

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/20/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G191	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 03/19/2024
NAME OF PROVIDER OR SUPPLIER DOGWOOD HOUSE			STREET ADDRESS, CITY, STATE, ZIP CODE 2401 DOGWOOD DRIVE NEW BERN, NC 28562		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
W 249	<p>PROGRAM IMPLEMENTATION CFR(s): 483.440(d)(1)</p> <p>As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>This STANDARD is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure 3 of 3 audit clients (#1, #2, and #5) received a continuous active treatment program consisting of needed interventions and services as identified in the Individual Program Plan (IPP) in the areas of dining interventions. The findings are:</p> <p>A. During dinner observations on 3/18/24, client #1 was offered two slices of pizza cut to 1/2" - 1" pieces. She ate the pizza with her hands briefly, slid her plate forward to motion that she was finished, and left 80% of the pizza on her plate. She was not encouraged to eat more or offered a substitute. During breakfast observations on 3/19/24, client #1 was offered two sausage patties, oatmeal, and fruit. All food was cut to 1/2" - 1" pieces as required. Client #1 refused to eat. the Residential Manager verbally prompted her to eat several times. However, no staff was observed to attempt to feed her.</p> <p>Review on 3/18/24 of client #1's IPP, dated 9/1/23, revealed a prescribed, heart-healthy diet with foods cut to bite-sized pieces. Staff may</p>	W 249			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.

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W 249	<p>Continued From page 1</p> <p>assist in feeding if she refuses to eat meals, per the Occupational Therapist (OT). Staff should document preferences, offer substitutions, and feed client #1 to encourage eating.</p> <p>Review on 3/19/24 of client #1's OT evaluation, dated 8/20/23, revealed client #1 is 19.7 lbs. below her desired weight range and staff should encourage her to eat. Staff should feed client #1 if she does not want to eat, if possible. In addition, staff should document her food preferences so this information could be used as a food substitution if she is refusing her meals. This recommendation was stated in the last year evaluation, but the OT could not determine if it was implemented.</p> <p>Review on 3/19/24 of client #1's nutrition evaluation, dated 3/5/24, revealed client #1 is below her desired weight range and has a goal of consuming 75% or more of her food per meal. Her diet and supplements should be contained with ways to increase her calories considered for healthy weight gain. Staff should honor preferences and offer substitutes when meals are refused.</p> <p>Further review of client #1's record on 3/19/24 revealed no documentation for client #1's meal preferences for substitutions or her consumed percentages of meals.</p> <p>Interview on 3/19/24 with the Residential Manager revealed client #1 normally eats and may have behaved differently due to the surveyor being in the home. However, staff should offer substitutes if she refuses the food offered during meals.</p>	W 249			

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W 249	<p>Continued From page 2</p> <p>Interview on 3/19/24 with the Qualified Intellectual Disabilities Professional (QIDP) revealed staff should offer substitutes and document client #1's intake and preferences, as well as offer to feed her per the IPP.</p> <p>B. Observation on 3/18/24 during snack time at 3:40pm revealed Staff A offer client #5 two Swiss Rolls as his afternoon snack. Client #5 quickly consumed both Swiss Rolls in less than one minute. He was not prompted to slow down in his eating pace. Observation on 3/18/24 during dinner revealed client #2 was served two whole slices of pizza at 5:08pm. She ate one large bite and was prompted to slow down by the Residential Manager. She continued to consume both slices of pizza by taking large bites and finished both slices at 5:11pm. She was not prompted to slow down</p> <p>Review on 3/18/24 of client #5's IPP, dated 10/31/23, revealed a goal to slow down eating during meals with 3 or less verbal prompts from staff for three consecutive months by 10/30/24.</p> <p>Review on 3/18/24 of client #2's IPP, dated 11/6/23, revealed a goal to chew food and not overstuff her mouth for three consecutive months with no more than three verbal prompts from staff. In addition, she should be monitored closely because she overstuffs her mouth and is a choking hazard.</p> <p>Interview on 3/19/24 with the Residential Manager revealed clients should be prompted to slow down when eating too quickly.</p> <p>Interview on 2/19/24 with the QIDP revealed staff should prompt clients to slow down when eating.</p>	W 249			

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W 478	<p>MENUS CFR(s): 483.480(c)(1)(ii)</p> <p>Menus must provide a variety of foods at each meal. This STANDARD is not met as evidenced by: Based on observations and interviews, the facility failed to assure clients residing in the home were offered a variety of foods from each food group. This affected all clients residing in the home (#1, #2, #3, #4, and #5). The finding is:</p> <p>Observation during dinner on 3/18/24 revealed clients offered a choice of pepperoni or sausage pizza only for the meal. No additional vegetable or fruit was served at the evening meal.</p> <p>Interview on 3/19/24 with the Residential Manager revealed clients should be offered vegetables or fruits as well as pizza, or a vegetable pizza as an alternative.</p>	W 478			