A COLORD

PRINTED: 08/02/2011 FORM APPROVED OMB NO. 0938-0391

| | OF DEFICIENCIES F CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPL A. BUILDING | ECONSTRUCTION OF & DATE | (X3) DATE SURVEY COMPLETED |
|--------------------------|--|--|-----------------------------|---|---|
| | | 345407 | B. WNG | | 07/28/2011 |
| NAME OF PR | OVIDER OR SUPPLIER | | | EET ADDRESS, CITY, STATE, ZIP CODE | |
| CROSS C | REEK HEALTH CARE | | Į. | 19 SWAN QUARTER ROAD NANQUARTER, NC 27885 | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC) | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREFIX TAG | PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD CROSS-REFERENCED TO THE APPROVIDENCY) | D BE COMPLETION |
| F 309 SS=D | Each resident must re provide the necessary or maintain the higher mental, and psychoso accordance with the cand plan of care. This REQUIREMENT by: Based on observation interviews and review facility failed to provid physician for 1 of 3 sa # 70), that had an ord catheter removal. Fin Resident # 70 was reached to confusion, hallucing sided weakness. The resident had recent his The HOSPITAL COU had a urinary tract inforthe physician docume retention. Urology was | receive and the facility must y care and services to altain st practicable physical, beial well-being, in comprehensive assessment is not met as evidenced in a staff and resident of medical records, the ethe care ordered by the impled residents (Resident er for indwelling urinary indings include: admitted to the facility on included cerebrovascular etention. Summary, dated 06/14/11, 70 had been transferred due ations and increased left is summary added the story of multiple strokes. RSE indicated the resident ection and urinary retention. ented a history of urinary is consulted and | F 309 | The statements made on this placorrection are not an admission not constitute an agreement wire alleged deficiencies. To remain in compliance with and state regulations the facilitation taken or will take the actions so this plan of correction. The placorrection constitutes the facilitallegation of compliance such alleged deficiencies cited have will be corrected by the dates in F 309 SS=D Corrective Action for Resident # 70 was re-sched catheter removal on 7/14/1 catheter was removed in active appointment as ordered resident was transported to physician office via ambulations to the resident. Corrective Action for Resident. Corrective Action for Resident was transported to physician office via ambulations to the resident. Corrective Action for Resident was transported to physician office via ambulations to the resident. | all federal y has et forth in n of ity's that all been or indicated. ident luled for 1. The lyance of and the the nce at no ident sician ent month in the |
| | | nent of an indwelling urinary eks of bladder rest. During ng trial failed. | | be affected by this alleged practice. | |
| AROBATORY | DIDECTOR'S OB BROWNERS | SHIPPLIER REPRESENTATIVES SIGNATURE | | Title | (XS) DATE |

Any deficiency statement ending with an asterisk (*) denotes deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

FORM CMS-2567(02-99) Previous Versions Obsolete

Event ID: C0F811

Facility ID: 943128

DEPARTMENT OF HEALTH AND HUMAN SERVICES

| CENTER | S FOR MEDICARE & I | MEDICAID SERVICES | | | | CIVID IVO | . 6550-6651 |
|--------------------------|---|--|-------|-----------------|--|---|---|
| STATEMENT (| OF DEFICIENCIES CORRECTION | (X1) PROVIDER/SUPPLIER/CUA IDENTIFICATION NUMBER: | 1` ′ | IULTIP LOING | LE CONSTRUCTION | (X3) DATE SUR COMPLETE | |
| | | 345407 | B. Wi | ≀G | | 07/28 | 3/2011 |
| NAME OF PR | OVIDER OR SUPPLIER | | | STR | EET ADDRESS, CITY, STATE, ZIP CODE | | · |
| CPOSS CI | REEK HEALTH CARE | | | 1 " | 719 SWAN QUARTER ROAD | | |
| UKO33 OI | KEER HEALTH OAKE | | | s | WANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION) | PREF | iΧ | PROVIDER'S PLAN OF CORRECT (EACH CORRECTIVE ACTION SHOU CROSS-REFERENCED TO THE APPRO DEFICIENCY) | LD BE OPRIATE | (X5) COMPLETION DATE |
| F 309 | Continued From page The resident's care p indicated Resident # catheter due to urinar An admission Minimu 06/21/11, indicated R intact. The resident were urinary tract infection. The assessment indiciting urinary cat. A physician's order were discontinue the index 07/07/11 at 6:00 AM. 50 milligrams (mg) were to be given daily for 10 scheduled to follow were of the June 20 Administration Recording the orders of indicated the orders of indicated the orders of indicated the catheter of correctly. Review of the July 20 to remove the catheter of correctly. The nurse's note, da physician's office cal indivelling urinary cal as ordered. The nur in the chart, found the | lan, dated 06/16/11, 70 had an indwelling urinary ry retention. Im Data Set (MDS), dated tesident # 70 was cognitively was assessed as having a within the previous 30 days. cated Resident # 70 had an heter. It is received on 06/29/11 to telling urinary catheter on Macrodantin (An antibiotic) as ordered for Resident # 70 ID days. Resident # 70 was up with the urologist on ID 11 Medication of (MAR) for Resident # 70, from 06/29/11, to remove the on 07/07/11, were transcribed ID 11 MAR indicated the order ter on 07/07/11 had been Ited 07/07/11, indicated the led to question why the theter had not been removed se documented she looked te order and apologized to the | | 309 | | reatment e Acting /11 to an conth of gust and the new cords. I on tor of 2) RNs apleted riders hey do lity topics of the tment ords and ration as been tandard | |
| | physician's office. The order had not been p | the nurse documented the placed on the July 2011 ent for Resident # 70 was | | | licensed staff and w reviewed by the Qu | ill be | Total Control of the |

| | OF DEFICIENCIES CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MUI A. BUILD | LTIPLE CONSTRUCTION DING | (X3) DATE SUI COMPLET | |
|------------------------------|--|--|----------------------|---|---|----------------------------|
| | | 345407 | B. WING | | 07/2 | 8/2011 |
| CROSS C (X4) ID PREFIX | (EACH DEFICIENC) | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL | ID PREFIX | | SHOULD BE | (X5) COMPLETION DATE |
| TAG | REGULATORY OR L | SC IDENTIFYING INFORMATION) | TAG | CROSS-REFERENCED TO THE DEFICIENCY) | (PPROPRIATE | DATE |
| F 309 | remove Resident # 70 catheter on 07/14/11 appointment at 2:45 F Nurse's notes, dated | n's orders were received to) 's indwelling urinary at 6:00 AM for a follow up | F 3 | the change has been s Quality Assurance The Director of Nursing Coordinator will monito using the "Survey QA" Monthly MAR and TAF | ustained. g or MDS or this issue Tool for | |
| | The urological consult indicated Resident # with 775 milliliters (ml residual collected. On 07/15/11 at 2:35 F the resident told her in the physician's visit you was replaced. An interview was held Nursing (ADON) on 0 stated Resident # 70 the catheter for urinar failed. The ADON streetived the nurse the transcribed the order Treatment Record. A orders are put into the Record clerk. The nuresponsible for check orders to make sure a added and all orders the 07/07/11 physicia and comparison of the MAR, the ADON state carried forward. She | catheter removal. It form, dated 07/14/11, It form, dated 07/14/14, It form, dated 07/14/11, It | | Review. (See attachm monitoring will include all new orders received current month are transported next month during money and review. All resident reserviewed. See attached tool. This will be done full week of each money months or until resolved committee. Reports we the monthly Quality of committee and correct initiated as appropriate. | verifying that d during the scribed to the ath-end cords will be at monitoring during the first for three ad by QOL/QA will be given to Life- QA ive action | |

| | | I DELITION | | | | ONR M | 0.0938-0391 |
|--------------------------|---|---|-------------------|-----|--|------------------------|----------------------------|
| | OF DEFICIENCIES F CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) M A. BUI | | PLE CONSTRUCTION | (X3) DATE SU COMPLE | |
| | | 345407 | B. WA | G | | 07/3 | 28/2011 |
| | ROVIDER OR SUPPLIER | | | 13 | REET ADDRESS, CITY, STATE, ZIP CODE 719 SWAN QUARTER ROAD SWANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC) | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREF TAG | | PROVIDER'S PLAN OF CORRECT (EACH CORRECTIVE ACTION SHOL CROSS-REFERENCED TO THE APPRO DEFICIENCY) | ILD BE | (X5) COMPLETION DATE |
| | office for no reason. E removed the catheter was unable to provide An interview was held at 3:15 PM. She state new physician's ordernew MARS. The old the new MAR to make missed. Nurse # 3 stanurses on the hall. 2011 orders and state the first check but she the second check sinc required to sign. The missed transcribing th order for Resident # 70 An interview was held 07/28/11 at 8:57 AM. The day he went for his physician could not prothe indwelling urinary or removed as ordered. his Responsible Party member had taken off Resident # 70 stated he very aggravated by the physician had been up been removed. The retransported by a private thought he and his responsible for payments. | ed was Resident # 70 o and from the physician's decause the staff had not as ordered, the physician o the intended treatment. with Nurse # 3 on 07/27/11 ed the end of the month the swere compared with the MAR is then compared with es user nothing had been ted this was done by the The nurse reviewed the July d she signed as completing would not know who did te that nurse was not nurse stated she just e 07/07/11 physician 's to to the MAR for July. with Resident # 70 on He stated he remembered a appointment and the boxide treatment because botheter had not been The resident stated both and another family work to go with him. the and his family had been the situation. He stated the set the catheter had not tesident stated he had been the ambulance service and family would be nt. with the ADON on 07/28/11 | F | 309 | | | |

| PRÉFIX TAG (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX TAG (EACH CORRECTIVE ACTION SHOULD BE COMPLE TAG CROSS-REFERENCED TO THE APPROPRIATE DAT DEFICIENCY) TAGLOGOUR TAGLOGOUR COMPLE DAT | | OF DEFICIENCIES F CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) M A. BUII | | PLE CONSTRUCTION | (X3) DATE SUF COMPLET | |
|--|---------------|---|--|-------------------|----|--|---|----------------------------|
| CROSS CREEK HEALTH CARE 1719 SWAN QUARTER ROAD SWANQUARTER, NC 27885 (X4) ID PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) TAG 1719 SWAN QUARTER ROAD SWANQUARTER, NC 27885 1D PROVIDER'S PLAN OF CORRECTION (X5 COMPLET COM | | | 345407 | B. WIN | √G | | 07/2 | 8/2011 |
| PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) TAG PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLET TAG CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY) | | | | | 11 | 719 SWAN QUARTER ROAD | | |
| F 200 0 - W- 15 441 SS=D | PREFIX | (EACH DEFICIENC) | Y MUST BE PRECEDED BY FULL | PREF | ix | (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO | .DBE | (X5) COMPLETION DATE |
| reaponsible for the cost of transportation. On 07/28/11 at 10:05 AM, a telephone interview was conducted with Resident # 70 to Responsible Party. She stated on 07/07/11, she had taken a day off from work to accompany Resident # 70 to his urology appointment. On arrival, the physician could not provide the planned treatment because the facility had forgotten to remove the indeuling urinary catheter. The Responsible Party stated the physician, the resident and she had been agilated by this delay in treatment. She added she had lost a day 's work because of this. The Responsible Party stated the transported by an ambulance to the appointment and she was not sure who was responsible for payment. F 441 48.36 INFECTION CONTROL, PREVENT SPREAD, LINENS The facility must establish and maintain an Infection Control Program dasigned to provide a safe, sanitary and comfortable environment and to help prevent the development and transmission of disease and infection. (a) Infection Control Program The facility must establish an Infection Control Program under which it (1) Investigates, controls, and prevents infections in the facility. (2) Decides what procedures, such as isolation, should be applied to an individual resident; and (3) Maintains a record of incidents and corrective actions for the accident Affected Resident # 44- room was thoroughly cleaned and all food items removed or placed in closed containers. Appropriate pest control spray was applied per the facility pest control vendor on 8/5/11. (See attachment #4) Corrective Action for Resident Affected Resident #44- room was thoroughly cleaned and all food items removed or placed in closed containers. Appropriate pest control spray was applied per the facility pest control vendor on 8/5/11. (See attachment #4) Corrective Action for Resident Affected Resident #44- room was thoroughly cleaned and all food items removed or placed in closed containers. Appropriate pest control wendor of 8/5/11. (See attachment #40) | F 441 SS=D | transported via ambul responsible for the co On 07/28/11 at 10:05 was conducted with R Responsible Party. Shad taken a day off for Resident # 70 to his u arrival, the physician oplanned treatment beforgotten to remove the catheter. The Responsible Party statement beto a day 's work bed Responsible Party statement by this delay in treatment beto a day 's work bed Responsible Party statement by this delay in treatment by the Responsible Party statement and she was not sure payment. 483.65 INFECTION C SPREAD, LINENS The facility must estate Infection Control Prografe, sanitary and control help prevent the definition of disease and infection (a) Infection Control Program under which (1) Investigates, control in the facility; (2) Decides what programuld be applied to a (3) Maintains a record | lance. The facility was ost of transportation. AM, a telephone interview Resident # 70 's She stated on 07/07/11, she om work to accompany urology appointment. On could not provide the cause the facility had ne indwelling urinary insible Party stated the national she had been agitated the facility. The ated the resident had been bulance to the appointment who was responsible for CONTROL, PREVENT blish and maintain an gram designed to provide a mfortable environment and evelopment and transmission on. Program blish an Infection Control it - rols, and prevents infections seedures, such as isolation, an individual resident; and it of incidents and corrective | | | Corrective Action for Resident # 44- room was the cleaned and all food items reor placed in closed container Appropriate pest control spraapplied per the facility pest ovendor on 8/5/11. (See attact #4) Corrective Action for Resident Potentially Affected All residents residing in the fewith open wounds have potentially pest control vendor contacted and provided appropest control spray to all area facility both inside and out of Systemic Changes Five VVS-B5 Flying Insect Counits (lights) supplied by the pest control vendor, were instrategically near exit doors and at the nursing station or (See attachment #5) These are designed to capture flying at point of entry and in high areas. The pest control vendor continue to provide monthly needed pest control services food items will be removed after medical process. | proughly emoved rs. ay was control changes. dor was ropriate as of the n 8/5/11. devices ag insects traffic dor will and as s. All promptly | |

PRINTED: 08/02/2011 FORM APPROVED

| | FOR DEFICIENCIES OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULT | TIPLE CONSTRUCTION | OMB | RM APPI NO. 0938 |
|--|---|--|---------------------|--|--|---------------------|
| | | | A. BUILDIN | | (X3) DATE (| SURVEY ETED |
| NAME OF P | ROVIDER OR SUPPLIER | 345407 | B. WNG_ | | | |
| | | | ST | REET ADDRESS OF A | 07. | /28/2011 |
| 0,1000 | REEK HEALTH CARE | | | REET ADDRESS, CITY, STATE, ZIP CODE 1719 SWAN QUARTER ROAD | | |
| (X4) ID PREFIX | SUMMARY STA | ATEMENT OF DEFICIENCIES | | SWANQUARTER, NC 27885 | | |
| TAG | (EACH DEFICIENCY REGULATORY OR L | MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREFIX TAG | PROVIDER'S PLAN OF COR (EACH CORRECTIVE ACTION & CROSS-REFERENCED TO THE A | | COMPLE DAT |
| Confined (3) In the confined (4) In the confined (5) In the confin | 2) The facility must pro- communicable disease communicable disease from direct contact with irect contact will transn items. The facility must requands after each direct rand washing is indicate of essional practice. Linens ersonnel must handle, so as to prection. S REQUIREMENT is not a seed on observation and seed on observation. | of Infection Control Program ent needs isolation to infection, the facility must whibit employees with a or infected skin lesions residents or their food, if init the disease. uire staff to wash their resident contact for which and by accepted store, process and prevent the spread of not met as evidenced sident and staff d to prevent pests from 1 (Resident #44) of 3 wound care was a: to the facility on paraplegia, bilateral ypertension, and Minimum Data Set erly dated 05/20/11, | F 441 | Staff has fly swatters avanursing station for immediate intervention and is to reprincidence of flying insect location to the Environme Services Director for furth intervention during regulations. Quality Assurance The monitoring will including that all newly installed insurits are functioning as deand are emptied on a morand ensuring that all food removed from resident roccompletion of meals and a needed. This will be done four weeks and then week months or until resolved by committee. Reports will be during the daily stand-up nand to the weekly Quality of committee and corrective a initiated as appropriate | illable at the liate ort pests and ental per pests and ental per | 18/11 |

DEPARTMENT OF HEALTH AND HUMAN SERVICES

| CENTER | S FUR MEDICARE & | MEDICAID SERVICES | | | | OND N | J. 0330-0331 |
|--------------------------|--|--|-------------------|-----|--|---|----------------------------|
| | OF DEFICIENCIES F CORRECTION | (X1) PROVIDER/SUPPLIER/CUA IDENTIFICATION NUMBER: | (X2) M A. BUI | | PLE CONSTRUCTION | (X3) DATE SU COMPLET | |
| | | 345407 | B. WIN | ₩ | | 07/2 | 8/2011 |
| NAME OF PE | ROVIDER OR SUPPLIER | | ! | STR | EET ADDRESS, CITY, STATE, ZIP CODE | | |
| CROSS C | REEK HEALTH CARE | | | ı | 719 SWAN QUARTER ROAD WANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION) | ID PREF TAG | | PROVIDER'S PLAN OF CORF (EACH CORRECTIVE ACTION S CROSS-REFERENCED TO THE AF DEFICIENCY) | HOULD BE | (X5) COMPLETION DATE |
| F 441 | Continued From page members for bed mol non-ambulatory. The Resident #44 had implement for range of motion of lower extremities. A wound care observed to 2:15 PM on Reside Nurse #2 did the wound the wound on Reside sacral wound measur (centimeters) in lengt in depth. As Nurse # off the bedside table landing on wounds lo ischium area. Reside ischium area measur width and 1 cm depth 2 wounds around the waved the flies off of cleansed the wound of ischium area, and No over the area with on away with her other hobserved landing on posterior thigh and m the right ischium area #44's right ischium mee | be 6 bility and transfers and was assessment indicated baired functional limitations in both sides of upper and ation was done on 07/21/11 ent #44. Nurse #1 and and care. Nurse #1 cleansed int #44's sacral area. The red approximately 6.5 cm in by 3 cm width and 2.5 cm 1 turned to reach dressings several flies were observed cated on Resident #44's left ent #44's wound on the left ent #44's wound on the left ent #44's ent ent #44's left en | | 441 | Corrective Action for R Affected No specific resident is id Corrective Action for R Potentially Affected All residents residing in have potential to be effe facility Environmental Se Director determined that lint grate in the washing drain was no longer fund properly and a new grate fabricated and put in pla odor that remained in the caused by a build up in trap for the dietary depath that has been cleaned. Systemic Changes A new lint grate was fabricated in the washing me drain to ensure lint remorproper water drainage of Laundry staff will clean | entified. tesident the facility cted. The ervices the existing machine etioning e was ce. The e pipes was the grease rtment and enticated and eachine floor oval and on 8/18/11. Cr | Hłachrozof (Alfabooast |
| | wound to the left of the waved the flies away, put a dressing in place. An interview, on 04/2 conducted with Nurse flies were in the room land on the wound be | 7/11 at 2:50 PM, was #1. Nurse #1 confirmed of Resident # 44 and did | | | at the end of each shift. trap for the dietary depa pumped and cleaned or (See attachment #6) an done on an every six m going forward. | ertment was n 8/15/11 d will be | |

| | OF DEFICIENCIES F CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) M A. BUII | | LE CONSTRUCTION | (X3) DATE SUI COMPLET | |
|--------------------------|---|---|--------------------|-----|--|--|----------------------------|
| | | 345407 | B. WIN | G | | 07/2 | 8/2011 |
| | ROVIDER OR SUPPLIER | | : | 17 | EET ADDRESS, CITY, STATE, ZIP CODE 719 SWAN QUARTER ROAD WANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC) | ATEMENT OF DEFICIENCIES / MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREFI TAG | | PROVIDER'S PLAN OF CORRECTI (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO DEFICIENCY) | .D BE | (X5) COMPLETION DATE |
| F 441 | swat at them to keep In an interview with N AM, she stated she sa #44's wounds multiple change. Nurse #2 sa wound beds of Reside right ischium areas. If the wounds on the lef on it. Nurse #2 said to the facility and she ha another room one day dressings on another In an interview conduct 07/28/11 at 9:30 AM, in his room and they if past few days. Reside feeling in the lower pa bothered him. In an interview with th (DON) on 07/28/11 at would not expect flies | them off. urse #2 on 07/28/11 at 9:05 aw flies land on Resident to times during the dressing id she observed flies on the ent #44's left ischium and durse #2 said she cleansed to ischium after the flies were the flies were a problem in d to take a fly swatter in to when she did wound tresident. Coted with Resident #44 on the said he had a lot of flies that been worse over the ent #44 said he had no rt of his body but the flies to land on any open wound the flies had gotten worse | F | 444 | The Environmental Services schedule the grease trap se the vendor on an ongoing ermonth basis and maintain rethe ESD office. The Environ Services Director will monito cleaning of the lint grate in twashing machine drain. The done daily for four weeks arweekly for three months or resolved by QOL/QA comments. | rvice with very six ecords in mental or the he is will be and then until | खादी। |
| F 456 SS=E | An interview was cond Administrator on 07/20 Administrator said the building over the past would be not to have to during dressing chang expect them to land in 483.70(c)(2) ESSENT | lucted with the B/11 at 11:55 AM. The flies had increased in the week but her expectation lies in a resident 's room es and definitely would not a wound bed. JAL EQUIPMENT, SAFE | F | 156 | | | |

| | DF DEFICIENCIES CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIF | PLE CONSTRUCTION | (X3) DATE SUR COMPLETE | |
|--------------------------|--|---|---------------------|--|---|----------------------------|
| | | 345407 | B. WING | | 07/28 | 1/2011 |
| | OVIDER OR SUPPLIER | | 1 | EET ADDRESS, CITY, STATE, ZIP CODE 719 SWAN QUARTER ROAD WANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION) | ID PREFIX TAG | PROVIDER'S PLAN OF CORREC (EACH CORRECTIVE ACTION SHO) CROSS-REFERENCED TO THE APPR DEFICIENCY) | ULD BE | (X5) COMPLETION DATE |
| F 456 F 469 SS=E | mechanical, electrica equipment in safe operation and interest and mildew Observation and interest and mildew Observation and interest and mildew and mildew coming and interest and mildew coming and interest and in a machine drains and wildew smell comes opened in laundry roogray matter substance standing water found 483.70(h)(4) MAINTA CONTROL PROGRATION The facility must main control program so thand rodents. This REQUIREMENT by: Failed to maintaine pracility | I, and patient care erating condition. I is not met as evidenced duanrdy room w/o standing erview 1105am 7/28/11- I e Flies and lands on pile of rep table, Room with foul hildew. Mant Mgr reporteding from pipes of washing evater sits overnight and from that. Drain area was om and standing water with a e was sitting on top of the hilds. | F 469 | Corrective Action for Res Affected No specific resident is iden Corrective Action for Res Potentially Affected All residents residing in the have potential to be effecte facility pest control vendor contacted and provided ap pest control treatments to the facility both inside and 8/5/11. Systemic Changes Five WS-B5 Flying Insect units (lights) supplied by th pest control vendor, were strategically near exit door the nursing station on 8/18 | tiffied. sident e facility ed. The was epropriate all areas of out on Control ne facility installed rs and at 3/11. (See rices are insects at raffic endor will ily and as ces. All d promptly | |
| | nurses' station. Inter | views with staff indicated not | | | | |

| | OF DEFICIENCIES CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) M A. BUII | | PLE CONSTRUCTION | (X3) DATE SU COMPLET | |
|--------------------------|-------------------------------|--|--------------------|-----|---|--|----------------------------|
| | | 345407 | B. WIN | G | | 07/2 | 8/2011 |
| | ROVIDER OR SUPPLIER | | | 1 | EET ADDRESS, CITY, STATE, ZIP CODE 719 SWAN QUARTER ROAD WANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC) | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREFI TAG | | PROVIDER'S PLAN OF CORRECTI (EACH CORRECTIVE ACTION SHOUL CROSS-REFERENCED TO THE APPRO DEFICIENCY) | .D BE | (X5) COMPLETION DATE |
| F 469 | | not flies. See KJ notes/tag | F | 469 | Staffs have fly swatters avaithe nursing station for immerintervention and are to reposincidence of flying insect periocation to the Environment Services Director for further intervention during regular of hours. Cathadraed #8 Quality Assurance The monitoring will include that all newly installed insect units are functioning as destand are emptied on a week and ensuring that all food its removed from resident room completion of meals and as needed. This will be done of four weeks and then weekly months or until resolved by committee. Reports will be during the daily stand-up mand to the weekly Quality of committee and corrective a initiated as appropriate. | diate rt sts and al office verifying st control igned ly basis ems are ns at the daily for y for three QOL/QA given eetings f Life- QA | |

PRINTED: 09/12/2011 DEPARTMENT OF HEALTH AND HUMAN SERVICES FORM APPROVED OMB NO. 0938-0391 **CENTERS FOR MEDICARE & MEDICAID SERVICES** (X3) DATE SURVEY COMPLETED (X2) MULTIPLE CONSTRUCTION (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** A. BUILDING 01 - MAIN BUILDING 01 B. WING 345407 09/07/2011 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 1719 SWAN QUARTER ROAD **CROSS CREEK HEALTH CARE SWANQUARTER, NC 27885** PROVIDER'S PLAN OF CORRECTION SUMMARY STATEMENT OF DEFICIENCIES (X5) COMPLETION ID (EACH CORRECTIVE ACTION SHOULD BE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PREFIX CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) The statements made on this plan of K 012 NFPA 101 LIFE SAFETY CODE STANDARD K 012 correction are not an admission to and do not SS=D constitute an agreement with the alleged Building construction type and height meets one deliciencies. of the following. 19.1.6.2, 19.1.6.3, 19.1.6.4, To remain in compliance with all federal and 19.3.5.1 state regulations the facility has taken or will take the actions set forth in this plan of correction. The plan of correction constitutes the facility's allegation of compliance such that all alleged deficiencies cited have been or will be corrected by the dates indicated. This STANDARD is not met as evidenced by: A. Based on observation on 09/07/2011 there K 012 SS=D was a hole around the junction box of the of the light fixture in the ceiling of the bath room at room Corrective Action for Facility The opening around the junction box of the light fixture in the celling of the bathroom in B. There was an openning around the duct room 110 was repaired on 9/8/11. The penetrating the rated ceiling of the mech. room at opening around the duct penetrating the rated room 301. ceiling of the mechanical room at room 301 was repaired 9/8/11. 42 CFR 483.70 (a) K 018 K 018 NFPA 101 LIFE SAFETY CODE STANDARD Corrective Action for Residents Potentially S\$=D Affected Doors protecting corridor openings in other than All bathrooms and mechanical room cellings were checked and verified that no other required enclosures of vertical openings, exits, or openings were present on 9/7/11. hazardous areas are substantial doors, such as those constructed of 1% inch solid-bonded core Systemic Changes wood, or capable of resisting fire for at least 20 Environmental rounds will be conducted on a weekly basis by the Environmental Services minutes. Doors in sprinklered buildings are only Director. Any areas noted to need repair will required to resist the passage of smoke. There is be corrected immediately. See attachment #1 no impediment to the closing of the doors. Doors are provided with a means suitable for keeping **Quality Assurance** the door closed. Dutch doors meeting 19.3.6.3.6 The Environmental Services Director will monitor this issue using the "Environmental 19.3.6.3 are permitted. Services Weekly Rounds" Form. See attachment #1. This will be done weekly for Roller latches are prohibited by CMS regulations

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE naddin XWeathalor en NHA

Administrator

three months or until resolved by QOL/QA

committee. Reports will be given to the monthly Quality of Life- QA committee and

corrective action initiated as appropriate.

9/8/11

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

in all health care facilities.

| | T OF DEFICIENCIES OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) M A. BU | | PLE CONSTRUCTION O1 - MAIN BUILDING 01 | (X3) DATE S COMPLI | |
|--------------------------|--|---|-------------------|-----|--|---|---|
| | | 345407 | B. WI | 4G | | 09/0 | 7/2011 |
| | PROVIDER OR SUPPLIER CREEK HEALTH CAF | RE | | 17 | EET ADDRESS, CITY, STATE, ZIP CODI 19 SWAN QUARTER ROAD NANQUARTER, NC 27885 | Ē | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC) | NTEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREF TAG | | PROVIDER'S PLAN OF CORF (EACH CORRECTIVE ACTION S CROSS-REFERENCED TO THE AI DEFICIENCY) | HOULD BE | (X5) COMPLETION DATE |
| K 018 | Continued From pa | age 1 | K | 018 | K 018 SS≃D Corrective Action The door to room 310 was adjus properly. The shoe rack on the 209 was removed and the door | door of room | |
| K 038 SS=F | A. Based on obser doors to rooms 209 closed. 42 CFR 483.70 (a) NFPA 101 LIFE SA | is not met as evidenced by: rvation on 09/07/2011 the and 310 failed to latch when AFETY CODE STANDARD aged so that exits are readily as in accordance with section | Κſ |)38 | properly on 9/7/11. Identification of related safety potentially affecting Residents Environmental Services Director doors close properly. Systemic Changes Environmental rounds will be convective basis by the Environment Director. Any areas noted to neither the service of t | ducted by the on 9/7/11. All additional on a tal Services are repair will | And a service address of the service and the service address of the |
| K 051 SS=D | A. Based on obsermagnetic door lock panel was silenced B. Based on obserwas no component near the fire alarm C. Based on observities on observities on observities and the fire alarm system devices or equipment of the collective warning of Activation of the collection of the collection of the collection of the collective warning of the collective warning of Activation of the collective was illented by the collective warning of the collective was illented by the collective warning of | vation on 09/07/2011 there location map under glass | Κ¢ | 051 | Quality Assurance The Environmental Services Dirk monitor this issue using the "Environmental Services Weekly Rounds" Formattachment #1. This will be done three months or until resolved by committee. Reports will be given monthly Quality of Life- QA commicorrective action initiated as apport to the existing fire alarm panel was 9/8/11. A component location meaning the panel of the control of the existing fire alarm panel of the existing fire alarm panel will in order to prevent the magnetic relocking when the fire panel is selecting when the fire panel is selecting of the emergency door relocation of the emergency door | replaced doors from lilenced on map and the | 9/8/11 |

| | EMENT OF DEFICIENCIES PLAN OF CORRECTION (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: (X2) MULTIPLE CONSTRUCTION A. BUILDING 01 - MAIN BUILDING 01 | | (X3) DATE S COMPLE | | | | |
|--------------------------|---|--|-----------------------|-----|--|---|----------------------------|
| | | 345407 | B. WIN | ∤G | | 09/0 | 7/2011 |
| | PROVIDER OR SUPPLIER CREEK HEALTH CAF | RE | | 17 | ET ADDRESS, CITY, STATE, ZIP CODE 19 SWAN QUARTER ROAD VANQUARTER, NC 27885 | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREFI TAG | | PROVIDER'S PLAN OF CORRE (EACH CORRECTIVE ACTION SE CROSS-REFERENCED TO THE AP DEFICIENCY) | IOULD BE | (X5) GOMPLETION DATE |
| K 051 | patient sleeping are that manual pull stanurse's stations. Per path of egress. Electric tests are available, power is provided, maintained in accords of mainten There is remote an | age 2 m operation. Pull stations in eas may be omitted provided ations are within 200 feet of rull stations are located in the ectronic or written records of A reliable second source of Fire alarm systems are rdance with NFPA 72 and ance are kept readily available. nunciation of the fire alarm eved central station. 19.3.4, | K | 051 | switches was posted on 9/8/11 at with existing staff. See attachment with existing staff. See attachment staff. See attachment staff. See attachment staff s | olaced with an onal Fire See All staff will ervices on the ent location will be on for all new "Weekly Fire ent #4 ally stand-up ty of Life- QA | 9/26/11 |
| K 061 SS=D | A. Based on obser alarm panel failed to signal on lose of AC connection. 42 CFR 483.70 (a) NFPA 101 LIFE SA Required automatic valves supervised signals. | s not met as evidenced by: vation on 09/07/2011 the fire o give an audible or a visual c power, Battery and phone FETY CODE STANDARD c sprinkler systems have to that at least a local alarm o valves are closed. NFPA | ΚO | 61 | Corrective Action The existing fire alarm panel was 9/8/11 to provide a visual signal f battery and phone connection. Identification of related safety i potentially affecting Residents. The existing fire alarm panel will it in order to provide audible and visioss of A/C power, battery and phonection on 9/23/11. Systemic Changes The Fire Control Panel will be repupdated Gamewell/FCI Convention Alarm Control Panel on 9/23/11, attachment #3 for specifications, attend one of the mandatory in-sonew fire alarm panel on 9/23/11 at . | or A/C power, nazards pe replaced sual signal for one laced with an onal Fire See All staff will ervices on the | |

| (EACH DEFICIENCY REGULATORY OR LECTION OF LI | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) age 3 s not met as evidenced by: vation on 09/07/2011 the valve | 171 | ET ADDRESS, CITY, STATE, ZIP CODE 9 SWAN QUARTER ROAD ANQUARTER, NC 27885 PROVIDER'S PLAN OF CORREC (EACH CORRECTIVE ACTION SHOOR CROSS-REFERENCED TO THE APP DEFICIENCY) | CTION OULD BE | (X5) COMPLETION DATE |
|--|---|---|---|---|---|
| SUMMARY STA (EACH DEFICIENCY REGULATORY OR L Continued From pa This STANDARD I A. Based on obser- | ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) age 3 s not met as evidenced by: vation on 09/07/2011 the valve | ID PREFIX TAG | 9 SWAN QUARTER ROAD ANQUARTER, NC 27885 PROVIDER'S PLAN OF CORRECTIVE ACTION SHOCK CROSS-REFERENCED TO THE APP | OULD BE | COMPLETION |
| CEACH DEFICIENCY REGULATORY OR LESSION OF LE | r MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) age 3 s not met as evidenced by: vation on 09/07/2011 the valve | PREFIX TAG | (EACH CORRECTIVE ACTION SHO CROSS-REFERENCED TO THE APP | OULD BE | COMPLETION |
| This STANDARD I A. Based on obser controlling the high | s not met as evidenced by: vation on 09/07/2011 the valve | K 061 | | | |
| Medical gas storagorotected in accord Standards for Health a) Oxygen storage 3,000 cu.ft. are endeparation. b) Locations for su 3,000 cu.ft. are ven 4,000 cu.ft. are ven 4.3.1.1.2, 19.3.2.4 This STANDARD is A. Based on observere full and empty Storage room near 8. There was a where years using O2 that cign. 2 CFR 483.70 (a) IFPA 101 MISCEL | ance with NFPA 99, th Care Facilities. locations of greater than losed by a one-hour pply systems of greater than ted to the outside. NFPA 99 s not met as evidenced by: vation on 09/07/2011 there O2 cylinders mixed in the O2 room 202. sel chair where the resident lid not have a "No Smoking" | K 076 | 9/8/11. The new high low pressure could not be integrated into the expanel. Identification of related safety his potentially affecting Residents. The existing fire alarm panel will be in order to supervise the valve conhigh and low pressure switch on 9/8. Systemic Changes The Fire Control Panel will be replupdated Gamewell/FCI Convention Alarm Control Panel on 9/23/11. Sattachment #3 for specifications. Alatend one of the mandatory in-seriew fire alarm panel on 9/23/11 are and will be reviewed during generator all new employees. Quality Assurance The monitoring is included in the "Safety Check List". Altachment #4 will be given during the daily stand meetings and to the weekly Quality committee and corrective action in appropriate K 076 SS=D Corrective Action | 4. Reports 1-up y of Life- QA illated as serviced on e switch isting fire azards e replaced trolling the /23/11. aced with an nal Fire See All staff will rylces on the id 9/26/11 at orientation Weekly Fire i Reports -up y of Life- QA illated as | 9/24/11 |
| 016 | notected in accorditandards for Health (a) Oxygen storage 000 cu.ft. are enceparation. b) Locations for su 000 cu.ft. are ven 3.1.1.2, 19.3.2.4 In this STANDARD is a Based on observer full and empty forage room near There was a wheels using O2 that on the county of | nis STANDARD is not met as evidenced by: a. Based on observation on 09/07/2011 there ere full and empty O2 cylinders mixed in the O2 torage room near room 202. There was a wheel chair where the resident as using O2 that did not have a "No Smoking" gn. | rotected in accordance with NFPA 99, tandards for Health Care Facilities. a) Oxygen storage locations of greater than 000 cu.ft. are enclosed by a one-hour eparation. b) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 his STANDARD is not met as evidenced by: a. Based on observation on 09/07/2011 there ere full and empty O2 cylinders mixed in the O2 torage room near room 202. There was a wheel chair where the resident es using O2 that did not have a "No Smoking" gn. 2 CFR 483.70 (a) FPA 101 MISCELLANEOUS K 130 | rotected in accordance with NFPA 99, tandards for Health Care Facilities. a) Oxygen storage locations of greater than 000 cu.ft. are enclosed by a one-hour eparation. b) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.1.2, 19.3.2.4 c) Locations for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1 | rotected in accordance with NFPA 99, tandards for Health Care Facilities. It) Oxygen storage locations of greater than 000 cu.ft. are enclosed by a one-hour apparation. It contains for supply systems of greater than 000 cu.ft. are vented to the outside. NFPA 99 3.1.1.2, 19.3.2.4 Init STANDARD is not met as evidenced by: Based on observation on 09/07/2011 there are full and empty O2 cylinders mixed in the O2 torage room near room 202. There was a wheel chair where the resident as using O2 that did not have a "No Smoking" gn. CFR 483.70 (a) The existing fire alarm panel was serviced on 9/8/11. The new high low pressure switch could not be integrated into the existing fire panel. Identification of related safety hazards potentially affecting Residents The existing fire alarm panel will be replaced in order to supervise the valve controlling the high and low pressure switch on 9/23/11. Systemic Changes The Fire Control Panel will be replaced with an updated Gamewell/FCI Conventional Fire Alarm Control Panel on 9/23/11. See attachment #3 for specifications. All staff will attend one of the mandatory in-services on the new fire alarm panel on 9/23/11 and 9/26/11 and will be reviewed during general orientation for all new employees. Quality Assurance The monitoring is included in the "Weekly Fire Safety Check List". Attachment #4 Reports will be given during the daily stand-up meetings and to the weekly Quality of Life-QA committee and corrective action initiated as appropriate K 130 K 076 SS=D Coveretive Action |

| | | A MICHICAID SELVICES | | | | | 7. 0830-038 | |
|--|------------------|--|-------------------|--|---|---|-------------------------------|--|
| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | A. BU | (X2) MULTIPLE CONSTRUCTION A. BUILDING 01 - MAIN BUILDING 01 | | | (X3) DATE SURVEY COMPLETED | |
| | | 345407 | B. WING | | 09/07/2011 | | | |
| NAME OF PROVIDER OR SUPPLIER CROSS CREEK HEALTH CARE | | | · | STREET ADDRESS, CITY, STATE, ZIP CODE 1719 SWAN QUARTER ROAD SWANQUARTER, NC 27885 | | | | |
| (X4) ID PREFIX TAG | (EACH DEFICIENC) | NTEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION) | ID PREF TAG | | PROVIDER'S PLAN OF CORR (EACH CORRECTIVE ACTION SI CROSS-REFERENCED TO THE AF DEFICIENCY) | HOULD BE | (X5) COMPLETION DATE | |
| K 130 | This STANDARD i | s not met as evidenced by: vation on 09/07/2011 the hot | К | 130 | Systemic Changes Environmental rounds will be con weekly basis by the Environment Director. Any residents receiving have the proper signage in place attachment #1. Quality Assurance The Environmental Services Dire monitor this issue using the "Envi Services Weekly Rounds" Form. attachment #1. This will be done Reports will be given to the monit Life- QA committee and corrective Initiated as appropriate K 130 SS=D Corrective Action The water temperature was adjust Immediately. Identification of related safety it potentially affecting Residents All water temperatures throughout were checked and were within materially affecting Residents All water temperature checks will co performed weekly by the Environ Services Director. Locks have be on the mechanical room doors wit water heaters are located to previous by unauthorized personnel. Quality Assurance The Environmental Services Direct monitor this issue using the "Wee Temperature Checks" Form. See #2. This will be done weekly. Rej given to the monthly Quality of Life committee and corrective action in appropriate | al Services coxygen will see ctor will ronmental See weekly. hiy Quality of e action sted nazards t the building andated ntinue to be mental hen changed here the ent access ctor will kiy Water attachment borts will be e- QA | 9/18/11 | |