

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

PRINTED: 12/08/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G044	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/07/2023
NAME OF PROVIDER OR SUPPLIER HEATH AVENUE HOME			STREET ADDRESS, CITY, STATE, ZIP CODE 105 EAST HEATH AVE SMITHFIELD, NC 27577	
(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 000	INITIAL COMMENTS	W 000		
W 340	<p>A complaint survey was completed on 12/7/23 for Intake #NC00210480. The complaint was substantiated. A deficiency was cited as a result of the complaint survey.</p> <p>NURSING SERVICES CFR(s): 483.460(c)(5)(i)</p> <p>Nursing services must include implementing with other members of the interdisciplinary team, appropriate protective and preventive health measures that include, but are not limited to training clients and staff as needed in appropriate health and hygiene methods.</p> <p>This STANDARD is not met as evidenced by: Based on record reviews and interviews, nursing services failed to ensure staff were sufficiently trained to administer medications as ordered for 1 of 2 audit clients (#2). The finding is:</p> <p>Review on 12/7/23 of nurse case notes, dated 11/6/23, revealed client #2's guardian had called and reported she had taken client #2 to the hospital while on home leave. Client #2 was diagnosed with Bronchitis and given medications. Client #2's guardian told the facility nurse that she would call the hospital to retrieve paperwork for medication verification prior to staff being able to administer medications.</p> <p>Review on 12/7/23 of discharge physician orders, dated 11/6/23, revealed the following new medications due to a diagnosis of Bronchitis: Prednisone Tab 20mg - Take 2 (20mg) tablets by mouth once every day for 2 days. Promethazine Sol DM - Take 5 ml by mouth four times daily as needed for cough for up to 7 days. Benzonatate Cap 100mg - Take 1 capsule by</p>	W 340		

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

TITLE

(X6) DATE

Arnell Blue

Administrator

12/20/23

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 340	<p>Continued From page 1 mouth every 8 hours for 7 days.</p> <p>Review on 12/7/23 of Mini-Team Reports, dated 11/6/23, revealed a new diagnosis of Bronchitis. Actions to be taken were to begin the following prescribed medications: Promethazine-dextromethorphan Liquid: Take 5ml by mouth four times per day as needed for cough for up to 7 days (Ends 11/13/23). The Nurse must be called prior to giving medication. Prednisone 20mg tablet: Take 3 tablets by mouth daily for 2 days, then two tablet by mouth daily for 2 days, then one tablet by mouth for 2 days. (Ends 11/13/23) Benzonatate 100mg capsule: Give one capsule by mouth twice per day for 7 days.</p> <p>Review on 12/7/23 of medication administration records (MAR) revealed Prednisone 20mg was administered as prescribed on 11/7/23, 11/8/23, 11/9/23, 11/10/23, and the morning of 11/11/23. Benzonatate 100mg was administered as prescribed on 11/7/23, 11/8/23, 11/9/23, 11/10/23, 11/11/23, and 11/12/23pm. Further review revealed Promethazine-dextromethorphan Liquid to only be administered on 11/12/23.</p> <p>Interview on 12/7/23 with client #2 revealed her mother had brought her medicine after taking her to the doctor. Client #2 stated she had asked staff to give her medicine cough syrup. When asked if staff had given her cough syrup, client #2 replied, "No. Not at first." Client #2 then stated staff had given her medicine after the weekend.</p> <p>Interview on 12/7/23 with Staff A revealed client #2 did have Bronchitis in November and had been prescribed three medications, but client #2 did not really need the cough syrup. Staff A stated</p>	W 340			

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W 340	Continued From page 2 that she was unaware of any issues with medication administration of any of these medications. Interview on 12/7/23 with the facility nurse director revealed client #2 had been diagnosed with Bronchitis on 11/6/23, after client #2's mother had taken her to the hospital. The nurse director communicated with client #2's mother and then called the hospital to confirm doctor orders for additional medications. The nurse director stated client #2's mother picked her up on the evening of 11/11/23 and kept her to the evening of 11/12/23. When asked if client #2 had received cough syrup from 11/7/23 to 11/11/23 when going home with her mother, the nurse director stated client #2 had only received cough medication when she came back from her mother's visit on 11/12/23. When asked how it was determined whether client #2 needed the cough syrup or not, the nursing director stated the other medications should have suppressed coughing. The nursing director stated that staff were to call prior to administering the cough syrup. The nurse director stated the nurse should have been called if client #2 asked for the cough syrup to determine the need. The nursing director stated that staff had not phoned the nurses or administered cough syrup.	W 340			

**Heath Group Home Plan of Corrections For
Complaint Investigation December 7, 2023**

W340-Nursing

Nursing services must include implementing with other members of the interdisciplinary team, appropriate protective and preventive health measures that include, but are not limited to training clients and staff as needed in appropriate health and hygiene methods.

All staff will be re-trained in all RHA medication protocols. Staff will notify nursing prior to giving PRN medications and PRN medications will be administered per doctor's order.

PRN medication will be monitored by nursing through our electronic medical record at least 3x a week for the next two months.

By: February 5, 2023