type: none"> -The resident had a history of non-ST-elevation myocardial infarction, cerebrovascular accident with right sided weakness, osteoarthritis, and hypertension. -The resident reported a history of coronary artery disease and cardiac stents. -The resident had a fall on 08/04/25. -The resident was a very poor historian. -There was a referral for cardiology to evaluate and treat as indicated dated 08/12/25. -There was a referral placed for physical therapy to evaluate and treat as indicated dated 08/12/25. <p>Interview with Resident #4 on 09/18/25 at 9:12am revealed:</p> <ul style="list-style-type: none"> -He wanted therapy but had waited about a month and a week. -He had a stroke about six months ago and subsequently went to a skilled nursing facility (SNF). -His right hand could not open due to his stroke, and he had difficulty writing. -He had right sided stroke deficits. <p>Interview with Resident #4 on 09/19/25 at 8:25am revealed:</p> <ul style="list-style-type: none"> -He had a stroke either this year (2025) or last year (2024). -He initially received treatment in a hospital and 	D 273		

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D 273	<p>Continued From page 2</p> <p>from there he was discharged to SNF.</p> <ul style="list-style-type: none"> -He received therapy twice per week while staying at the SNF. -He stayed at the SNF for about two months until he thought he was well. -He was then discharged from SNF to home. -He stayed at home with a family member for about 4 months. -He sustained falls while living at home, requiring assistance from EMS to recover from his falls. -After a fall he went to the hospital and was discharged to this facility. -He was told by the Administrator that a therapist would come to see him. -He did not have physical therapy while he was living at home. -He had not seen a therapist since his arrival to the facility. -He notified the staff that the only reason he came to this facility was for therapy. -He was in the facility to get well, and he was not in the facility for any other reason. -He reminded the Administrator just about every day that he wanted to get therapy. -He was told that they had a therapist at the facility. -He had pain in his right arm and he could not lay on that arm. -His right arm got stiff and he could not open his hand. -He received Tylenol for his right sided pain. -He had not been to see a cardiologist since his arrival at the facility. -He did not recall meeting the nurse practitioner at this facility. -He wanted the doctor to write him a referral to return to the SNF. <p>Interview with a personal care aide (PCA) on 09/19/25 at 10:45am revealed:</p>	D 273		

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D 273	<p>Continued From page 3</p> <ul style="list-style-type: none"> -Resident #4 did not bring up concerns and was never in a bad mood. -The resident was very smart and remembered people's names and remembered his meals. -The resident pretty much remembered everything. -Resident #4 never mentioned therapy or exercise. <p>Telephone interview with Resident #4's cardiology office staff on 09/19/25 at 10:09am revealed:</p> <ul style="list-style-type: none"> -The resident was an established patient. -His next cardiology appointment was scheduled for 10/03/25 which the facility booked on 09/19/25 at 9:22am. -The office had no record of any previous contact with the facility regarding Resident #4. <p>Interview with the Resident Care Coordinator (RCC) on 09/19/25 at 11:15am revealed:</p> <ul style="list-style-type: none"> -When a referral was received it should go to the transporter's office for scheduling. -She handed off this responsibility in May when the transporter was hired. -The PCP came to the facility on Tuesdays and also interacted with her via e-mail or the electronic health record. -She was responsible to handle physical therapy referrals, but she did not see Resident #4's referral. -She audited two charts every Friday, but she was not available for work recently on Fridays. -Nobody covered her responsibilities when she was not at the facility. -The transporter was responsible for handling specialist appointments. -The resident's cardiology appointment was made this morning (09/19/25). -They were able to schedule physical therapy for next Monday. 	D 273		

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D 273	<p>Continued From page 4</p> <p>-The resident had not previously asked her about physical therapy.</p> <p>Interview with the Administrator on 09/19/25 at 9:14am revealed:</p> <p>-She sent information about the cardiology referral to the doctor.</p> <p>-She did not remember when she sent it but would try to get documentation.</p> <p>Second Interview with the Administrator on 09/19/25 at 10:00am revealed the resident had an appointment made for Cardiology in October.</p> <p>Third interview with the Administrator on 09/19/25 at 11:30am revealed:</p> <p>-The facility would typically fax appointment information to local providers.</p> <p>-When she spoke with cardiology this morning, they said they did not receive a fax, and asked her to fax it again.</p> <p>-The resident did not ask her about PT.</p> <p>-The resident had asked her about moving to another facility, and she talked with him about that process.</p> <p>Interview with Resident #4's PCP on 09/19/25 at 9:19am revealed:</p> <p>-The resident was a newer patient and she had not received all requested records yet.</p> <p>-She ordered physical therapy for Resident #4 on 08/12/25.</p> <p>-Therapy was ordered to evaluate and treat as indicated.</p> <p>-She did not feel that his therapy concerns were time sensitive.</p> <p>-The resident had mobility issues but was not bedbound.</p> <p>-She did not know when he had the stroke, but noted history of stroke was mentioned in the</p>	D 273		

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D 273	Continued From page 5 resident's documentation from March. -Following a stroke, the first days and weeks of physical therapy were important, but there should not be a limit to the referral. -Earlier therapy was better after a stroke. -The physical therapist would be able to help with his shoulder, but for problems of the hand she would also order occupational therapy. -The local area was backlogged for specialist appointments. -After she made the referral to cardiology, the facility was supposed to schedule that appointment. -She felt her current orders and parameters would help identify any concerns if the cardiology appointment was delayed. -The resident was an unreliable historian.	D 273		