DEPARTI	MENT OF HEALTH AN	ID HUMAN SERVICES					M APPROVED
CENTER	S FOR MEDICARE &	MEDICAID SERVICES				OMB NO	D. 0938-0391
	DF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· /		CONSTRUCTION		E SURVEY PLETED
			A. DOILDIN	···			с
		345557	B. WING				/23/2021
NAME OF PI	ROVIDER OR SUPPLIER		_ <b>_</b>	STF	REET ADDRESS, CITY, STATE, ZIP CODE	1	
	IEALTH & REHAB CENT			380	0 INDEPENDENCE BOULEVARD		
	IEALIN & RENAD CENT	ER		WI	LMINGTON, NC 28412		
(X4) ID PREFIX		ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL	ID PREFIX	<	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD E	E	(X5) COMPLETION
TAG	REGULATORY OR I	SC IDENTIFYING INFORMATION)	TAG		CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)	ATE	DATE
E 000	Initial Comments		EO	000			
		ertification survey was					
		21 through 09/23/21. The					
	facility was found in c requirement CFR 483						
	Preparedness. Even						
F 000	INITIAL COMMENTS		F 0	000			
		complaint investion survey					
		09/20/21 through 09/23/21.					
	Event ID# IVXX11. 5 allegations were not s	-					
F 578	-	ntnue Trmnt;FormIte Adv Dir	F 5	578			9/28/21
SS=D	CFR(s): 483.10(c)(6)(	(8)(g)(12)(i)-(v)					
	§483.10(c)(6) The rig	ht to request, refuse, and/or					
		t, to participate in or refuse					
	to participate in exper formulate an advance	rimental research, and to directive.					
	8483 10(c)(8) Nothing	g in this paragraph should be					
		t of the resident to receive					
	the provision of medic	cal treatment or medical					
		dically unnecessary or					
	inappropriate.						
	§483.10(g)(12) The fa	acility must comply with the					
	requirements specifie	d in 42 CFR part 489,					
	subpart I (Advance D						
		ts include provisions to ritten information to all adult					
		the right to accept or refuse					
	medical or surgical tre						
	resident's option, forn	nulate an advance directive.					
		itten description of the					
	and applicable State	plement advance directives law					
		nitted to contract with other					
LABORATORY	. ,	SUPPLIER REPRESENTATIVE'S SIGNATURE	 E		TITLE		(X6) DATE

**Electronically Signed** 

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.

10/14/2021

	-	ID HUMAN SERVICES MEDICAID SERVICES				FORM	): 10/25/2021 1 APPROVED ). 0938-0391
	DF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
		345557	B. WING			( 09/:	C 23/2021
NAME OF PI	ROVIDER OR SUPPLIER	•		S	STREET ADDRESS, CITY, STATE, ZIP CODE	-	
				3	800 INDEPENDENCE BOULEVARD		
AZALEA F	IEALTH & REHAB CENT	ER		WILMINGTON, NC 28412			
	SUMMARY ST	ATEMENT OF DEFICIENCIES	ID		PROVIDER'S PLAN OF CORRECTION		(X5)
(X4) ID PREFIX TAG	(EACH DEFICIENC)	Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	IUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE				COMPLETION DATE
F 578	Continued From page	9 1	F:	578			
		information but are still					
	legally responsible for						
	requirements of this s	-					
		al is incapacitated at the					
	time of admission and	•					
	information or articula	te whether or not he or she					
	has executed an adva	ance directive, the facility					
	may give advance dir	ective information to the					
	individual's resident re	epresentative in accordance					
	with State Law.						
		elieved of its obligation to					
	•	on to the individual once he					
	or she is able to recei						
		must be in place to provide					
		individual directly at the					
	appropriate time.						
		is not met as evidenced					
	by:	and at off interviewed the			Dreponstion and submission of this DC	~	
		ew and staff interviews, the accurate advance directives			Preparation and submission of this PC		
		but the medical record for 1			is required by state and federal law. The		
		nts (Resident #1) reviewed			poc does not constitute an admission for purpose of general liability, professional		
	for advanced directive	. ,			malpractice or any other court proceed		
						ing.	
	The findings included	:			1)The medical record of resident #1 was updated on 9/23/21 to reflect current	is	
	Resident #1 was adm	itted to the facility on			advanced directive of DNR.		
		oses that included cerebral					
	infarction (stroke) and				2) To identify other residents that have	the	
		et (MDS) dated for 9/8/2021			potential to be affected, an audit of all		
		was cognitively intact.			current residents' advanced directives		
					was validated by checking the order wi	th	
	Review of Resident #	1's advanced directive care			the care plan with the code book that is	6	
	plan, revealed it was	last reviewed on 6/9/2021			kept on the nursing unit. This was		
	and indicated Resider	nt had chosen "Full Code"			completed on 9/24/21. Any		
	-	t included her wishes would			inconsistencies were corrected		
		ugh the next care plan			immediately.		
		included the Resident					
	chooses to change co	ode status, necessary			3) To prevent this from recurring the		

Facility ID: 100671

If continuation sheet Page 2 of 15

STATEMENT OF DEFICIENCES       (M) DENTIFICATION NUMBER:       (M) DEN		-	ID HUMAN SERVICES				FORM	D: 10/25/2021 MAPPROVED D. 0938-0391
34557         B. WHMS         09/23/           NAME OF PROVIDER OR SUPPLIER         STREET ADDRESS, CITY, STRE_2/P COLE         Street ADDRESS, CITY, STREE, ZP COLE         Street ADDRESS, CITY, STREE, ZP COLE         Street ADDRESS, CITY, STREE, ZP COLE         Street ADDRESS, STREET ADDRESS, STREET ADDRESS, STREET ADDRESS, STREET ADDRESS, S	STATEMENT O	OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA	· /			(X3) DATE SURVEY COMPLETED	
AZALEA HEALTH & REHAB CENTER         300 INDEPENDENCE BOULEVARD WILLINGTON, NC 28412           MULD PRETRY TAG         SUMMAY STATEMENT OF DEFICIENCES (EACH DEFICIENCY MIST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)         ID PRETRY TAG			345557	B. WING				C 23/2021
AZALEA HEALTH & REHAB CENTER       WILMINGTON, NC 28412         (M) ID PREFIX TAG       SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MST BEREFEDED BY FULL REGULATORY OR LSCIDENTIFYING INFORMATION)       D PROVIDENTIFYING INFORMATION       PROVIDENTIFYING INFORMATION       C         F 578       Continued From page 2 protocol will be completed including a new order, update documentation/care plan.       F 578       Incensed nurses and Director of Social Services were reeducated on 9(23)/21 by the DON/ designee concerning making sure that advanced directives are current and accurate in the medical record. Any licensed staff that cannot be reached within the initial reducation time frame of 24 hours, will not take an assignment until they have received this reducation by the DON or designee.         During an interview on 9/23/2021 at 1:20 pm the Social Worker (SW) explained she followed up with Resident #1's Physician Orders revealed her code status to DNR. A progress note after of 8/5/2021.       #4 To monitor and maintain ongoing compliance, the Director of Nursing or designee.         An interview with the Administrator on 9/23/2021 at 12:29 pm revealed it is her expectation a Resident's code status change.       #4 To monitor and maintain ongoing compliance, the Director of Nursing or designee will review new orders to ensure that any change of advanced directive are in the medical record.         An interview with the Administrator on 9/23/2021 at 12:29 pm revealed it is her expectation a Resident's code status physician orders will correspond with information in his/her care plan.       #4 To DON will report the results of the monitoring to the QAP committee.         F 656       Develop/Implement Comprehensive Ca	NAME OF PI	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY	Y, STATE, ZIP CODE		
PRETX TAG       CACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC. IDENTIFYING INFORMATION)       PRETX TAG       CACH DEFICIENCY ACTION SHOULD BE CROSH DERRET LATORY AT THE SHOULD BE CROSH DERRET LATORY ACTION SHOULD BE CROSH DERRET LATORY	AZALEA H	IEALTH & REHAB CENT	ER					
protocol will be completed including a new order, update documentation/care plan.licensed nurses and Director of Social Services were reducated on 9/23/21 by the DON/ designee concerning making sure that advanced directives are current and accurate in the medical record. Any licensed staff that cannot be reached within the initial reducation time frame of 24 hours, will not take an assignment until they have received this reducation by the DON or designee.During an interview on 9/23/2021 at 1:20 pm the Social Worker (SW) explained she followed up with Resident #1 and her daughter on 8/5/2021. Daughter verified the change of code status to DDR. A progress note dated for 8/5/2021. Daughter verified the change of code status to port. A progress note dated for 8/5/2021. Daughter verified the change of code status to medical record. The note indicated the SW spoke with Resident #1 verifying her decision to change her code status to a "DNR". The SW was unable to explain why she did not update the care plan when the code status physician orders will correspond with information in his/her care plan.#4 To monitor and maintain ongoing compliance, the Director of Nursing or designee will review new orders to ensure that any change of advanced directive are in the medical record and the code book on the nursing units. Monitoring began 9/24/21 and will be validated by checking the orders week then weekly for 11 weeks.F 656Develop/Implement Comprehensive Care PlanF 6569/2	PREFIX	(EACH DEFICIENC)	Y MUST BE PRECEDED BY FULL	PREFIX	(EACH COF	RRECTIVE ACTION SHOULD B ERENCED TO THE APPROPRIA		(X5) COMPLETION DATE
F 656     Develop/Implement Comprehensive Care Plan     F 656     Compliance for 3 months.     9/2	F 578	protocol will be compl update documentation Review of progress no by the Physician's Ass 8/4/2021 that indicate update her code statu Review of Resident # revealed her code statu Review of Resident # revealed her code statu on 8/4/2021. During an interview of Social Worker (SW) e with Resident #1 and Daughter verified the DNR. A progress note by the SW was noted medical record. The n with Resident #1 verif her code status to a " to explain why she did when the code status An interview with the a at 12:29 pm revealed Resident's code statu	leted including a new order, n/care plan. otes revealed a note written sistant (PA) dated for ed Resident #1 requested to us to a "DNR". at's Physician Orders atus was updated to a "DNR" n 9/23/2021 at 1:20 pm the explained she followed up her daughter on 8/5/2021. change of code status to e dated for 8/5/2021 written in Resident #1's electronic note indicated the SW spoke fying her decision to change DNR". The SW was unable d not update the care plan o change. Administrator on 9/23/2021 it is her expectation a us physician orders will	F 5	licensed nurses Services were r the DON/ desig sure that advan and accurate in Any licensed sta within the initial 24 hours, will no they have recei DON or designe Agency licensed licensed nurses during their orie Nursing or desig #4 To monitor a compliance, the designee will re that any change in the medical r at the appropria This will be valid orders vs the ca on the nursing of 9/24/21 and will for 1 week then #5 The DON wi monitoring to th review and reco	eeducated on 9/23/21 to nee concerning making ced directives are current the medical record. aff that cannot be reach reeducation time frame of take an assignment un- ved this reeducation by ee. d nurses and newly hires will have this education intation by Director of gnee. and maintain ongoing e Director of Nursing or view new orders to ensue of advanced directive ecord and the code boot ate nursing station. dated by checking the are plan and the code boot inter the results of the average of advanced for weekly for 11 weeks. Il report the results of the e QAPI committee for ommendations for the time pritoring period or as it is	ure are ook nee me me	
§483.21(b) Comprehensive Care Plans		CFR(s): 483.21(b)(1)		F 6	compliance for			9/27/21

Facility ID: 100671

If continuation sheet Page 3 of 15

CENTER STATEMENT ( AND PLAN OF	-	ID HUMAN SERVICES MEDICAID SERVICES (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345557	` <i>'</i>	ING _	E CONSTRUCTION		FORM OMB NO (X3) DATE COMP	LETED
	IEALTH & REHAB CENT	ER		3	WILMINGTON, NC 28412			
(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 CORREC (EACH CORRECTIVE ACTION SHOU CROSS-REFERENCED TO THE APPR DEFICIENCY)	JLD BE		(X5) COMPLETION DATE
F 656	implement a compreh care plan for each res resident rights set fort §483.10(c)(3), that inc objectives and timefra medical, nursing, and needs that are identifi assessment. The corr describe the following (i) The services that a or maintain the reside physical, mental, and required under §483.2 (ii) Any services that a under §483.24, §483. provided due to the re- under §483.10, includ treatment under §483 (iii) Any specialized se rehabilitative services provide as a result of recommendations. If a findings of the PASAF rationale in the reside (iv)In consultation with resident's representat (A) The resident's goa desired outcomes. (B) The resident's pre- future discharge. Faci whether the resident's community was asses local contact agencies entities, for this purpo (C) Discharge plans in plan, as appropriate, i	cility must develop and hensive person-centered sident, consistent with the th at §483.10(c)(2) and cludes measurable ames to meet a resident's mental and psychosocial ied in the comprehensive hprehensive care plan must g- are to be furnished to attain ent's highest practicable psychosocial well-being as 24, §483.25 or §483.40; and would otherwise be required 25 or §483.40 but are not esident's exercise of rights ling the right to refuse 8.10(c)(6). ervices or specialized a the nursing facility will PASARR a facility disagrees with the RR, it must indicate its ent's medical record. h the resident and the tive(s)- als for admission and eference and potential for ilities must document s desire to return to the ssed and any referrals to s and/or other appropriate	F	656				

Facility ID: 100671

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	-	ID HUMAN SERVICES MEDICAID SERVICES				FOR	M APPROVED D. 0938-0391	
STATEMENT	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· · /		CONSTRUCTION	(X3) DATE SURVEY COMPLETED		
		345557	B. WING			C 09/23/2021		
NAME OF P	ROVIDER OR SUPPLIER			S	TREET ADDRESS, CITY, STATE, ZIP CODE	1 00		
AZALEA I	IEALTH & REHAB CENT	ER			800 INDEPENDENCE BOULEVARD VILMINGTON, NC 28412			
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL .SC IDENTIFYING INFORMATION)	ID PREFI TAG	х	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD I CROSS-REFERENCED TO THE APPROPR DEFICIENCY)	ЗE	(X5) COMPLETION DATE	
F 656	section. This REQUIREMENT by: Based on record revi facility failed to update residents (Resident # reviewed for code sta Findings included: 1. Resident #9 was ar 3/20/21 with diagnose Record review of the 3/20/21 revealed Resi Review of the admiss revealed Resident #9 mpaired and required physical assistance w (ADLs). Review of the electron Resident #9 revealed 3/21/21 for do not ress (Medical Order for Sc Interview with the MD AM revealed the care completed before she order for DNR with M	<ul> <li><sup>1</sup> is not met as evidenced</li> <li>ew and staff interviews the e the care plans for 2 of 8 3 and Resident #9) tus.</li> <li>dmitted to the facility on es that included dementia.</li> <li>physician's order dated ident #9 was full code.</li> <li>ion care plan dated 3/20/21 was a full code.</li> <li>ion MDS dated 3/26/21 was severely cognitively d extensive one-person rith activities of daily living</li> <li>nic health record (EHR) for a physician's order on uscitate (DNR) with MOST ope of Treatment).</li> <li>S nurse on 9/23/21 at 9:00 plan for Resident #9 was e received the physician's ost.</li> <li>at 9:14 AM with the Social</li> </ul>	F	656	<ol> <li>The care plans for resident #3 and were updated with the current code st on 9/23/21.</li> <li>To identify other residents that have potential to be affected, an audit of cu- resident care plans was performed by Director of Social Services on 9/24/21 ensure care plans were accurate with current code status.</li> <li>To prevent this from recurring, the I reeducated the Director of Social Serv- and the IDT team on the code status A process policy.</li> <li>To monitor and maintain on going compliance the Director of Social Services/ designee will monitor reside care plans to ensure the current code status is accurate. Monitoring will occ weekly for 12 weeks.</li> <li>The Administrator will report results from the monitoring to the QAPI committee for review and recommendation during the time perior as it is recommended by committee. Will be reviewed for 100% compliance 3 months</li> </ol>	atus e the rrent the to DON vices Audit nt ur		

Facility ID: 100671

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DEPART	MENT OF HEALTH AN	D HUMAN SERVICES					APPROVED	
CENTER	S FOR MEDICARE &	MEDICAID SERVICES				OMB NO. 0938-0391		
	OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· ,		E CONSTRUCTION	(X3) DATE SURVEY COMPLETED		
			A. BOILDI	NG _			с	
		345557	B. WING			09/23/2021		
NAME OF PI	ROVIDER OR SUPPLIER			S	TREET ADDRESS, CITY, STATE, ZIP CODE			
AZALEA H	IEALTH & REHAB CENT	ER						
				V	VILMINGTON, NC 28412			
(X4) ID PREFIX TAG	(EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL .SC IDENTIFYING INFORMATION)	ID PREFIZ TAG	x	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD B CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)		(X5) COMPLETION DATE	
F 656	Continued From page	F		250				
F 030	Continued From page	forgotten to change the care	F	656				
	plan.	orgotten to change the care						
	Interview with the Adr	ninistrator on 9/23/21 at						
		ne expected the resident's						
	code status orders to	match the care plan.						
		dmitted to the facility on that included dementia.						
		physician's order dated ent #3 was a full code.						
	9/9/20 revealed Resid cognitively impaired a one-person physical a	um Data Set (MDS) dated dent #3 was severely and required extensive assistance with bed mobility g, eating, and personal						
	The admission care p Resident #3 was a ful	lan dated 9/9/20 revealed l code.						
		physician's order dated sident #3 had a do not ler.						
		at 9:03 AM with the MDS are plan was completed was put in the chart.						
	Worker revealed she plan for Resident #3 a in the computer. She for updating the care forgotten to do it.	at 9:20 AM with Social had not updated the care after the DNR order was put stated she was responsible plan and she must have						
	Interview on 9/23/21 a	at 9:23 AM with the						

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		ID HUMAN SERVICES MEDICAID SERVICES			PRINTED: 10/25/202 FORM APPROVED OMB NO. 0938-0391		
STATEMENT (	OF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		PLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED		
		345557	B. WING		C 09/23/2021		
NAME OF PF	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY, STATE, ZIP CO	ODE		
	IEALTH & REHAB CENT	ER		3800 INDEPENDENCE BOULEVARD			
				WILMINGTON, NC 28412			
(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 ( (EACH CORRECTIVE ACTI CROSS-REFERENCED TO TI DEFICIENC	ION SHOULD BE COMPLETION DATE		
F 656	Continued From page	e 6	F 65	56			
	Administrator reveale plan to reflect the cur resident.	ed she expected the care rrent code status of the					
F 758 SS=D	Free from Unnec Psy CFR(s): 483.45(c)(3)	/chotropic Meds/PRN Use (e)(1)-(5)	F 75	58	10/4/21		
	affects brain activities processes and behave but are not limited to, categories: (i) Anti-psychotic; (ii) Anti-depressant; (iii) Anti-anxiety; and (iv) Hypnotic Based on a comprehe resident, the facility m §483.45(e)(1) Reside psychotropic drugs and unless the medication specific condition as of in the clinical record; §483.45(e)(2) Reside drugs receive gradual behavioral interventic contraindicated, in an drugs; §483.45(e)(3) Reside	hotropic drug is any drug that a associated with mental vior. These drugs include, drugs in the following ensive assessment of a nust ensure that ents who have not used re not given these drugs n is necessary to treat a diagnosed and documented ents who use psychotropic al dose reductions, and ons, unless clinically n effort to discontinue these ents do not receive ursuant to a PRN order					

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	MENT OF HEALTH AN S FOR MEDICARE & I	ID HUMAN SERVICES MEDICAID SERVICES			FORM	M APPROVED 0. 0938-0391	
STATEMENT	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		PLE CONSTRUCTION G	(X3) DATE COMF	E SURVEY PLETED	
		345557	B. WING			C / <b>23/2021</b>	
NAME OF P	ROVIDER OR SUPPLIER		•	STREET ADDRESS, CITY, STATE, ZIP CODE			
AZALEA	HEALTH & REHAB CENT	ER		3800 INDEPENDENCE BOULEVARD WILMINGTON, NC 28412	D		
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	ON D BE PRIATE	(X5) COMPLETION DATE		
F 758	§483.45(e)(4) PRN or are limited to 14 days §483.45(e)(5), if the a prescribing practition appropriate for the PF beyond 14 days, he or rationale in the reside indicate the duration f §483.45(e)(5) PRN or drugs are limited to 14 renewed unless the a prescribing practition the appropriateness of This REQUIREMENT by: Based on record revi Consultant Pharmacis Physician Assistant in discontinue an as nee medication for 1 of 5 I reviewed for unneces The findings included Resident #1 was adm 4/28/2017 with diagno disorder and depress The quarterly Minimu 9/8/2021 indicated Re intact. She had no be Resident #1 was not of antianxiety medication period. A physician's order da Xanax (antianxiety mon needed (PRN) every 5	rders for psychotropic drugs . Except as provided in titending physician or er believes that it is RN order to be extended r she should document their ent's medical record and for the PRN order. rders for anti-psychotic 4 days and cannot be ttending physician or er evaluates the resident for of that medication. T is not met as evidenced ew, staff interview, st interview and the tterview, the facility failed to eded (PRN) psychotropic Residents (Resident #1) sary medications. : itted to the facility on oses that included anxiety ive disorder. m Data Set (MDS) dated for esident #1 was cognitively haviors or rejection of care.	F 7	<ol> <li>DEFICIENCY)</li> <li>58</li> <li>1) Resident #1 suffered no harm as result of the PRN psychotropic med not being discontinued. The PRN psychotropic medication was never administered.</li> <li>2) To identify other residents that ha potential to be affected a 100% aud residents receiving PRN medication performed to ensure there was a 14 date. No negative findings were identified.</li> <li>3) To prevent this from recurring the Director of Nursing or designee reeducated all licensed nurses on th CMS regulatory changes with the us PRN psychotropic medications and requirement of a 14 day stop date. Any licensed staff that cannot be rea- within the initial reeducation time fra 24 hours will not take an assignmen they have received this education.</li> </ol>	ication ive the it of all s was stop ne se of the ached ime of		

Facility ID: 100671

If continuation sheet Page 8 of 15

	-	ID HUMAN SERVICES MEDICAID SERVICES				FORM	D: 10/25/2021 APPROVED D. 0938-0391
STATEMENT	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	· /		CONSTRUCTION	(X3) DATE SURVEY COMPLETED	
		345557	B. WING				C 23/2021
NAME OF P	ROVIDER OR SUPPLIER			S	TREET ADDRESS, CITY, STATE, ZIP CODE	-	
A7AI EA 1	HEALTH & REHAB CENT	ED		38	800 INDEPENDENCE BOULEVARD		
				N	VILMINGTON, NC 28412		
(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 CORRECTION (EACH CORRECTIVE ACTION SHOULD E CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)		(X5) COMPLETION DATE
F 758	order. A pharmacy consultation indicated Resident #1 place for greater than date. The pharmacy rediscontinue or taper the Physician Assistant (Frecommendation of line days and then notify from 8/25/2021. Resident #1's current reviewed on 9/21/202 for Resident #1 was sed to a sed to	tion report dated 8/11/2021 had a PRN Xanax order in 14 days without a stop ecommendation was to he medication. The PA) agreed with miting the medication to 14 her. The PA signed the order physician orders were 1 and the Xanax PRN order till in place with no stop ducted with the Director of 22/2021 at 2:00pm. She to follow through on ns once the facility them. She stated she must ing this one. She further ealized the pharmacy 8/11/2021 was not followed the facility PA on 9/22/2021 er to discontinue the PRN Physician Assistant (PA) 23/21 at 12:10 pm. She sychotropics; she prescribed	F	758	Any agency licensed nurses and newly hired licensed nurses will have this education during their orientation. 4) To monitor and maintain on-going compliance the DON/ designee will monitor all new psychotropic medicatio orders in the morning clinical meeting ensure there is a 14 day stop date with the order. Monitoring will occur 5x weekly for 12 weeks. 5)The Administrator will report the resu of the monitoring to the QAPI committee for review and recommendations for th time frame of the monitoring period or it is amended by the committee. Will be reviewed monthly for 100% compliance for 3 months.	on to i llts ee e	

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	-	ID HUMAN SERVICES MEDICAID SERVICES			PRINTED: 10/25/20 FORM APPROVI OMB NO. 0938-03		
	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE A. BUILDING	(X3) DATE SURVEY COMPLETED			
		345557	B. WING		C 09/23/2021		
NAME OF P	ROVIDER OR SUPPLIER	•	S	TREET ADDRESS, CITY, STATE, ZIP CODE			
AZALEA H	IEALTH & REHAB CENT	ER		800 INDEPENDENCE BOULEVARD VILMINGTON, NC 28412	D		
(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 CORRECTION (EACH CORRECTIVE ACTION SHOULD E CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)	BE COMPLETIO		
F 758	Continued From page within 30 days of the		F 758				
F 760 SS=E	the Administrator, she expectation that all pl completed timely. Residents are Free o	n 9/23/2021 at 1:50 pm with e indicated it was her harmacy consultations are f Significant Med Errors	F 760		10/4/21		
	medication errors. This REQUIREMENT by: Based on record rev physician assistant in hold blood pressure r pressure was below p physician for 1 of 1 re administered medicat Findings included: Resident #45 was ad 12/20/17 with diagnos hypertension, heart fa A physician order dat HCI 100 mg tablet to day for hypertension. pressure (SBP) less to Record review of Phy dated 08/31/21 revea SBP of 132 with her r Resident #45 denied acute concerns. The	<ul> <li>is not met as evidenced</li> <li>is not met as evidenced</li> <li>iew, staff interviews, and iterview the facility failed to medication when blood barameter as ordered by esident reviewed for tions (Resident #45).</li> <li>mitted to the facility on ses that included ailure, and diabetes.</li> <li>ed 08/31/21 for hydralazine give 1 tablet three times a And to hold if systolic blood</li> </ul>		<ol> <li>Resident #45 suffered no harm as result of the blood pressure not being based on the parameters.</li> <li>To identify other residents that have potential to be affected, an audit of cur residents with orders to hold blood pressure medications based on parameters was performed by the Unit Manager.</li> <li>To prevent this from recurring, the DON/ designee reeducated all license nurses on following Physicians orders written.</li> <li>Any licensed nurse that cannot be reached within the initial reeducation to frame of 24 hours will not take an assignment until they have received th reeducation by the DON/ designee.</li> <li>Agency licensed nurses and newly him nurses will have this education during their orientation period by the DON/ designee.</li> </ol>	held the trrent t d as ime his ed		

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		ND HUMAN SERVICES MEDICAID SERVICES				FORM	): 10/25/2021 / APPROVED ). 0938-0391	
STATEMENT	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	ì í		CONSTRUCTION	(X3) DATE SURVEY COMPLETED		
		345557	B. WING			C 09/23/2021		
NAME OF P	ROVIDER OR SUPPLIER	•		S	TREET ADDRESS, CITY, STATE, ZIP CODE			
AZALEA I	IEALTH & REHAB CENT	ER			800 INDEPENDENCE BOULEVARD VILMINGTON, NC 28412			
(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 CORRECTION (EACH CORRECTIVE ACTION SHOULD CROSS-REFERENCED TO THE APPROPE DEFICIENCY)	BE	(X5) COMPLETION DATE	
F 760	SBP of 150. The PA administration time of Record review of the Record (MAR) for Se Resident #45 was ad times with a SBP less MAR record report re- times, and blood press 09/01/21 at 8:00 pm 09/02/21 at 8:00 pm 09/03/21 at 8:00 pm 09/03/21 at 8:00 pm 09/03/21 at 8:00 pm 09/04/21 at 8:00 pm 09/01/21 at 8:00 pm 09/11/21 at 8:00 pm 09/11/21 at 8:00 pm 09/12/21 at 8:00	e and Resident #45 had a planned to change f the medication. Medication Administration optember 2021 revealed ministered hydralazine 11 is than 140 mmHg. The evealed the following dates, ssure readings: SBP was 138 mmHg. SBP was 135 mmHg. SBP was 135 mmHg. SBP was 137 mmHg. SBP was 132 mmHg. SBP was 134 mmHg. SBP was 132 mmHg. SBP was	F	760	<ul> <li>4) To monitor and maintain ongoing compliance, the DON or designee will monitor all physician orders with parameters 5x per week during the cl morning meeting to ensure the parameters were followed as written. will be validated by checking the Medication Administration Records of resident orders with parameters. Monitoring will occur 5 x week for 3 weeks, then 3 x weekly for 3 weeks, the 3 x weekly for 3 weeks, the 2 x week for 3 weeks then weekly for weeks.</li> <li>5)The DON will report the results of the monitoring to the QAPI committee for review and recommendations for the frame of the monitoring period or as it amended by the committee. Will be reviewed monthly for 100% compliance for 3 months.</li> </ul>	nical This any hen 3 ie		

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		ID HUMAN SERVICES MEDICAID SERVICES				FORM	APPROVED 0. 0938-0391
STATEMENT (	DF DEFICIENCIES CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:			E CONSTRUCTION	(X3) DATE COMF	
		345557	B. WING				23/2021
NAME OF P	ROVIDER OR SUPPLIER				STREET ADDRESS, CITY, STATE, ZIP CODE	-	
AZALEA H	IEALTH & REHAB CENT	ER			3800 INDEPENDENCE BOULEVARD WILMINGTON, NC 28412		
(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 CORRECTION (EACH CORRECTIVE ACTION SHOULD E CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)		(X5) COMPLETION DATE
F 760 F 761 SS=D	the blood pressure ar out of range the medi administered. Nurse if she administered th #45 on 09/03/21 but st the MAR as administe to state why she adm Resident #45 with a S 09/03/21 at 08:00 am During an interview of Director of Nursing (D #45's MAR and confir administered to Resid order parameters and administration error. educated on medicati order prior to adminis medication parameter During an interview of Physician Assistant re parameters to hold fo was in response to Re blood pressure on 08, the medication was g SBP less than 140 m dizziness, fatigue, and that Resident #45's bl elevated, and she wa related to low blood p Label/Store Drugs an CFR(s): 483.45(g) Labeling of Drugs and biologicals	hd if the blood pressure was cation was not #1 was unable to remember e medication to Resident stated it was documented on ered. Nurse #1 was not able inistered hydralazine to SBP under 140 mmHg on n 09/22/21 at 12:36 pm the DON) reviewed Resident med that hydralazine was dent #45 for SBP outside the d was a medication She stated that nurses are on pass, to verify physician tering, and to follow rs. n 09/23/21 at 11:49 am the evealed the new order with r SBP less than 140 mmHg esident #45's recent low /31/21. She stated when iven to Resident #45 with a mHg there was a risk of d fainting. The PA stated lood pressure was normally s not notified of a concern ressure. d Biologicals (1)(2) of Drugs and Biologicals a used in the facility must be e with currently accepted		760			10/4/21

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DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES							0: 10/25/2021 APPROVED
		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION		CONSTRUCTION	OMB NO. 0938-0391 (X3) DATE SURVEY COMPLETED	
			A. BUILDING				c
		345557	B. WING			09/23/2021	
NAME OF P	ROVIDER OR SUPPLIER			S	TREET ADDRESS, CITY, STATE, ZIP CODE		
AZALEA H	IEALTH & REHAB CENT	ER					
				V	VILMINGTON, NC 28412		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		ID PREFI TAG		PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD B CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	(X5) COMPLETION DATE	
F 761	Continued From page 12 appropriate accessory and cautionary instructions, and the expiration date when applicable. §483.45(h) Storage of Drugs and Biologicals		F	761			
	Federal laws, the faci biologicals in locked of	rdance with State and lity must store all drugs and compartments under proper and permit only authorized cess to the keys.					
	locked, permanently a storage of controlled of the Comprehensive D Control Act of 1976 and abuse, except when t package drug distribut quantity stored is min be readily detected. This REQUIREMENT by: Based on observation	sility must provide separately affixed compartments for drugs listed in Schedule II of orug Abuse Prevention and nd other drugs subject to he facility uses single unit tion systems in which the imal and a missing dose can is not met as evidenced hs and staff interviews the card expired medications in			761		
	2 of 2 medication cart drawers free of loose medication carts (200	n 1 of 2 medication storage			1) No residents suffered any harm as a result of expired medications on medication carts, loose medications on the medication carts, or expired medications in the medication rooms.	I	
	boxes for Ipratropium Sulfate Solution vials always remain within	structions not dated, on the Bromide with Albuterol revealed: Unit dose must foil package and once al vials within 2 weeks, and			2)To identify other residents that have a potential to be affected, an audit of all medication carts and medications room was performed by the Director of Nursi to ensure no expired medications were present and no loose medications were present on the carts. No negative findi were present.	ng e	

Facility ID: 100671

CENTER	S FOR MEDICARE &	ND HUMAN SERVICES MEDICAID SERVICES				OMB NO	M APPROVE D. 0938-039
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345557			(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
		B. WING			C 09/23/2021		
NAME OF PROVIDER OR SUPPLIER				STR	REET ADDRESS, CITY, STATE, ZIP CODE		
AZALEA H	IEALTH & REHAB CENT	ER			0 INDEPENDENCE BOULEVARD LMINGTON, NC 28412		
(X4) ID PREFIX TAG				ID PROVIDER'S PLAN OF CO PREFIX (EACH CORRECTIVE ACTIO TAG CROSS-REFERENCED TO THI DEFICIENCY)		BE	(X5) COMPLETION DATE
F 761	protect from light.		F	761			
	<ul> <li>protect from light.</li> <li>On 9/23/21 at 10:44 AM Observation of the 100 Hall medication cart with Nurse #7 revealed:</li> <li>-1 bottle of nitroglycerin with the expiration date of 7/30/21</li> <li>-4 boxes of opened Ipratropium Bromide with Albuterol Sulfate Solution:</li> <li>-1 box opened 6/17/21 (expired 7/2/21)</li> <li>-2 boxes opened 8/17/21 (expired 9/1/21)</li> <li>-1 box opened 8/31/21 (expired 9/15/21).</li> <li>Interview with Nurse #7 on 9/23/21 at 10:44 AM revealed it was the Nurses' responsibility to check the carts for expired medications. She removed the expired medications. She indicated no expired medications had been given to any residents.</li> <li>b. Observation of the 200 Hall medication cart on 9/23/21 at 11:16 AM with Nurse #5 revealed the following:</li> <li>-12 pills of assorted sizes and colors laying at bottom of cart drawer where resident medications were stored</li> <li>-1 box of 12-hour allergy pills with expiration date of 4/21</li> <li>-1 bottle of loratadine 10mg tablets with expiration</li> </ul>				<ul> <li>3)To prevent this from recurring, the Director of Nursing/designee reeduca all licensed nurses on removing any expired medications from the medicat carts and medication rooms.</li> <li>Any licensed nurse that cannot be reached within the initial reeducation frame of 24 hours will not take an assignment until they have received reeducation by the Director of Nursin designee.</li> <li>Agency licensed nurses and newly hilicensed nurses will have this educatid during their orientation period by the Director of Nursing/designee.</li> <li>4)To monitor and maintain ongoing compliance, the DON or designee wi monitor medication carts and medication are present and no loose pills are present and no loose</li></ul>	tion time this g/ ired ion Il tion ons	
	-2 boxes of Ipratropiu Sulfate Solution: -1 box opened 12/21 -1 box opened 4/9/2 Interview with Nurse revealed she was una	1 (expired 4/24/21) #5 on 9/23/21 at 11:16 AM aware that Ipratropium			<ul> <li>Monitoring will occur 3x week for 2 w and weekly for 10 weeks.</li> <li>5) The DON will report the results of monitoring to the QAPI committee for review and recommendations for the frame of the monitoring period or as i amended by the committee.</li> </ul>	the time	
	days after the box wa nurses and a Pharma	ol Sulfate Solution expired 14 as opened. She stated the acist had just checked the lications and must have ated the nurses were			Will be reviewed monthly for 100% compliance for 3 months.		

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	-	ID HUMAN SERVICES MEDICAID SERVICES					FORM	): 10/25/2021 APPROVED ). 0938-0391
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED		
		345557	B. WING				C 09/23/2021	
NAME OF P	ROVIDER OR SUPPLIER		1		STREET ADDRESS, CITY, STATE, ZIP CO	DDE	•	
	IEALTH & REHAB CENT	ER			3800 INDEPENDENCE BOULEVARD			
			WILMINGTON, NC 28412					
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		ID PREF TAG	IX	PROVIDER'S PLAN OF C (EACH CORRECTIVE ACTI CROSS-REFERENCED TO TH DEFICIENCY	ON SHOULD B HE APPROPRI		(X5) COMPLETION DATE
F 761	expired medications. expired medications were shown as a spired medication of the 10 room occurred on 9/2 #7 and revealed 2 boom expiration date of 4/2 nasal spray with expire	ing the medication carts for She further stated that no vere administered to any 00 Hall medication storage 3/21 at 11:35 AM with Nurse xes of earwax remover with 1, and 2 bottles of saline ation date of 5/21.	F	76	1			
	<ul> <li>nasal spray with expiration date of 5/21.</li> <li>Interview with Nurse #7 on 9/23/21 revealed the stock medications were rotated by the central supply person and with the closest to the expiration date in front.</li> <li>Interview with the Administrator on 9/23/21 at 12:11 PM revealed the nurses were to follow medication storage protocols and to dispose of expired medications.</li> <li>Interview with the Central Supply person on 9/23/21 at 1:22 PM indicated she must have missed the expired medications when she rotated the stock. She stated she checks with the nurses as needed to replace stock medications. She further stated she rotated the medications when new stock was delivered to the facility.</li> </ul>							

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