

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

PRINTED: 06/02/2014
FORM APPROVED
OMB NO. 0938-0391



STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 186320	(X2) MULTIPLE CONSTRUCTION OF A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/09/2014
NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF LACENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 252 W. 6TH ST. LA CENTER, KY 42056	
(X4) ID PREFIX TAG F 000	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG F 000	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X6) COMPLETION DATE
	<p>INITIAL COMMENTS</p> <p>AMENDED</p> <p>A Recertification, Abbreviated/Partial Extended Survey (complaint #KY21506) and a Revisit Survey for the 02/11/14 Abbreviated/Partial Extended Survey was conducted 03/26-03/28/14 to determine the facility's compliance with Federal requirements. Past Jeopardy was identified. Complaint #KY21506 was substantiated with Past Jeopardy identified.</p> <p>After consultation with the Centers for Medicare and Medicaid Services (CMS) the survey was re-opened on 04/01/14 to obtain additional information.</p> <p>Based on the surveys which concluded on 04/09/14, Immediate Jeopardy was identified to exist beginning on 01/17/14 through 04/08/14 in the areas of 483.20 Resident Assessment, F-281 and 483.25 Quality of Care, F-333; 483.75 Administration F-490 and F-520, at a Scope and Severity of a "J". Substandard Quality of Care was identified at 483.25 Quality of Care. The facility was notified of the Immediate Jeopardy on 04/03/14.</p> <p>The areas of 483.20 Resident Assessment, F-281 and 483.25 Quality of Care, F-333 were repeat deficiencies at a Scope and Severity of a "J" from the 02/11/14 Abbreviated/Partial Extended Survey. The 04/09/14 surveys revealed the facility failed to have an effective oversight in Management and failed to have an effective Quality Assurance Program to prevent the likelihood of serious injury, harm, impairment, or death to a resident. The facility's census on the</p>		<p>"The preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of facts alleged or conclusions set forth in the statement of deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provision of Federal and State Laws."</p> <p>In addition to the prior abatement submitted and accepted on 04/08/2014, the facility also submits the following plan of correction:</p> <p>F 281: The Services provided meet professional standards of quality.</p> <ol style="list-style-type: none"> <u>Resident(s) affected by alleged deficient practice:</u> <ul style="list-style-type: none"> Resident was discharged home on 03/15/14 with family and no longer resides at the center. <u>Residents with potential to be affected by alleged deficient practice:</u> <ul style="list-style-type: none"> Upon completion of a 100% resident audit, two residents were identified as having orders for fentanyl patches and on 04/03/14, the Regional Director of Clinical Services (RDCS) and Director of Nursing (DON) reviewed their Medication Administration Record (MAR) to verify administration compliance to physician orders, that two (2) licensed nurses are signing the MAR at each time a patch is applied and 	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Ginger Atkinson TITLE: Executive Director (X8) DATE: 06/24/14

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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F 000	<p>Continued From page 1</p> <p>date of the survey (03/26/14) was sixty-three (63).</p> <p>On 01/14/14, Resident #15 was readmitted to the facility from the hospital with a Physician's Order to apply a Fentanyl Patch (for the management of chronic pain) 50 microgram (mcg) and change every 72 hours. Documented evidence revealed a Fentanyl Patch 50 mcg was applied to the resident at the hospital that morning. However, the facility's Admission Assessment did not identify that Resident#15 had a Fentanyl Patch in place.</p> <p>On 01/17/14, a Fentanyl Patch was applied to the resident at the facility; however, there was no documented evidence a Fentanyl Patch was removed from the resident. On 01/18/14 at approximately 6:15 PM, the resident was found staring blankly with minimal response to verbal stimuli. The physician was notified and instructions were received to remove the Fentanyl Patch and to send the resident to the Emergency Room for evaluation. Facility staff removed a Fentanyl Patch and the resident was sent to the Emergency Room. Review of hospital documentation revealed another Fentanyl Patch was removed from the resident at the hospital. The resident was administered a dose of Narcan (Oplate drug reversal drug) 0.4 milligrams (mg) via intravenous (IV) piggyback. The resident aroused and was able to state his/her name to the Emergency Room Nurse. Resident #15 was admitted to the Intensive Care Unit (ICU) on 01/19/14 at 12:03 AM with a primary diagnosis of Encephalopathy secondary to a Fentanyl Patch, and a secondary diagnosis of Accidental Narcotic Overdose.</p> <p>An acceptable Allegation of Compliance (AoC)</p>	F 000	<p>removed. In addition, they observed the patch location on the residents' body matched the location documented on the MAR. Any issues identified were immediately addressed.</p> <ul style="list-style-type: none"> On 04/03/14, the two residents with current orders for fentanyl patches were seen by a physician in the center to identify any issues with dosage or documentation of fentanyl. No concerns were noted. On 04/04/14, the pharmacist was in the facility and reviewed the two resident's with orders for fentanyl patches to identify that fentanyl patch orders were correct, fentanyl counts were completed and accurate, fentanyl patches were applied correctly and the location was documented and verified each shift with placement check. No issues were identified. On 04/07/14, RDCS and DON completed an 100% resident audit to identify that the nine (9) residents with any type of transdermal patch had location noted on MAR, that location on resident corresponded with documented site, and that all medications were being administered per physician order. No issues were identified. On 04/07/14, all nine (9) current residents with transdermal patches had a care plan reviews completed 		

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F 000	Continued From page 2 was received, on 04/08/14, alleging the removal of Immediate Jeopardy on 04/08/14. The State Survey Agency validated, on 04/09/14, the Immediate Jeopardy was removed on 04/08/14, as alleged. The Scope and Severity was lowered to a "D" at 483.20 Resident Assessment, F-281; 483.25 Quality of Care, F-333; and, 483.75 Administration, F-490 and F-520 while the facility develops and implements the Plan of Correction (PoC) and the facility's Performance Improvement Committee monitors the effectiveness of the systemic changes.	F 000	by the RDCS to verify that their transdermal patch usage had appropriate care plan interventions as indicated. No issues were identified.	
F 281 SS=J	483.20(k)(3)(i) SERVICES PROVIDED MEET PROFESSIONAL STANDARDS The services provided or arranged by the facility must meet professional standards of quality. This REQUIREMENT is not met as evidenced by: Based on observation, interview, record review, and review of the facility's policy and procedures, the hospital History and Physical, hospital Discharge Summary and the hospital's January 2014 Medication Administration Record (MAR), it was determined the facility failed to administer medication in accordance with acceptable standards of practice for one (1) of fifteen (15) sampled residents (Resident #15). The facility failed to have an effective system in place to monitor the placement and removal of medication transdermal patches and identify if transdermal patches were in place on admission to ensure the medication was administered at the right dose. Review of the facility's Plan of Correction (POC), for the survey dated 02/11/14, revealed all	F 281	<ul style="list-style-type: none"> A nursing assessment was completed by licensed nurse/charge nurse on all nine (9) current residents with transdermal patches 04/02/14-04/07/14 to identify any change in condition. No issues were identified. <p>3. <u>Systems to ensure alleged deficient practice does not recur:</u></p> <ul style="list-style-type: none"> Additions were made to the MARs of all residents who have orders for transdermal patches to support documentation of patch application, site, removal and monitoring by two licensed nurses. Transdermal patch application, site documentation, observation, removal, destruction and monitoring is now included in orientation of new licensed nurses. Added to the orientation for Certified Nurse Aides is the responsibility to observe for transdermal patches during ADL care and notify nurse if more than one patch is identified as being present on a resident. On 04/01/14 and 04/02/14 the Administrator and DON provided 	

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F 281	<p>Continued From page 3</p> <p>licensed staff was educated on the five (5) rights of medication administration and a post competency test related to medication administration was given on two (2) occasions. The five (5) rights of medication administration are: 1.) Right Resident, 2.) Right Drug, 3.) Right Dose, 4.) Right Time and, 5.) Right Route. However, the facility failed to have an effective system in place to ensure staff followed standards of practice related to medication administration. The facility failed to ensure staff monitored the placement and removal of medication transdermal patches and identified if transdermal patches were in place on admission to ensure the medication was administered at the right dose.</p> <p>On 01/14/14, Resident #15 was readmitted to the facility with a physician's order for a fifty (50) microgram (mcg) Fentanyl Patch (opiate pain medication) every seveny-two (72) hours. The hospital had applied the Fentanyl patch that morning prior to the resident's transfer to the facility. On 01/17/14, the facility applied a Fentanyl patch; however, there was no documented evidence the facility had identified that the Fentanyl patch that was applied at the hospital was in place on admission, or that the patch had been removed on or before applying another patch.</p> <p>On 01/18/14 at approximately 5:15 PM, Resident #15 was found staring blankly, with minimal response to verbal stimuli. The physician was notified and a fifty (50) microgram (mcg) Fentanyl Patch was removed from the resident's chest at the facility. The resident was sent to the Emergency Room for evaluation. Review of hospital documentation revealed a Fentanyl</p>	F 281	<p>education to all licensed nurses regarding disposal of fentanyl patches, documenting disposal of fentanyl patches and that two (2) licensed nurses are documenting and monitoring disposal.</p> <ul style="list-style-type: none"> • In addition, on 04/02/14, the Assistant Director of Nursing (ADON) continued to educate the licensed nurses regarding administration of transdermal patches. This education included: <ol style="list-style-type: none"> 1. Five (5) rights of medication pass 2. Ensure previous transdermal patch removed 3. Disposal of fentanyl patches and documentation of disposal. 4. Monitoring of fentanyl patch placement and documentation. • On 04/03/14, the RDSC completed train-the-trainer education for the DON, Assistant Director of Nursing (ADON), Staff Development Coordinator (SDC) and MDS Coordinator to include: <ol style="list-style-type: none"> 1. Transdermal Patch administration/removal policy and procedure. 2. Required documentation of the fentanyl patch removal and application, including anatomical location of patch to be on the MAR. 	

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F 281	<p>Continued From page 4</p> <p>Patch was removed in the Emergency Room. The resident was administered a dose of Narcan (Oplate drug reversal drug) 0.4 milligrams (mg) via IV piggyback and the resident woke up and stated his/her name to the Emergency Room Nurse. Resident #15 was admitted to the Intensive Care Unit (ICU), on 01/19/14 at 12:03 AM, with a primary diagnosis of Encephalopathy secondary to a Fentanyl Patch and a secondary diagnosis of Accidental Narcotic Overdose.</p> <p>The facility's failure to ensure medication was administered at the right dose according to nursing standards of practice has caused or is likely to cause serious injury, harm, impairment, or death to a resident. Immediate Jeopardy was identified on 04/03/14 and was determined to exist on 01/17/14. The facility was notified of the Immediate Jeopardy on 04/03/14.</p> <p>An acceptable Allegation of Compliance was received on 04/08/14, alleging the removal of the Immediate Jeopardy on 04/08/14. The State Survey Agency validated, on 04/09/14, the Immediate Jeopardy was removed on 04/08/14, as alleged. The Scope and Severity was lowered to a "D" at 42 CFR 483.20 Resident Assessment F-281; 42 CFR 483.25 Quality of Care F-333; and, 483.75 Administration, F-490 and F-520 while the facility develops and implements the Plan of Correction (POC) and the facility's Quality Assurance (QA) monitors the effectiveness of the systemic changes.</p> <p>The findings include:</p> <p>Review of the Kentucky Board of Nursing Advisory Opinion Statement (AOS) #14 Patient Care Orders, revised 10/2010, revealed</p>	F 281	<p>3. Admission documentation in admission assessment/notes to include existing fentanyl patches present upon admission, their location and removal, when unable to determine date of application and as ordered by physician.</p> <p>4. Notification of DON/ADON upon receipt of new fentanyl patch orders received.</p> <ul style="list-style-type: none"> All licensed nurses received the above training beginning on 04/03/14 by DON/SDC/ADON or MDS nurse. Education included quiz with required score of 100% to validate competency. Licensed nurses were not allowed to work until training and competency was verified. This education was complete on 100% of licensed staff prior to midnight 04/04/14. DON, Staff Development Coordinator (SDC) and MDS Nurse provided education to the Certified Nurse Aides to observe for patches during ADL care and notify nurse if more than one patch is identified as being present on a resident. Education was initiated 04/04/14 and completed prior to midnight for any staff on duty. Staff not receiving education prior to midnight 	

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F 281	<p>Continued From page 5</p> <p>Registered Nurses and Licensed Practical Nurses are responsible for the administration of medication or treatment as authorized by a Physician, Physician Assistant, or Advanced Practice Registered Nurse. Components of medication administration include but are not limited to preparing and giving medication in the prescribed dose, route, and frequency.</p> <p>Review of the facility's Disposal of Fentanyl Patches policy, last revised 10/2010, revealed the facility should have the disposal of a Fentanyl transdermal patch witnessed by another nurse to prevent diversion. Document the removal and disposal of the patch.</p> <p>Record review revealed the facility admitted Resident #15 on 01/14/14 with diagnoses which included Pyelonephritis, Aphasia, Late Effects Cerebral Vascular Accident, Diabetes Mellitus Type II, Muscle Spasm, Arthritis, and Osteoporosis.</p> <p>Review of Resident #15's hospital January 2014 MAR revealed, on 01/14/14, the resident was administered a fifty (50) mcg Fentanyl Patch at 8:32 AM, at the hospital. However, review of the resident's "Initial Data Collection Tool/Nursing Service" form which included a skin assessment, Nurse's Notes, dated 01/14/14, and the facility's January 2014 MAR revealed there was no documented evidence the facility had identified Resident #15 was admitted with a Fentanyl Patch in place.</p> <p>Interview with Registered Nurse (RN) #8, on 03/26/14 at 10:22 AM, revealed he was the Admission Nurse on 01/14/14, when Resident #15 was admitted to the nursing facility. He stated</p>	F 281	<p>04/04/14 will receive prior to beginning their next scheduled shift.</p> <ul style="list-style-type: none"> Beginning 04/04/14, licensed nurses are to notify the DON/ADON at the time of receiving a new order for fentanyl to ensure order is correct, documentation of site, and two (2) nurses monitoring application, removal and disposal. On 04/04/14, SDC provided education to all licensed nurses regarding notification of DON of any new order/admission with an order for fentanyl patch. Also included was additional education of ensuring that patch order is correct, documentation of site, two (2) nurses witnessing removal and destruction and one (1) licensed nurse is monitoring patch placement every shift. On 04/04/14, RDCS provided additional education to Certified Nursing Assistants (CNA) regarding documenting and reporting to the licensed nurse if two (2) patches of any kind are found on the resident. On 04/10/14, DON additional education provided to licensed nurses regarding transdermal patches. Content included transdermal patch application and two (2) nurses to apply and remove on MAR and to contact DON/ED immediately if patch is ordered and not present. 		

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F 281	<p>Continued From page 6</p> <p>he completed a head to toe skin assessment on the resident but could not remember whether or not the resident had a Fentanyl Patch on admission. He revealed if he had identified a patch was in place it would not have been noteworthy as he was observing for skin issues.</p> <p>Review of Resident #15's Admission Orders, dated 01/14/14, revealed an order to apply a Fentanyl Patch fifty (50) mcg every seventy-two (72) hours. Further review of the January 2014 MAR revealed a Fentanyl patch was applied to the resident at the facility on 01/17/14; however, there was no documented evidence a Fentanyl Patch was removed on, or before 01/17/14 to ensure an accurate dose of medication was administered.</p> <p>Review of Nurse's Notes, dated 01/18/14 at 5:15 PM, revealed Resident #15 was staring blankly with minimal response to verbal stimuli. The physician was notified and instructions were received to remove the Fentanyl Patch and send the resident to the Emergency Room for evaluation. Review of the Nursing Home to Hospital Transfer Form, dated 01/18/14 at 6:40 PM, revealed a Fentanyl Patch was removed prior to sending the resident to the emergency room.</p> <p>Interview with RN #1, on 03/26/14 at 6:10 PM, revealed when she assessed Resident #15, the resident's respirations were shallow and the resident was lethargic. The RN stated she directed Licensed Practical Nurse (LPN) #4 to remove the resident's Fentanyl Patch. RN #1 stated to her knowledge the resident had only had one (1) Fentanyl Patch.</p>	F 281	<ul style="list-style-type: none"> On 04/15/14, RDCS additional education was provided to licensed nurses regarding what information is to be documented on MAR, and what Nurse #2 is validating on the MAR. Nurse #2 is validating application, location, removal and disposal with Nurse #1. On 04/14/14, 04/15/14 and 04/16/14 the RDCS additional education provided to licensed nurses regarding therapeutic interchange; reading MARs, ensuring orders match MAR; transdermal patch orders, specifically MAR to order, medications administration and the 5 rights of medication administration. On 04/17/14, RDCS completed additional education regarding transcribing order as soon as medication order received, new MARs each month must be compared to prior month MAR. <p>4. <u>Monitoring to ensure alleged deficient practice does not recur:</u></p> <ul style="list-style-type: none"> On 4/03/14 the medical director and resident's attending physician were notified by the Executive Director of jeopardy and action plan. Both were in agreement with action plan. The PI committee met on 04/04/14 to review action plan, validate education completed, and update 	

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F 281	<p>Continued From page 7</p> <p>Interview with LPN #4, on 03/26/14 at 6:27 PM, revealed she was in Resident #15's room and was asked by RN #1 to remove a Fentanyl Patch from the resident because he/she had become lethargic. She stated she removed the patch from the right side of the chest and did not see any other patches on the resident.</p> <p>Interview with LPN #1, on 03/28/14 at 10:17 AM, revealed she was in Resident #15's room and RN #1 stated the resident was unresponsive and asked LPN #4 to remove a Fentanyl Patch. LPN #1 stated the resident was rolled several times in the process of getting him/her ready for discharge and she did not notice another patch on the resident.</p> <p>Review of the Hospital Discharge Summary, dated 01/23/14, revealed Resident #15 was brought to the Emergency Room for confusion and a Fentanyl Patch was found on the resident; the patch was removed at the hospital. The resident was given Narcan and immediately started to arouse and was able to tell the nurse his/her name.</p> <p>Interview with RN #7, on 04/02/14 at 11:22 AM, revealed he was the Admission Nurse on 01/19/14, when Resident #15 was admitted to the Intensive Care Unit from the Emergency Room. He stated his documentation from 01/19/14 indicated he had been informed the resident had a Fentanyl Patch removed in the Emergency Room.</p> <p>Interview with the Hospital Pharmacist Manager, on 04/02/14 at 11:10 AM, revealed if a Fentanyl Patch was left in place and another applied the resident would not be at a full dose but would be</p>	F 281	<p>Medical Director on the additional documentation for new admission on the initial data collection tool and to validate monitoring is in place.</p> <ul style="list-style-type: none"> The PI committee will continue to meet weekly for 30 days, then 2 x monthly for 30 days, then monthly to review all audit findings and make revisions to the action plan as indicated. Beginning 04/04/14 for fentanyl patches and 4/07/14 for all other transdermal patches, the DON/ADON/SDC/Unit Manager or MDS nurse will validate that all patch orders are correct, administration and removal is recorded on the MAR and site applied location is documented on MAR. In addition, for new patient admissions, the validation will include observation and documentation of patches applied by the hospital on the initial data collection tool. This process will occur 7 days a week for 30 days, then will be completed 4 times a week for 30 days, then 1 x week for 4 months. Findings will be addressed in PI meetings as indicated. DON, ADON, SDC, MDS nurse, Unit manager or RDCS to monitor nurses during medication administration to validate the preparing and giving medication in 	

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F 281	<p>Continued From page 8</p> <p>receiving between fifty (50) and one hundred (100) mcg related to Fentanyl being a residual drug.</p> <p>Interview with the Director of Nursing (DON), on 03/28/14 at 3:00 PM, revealed nursing staff perform a head to toe assessment on new admissions and she would expect the nursing staff to know if a resident had a patch on and would expect them to document it in the Nursing Notes or on the MAR.</p> <p>Interview with the facility's Medical Director, on 03/28/14 at 3:15 PM, revealed he would have expected nursing staff to look at all of the resident's medications and if the list included a Fentanyl Patch, he would have expected the nurse to assess the resident to see if the patch was administered in the hospital prior to coming to the nursing home. Additionally, he stated he could not say whether or not the dose of Fentanyl the resident had was life threatening as he did not assess him/her.</p> <p>**The facility implemented the following actions to remove the Immediate Jeopardy:</p> <p>On 03/15/14, Resident #15 was discharged home with family and no longer resides at the center.</p> <p>The facility initiated an internal investigation at the time the resident was readmitted on 01/23/14 and was identified as having an accidental narcotic overdose. The DON, ADON, SDC, and Regional Director of Clinical Services (RDCS) conducted a medication pass audit which included administration, rotation, and patch presence on 02/01/14 and 02/06/14. No discrepancies were</p>	F 281	<p>the prescribed dose, route, frequency and removal of patches (when indicated) for five residents, 5 x weekly x 30 days beginning 04/18/14, then 3 x week x 30 days, then 1 x weekly for 4 months to ensure professional standards of care and that medications are given per MD order. Findings will be addressed in PI meetings as indicated.</p> <p>5. F281 Completion Date: 04/19/2014</p>		

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NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF LACENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 262 W. 6TH ST. LA CENTER, KY 42066		
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F 281	<p>Continued From page 9 Identified and the audits were on-going.</p> <p>On 04/07/14, the DON and RDCS completed a validation to ensure that all nine (9) residents with any type of transdermal patch had the location of the patch on the resident documented on the MAR and that all medications were being administered per physician's orders.</p> <p>On 01/24/14, two (2) additional residents were identified as receiving Fentanyl patches to treat pain. The DON verified the physician's orders for the patches, reviewed the MAR to assure the patches were being administered correctly, and documentation and verification the residents received the patches as ordered.</p> <p>Fentanyl patches were audited by the DON on 01/24/14 for all residents with orders to verify the patch count was accurately reflective of the narcotic count sheet.</p> <p>On 04/03/14, the RDCS and the DON reviewed the documentation of the residents with Fentanyl patches (two residents from 01/23-02/06/14, two (2) residents from 02/06-02/07/14, three (3) residents from 02/07/14-present). The Fentanyl patch orders and January to present MARs reflected the resident's patches were applied per physician's orders. The site for the patch was documented and monitoring was documented on the MAR throughout the month.</p> <p>Residents who had an order for a Fentanyl patch were seen by a physician in the center on 04/03/14 with no concerns with dosage or documentation noted.</p> <p>The Pharmacist conducted a review of all current</p>	F 281			

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F 281	<p>Continued From page 10</p> <p>Fentanyl patch orders and counts were correct on 02/04/14. She also reviewed the documentation of the location of the patch on the MARs and verified each shift placement check.</p> <p>On 01/31-02/02/14, all licensed nurses were provided education on medication administration including Fentanyl patches. This education was completed by the DON and the Staff Development Coordinator (SDC) and was provided for 100% of the licensed nurses before midnight on 02/02/14.</p> <p>On 04/03/14, the RDSC completed education for the Executive Director, DON, Assistant Director of Nursing (ADON), SDC, and the Minimum Data Set Coordinator (MDSC) which included:</p> <p>Transdermal patch administration/removal policy and procedure; Required documentation of the Fentanyl patch removal and application, including anatomical location of patch to be on the MAR; Admission documentation in admission assessment/notes to include Fentanyl patches present and the location; Notification of DON or ADON upon receipt of new Fentanyl patch orders received. All licensed nurses received the above training beginning on 04/03/14. Education was completed by the DON, ADON, or MDS Nurse. Education included a quiz which required a score of 100% to validate competency. This education was completed with 100% of licensed staff on 04/04/14. Any licensed nurse who did not receive the above training would not be allowed to work until the training was completed.</p> <p>The DON, ADON, MDS Nurse, and SDC</p>	F 281			

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F 281	<p>Continued From page 11</p> <p>provided education to the Certified Nursing Assistants (CNAs) to include observing for transdermal patches during activity of daily living (ADL) care and to notify the Charge Nurse if more than one (1) patch was identified on the resident. Education was initiated on 04/04/14 and was completed prior to midnight to all staff on duty. Any staff who did not receive the training prior to midnight on 04/04/14 was to receive the training prior to beginning his/her next working shift.</p> <p>Nursing will notify the DON or ADON at the time of all new Fentanyl patch orders received.</p> <p>On 04/03/14, the DON and ADON completed audits of residents' records who were receiving a Fentanyl patch for documentation of placement on the MAR and verified the patch was located on the resident in accordance to the assessed, documented site. The DON, ADON, and RCDS reviewed resident records who currently had Fentanyl patches to validate the physician's order matched the MAR.</p> <p>Beginning 04/04/14, the DON, ADON, SDC, Unit Manager, MDS Nurse and/or RDCS will validate the transdermal patches orders are correct, recorded on the MAR, location will be documented on the MAR, and verify the patch is located on the resident in accordance with the assessed, documented site. The process was to occur seven (7) days a week for thirty (30) days, then would be completed four (4) times a week for thirty (30) days. If a discrepancy was identified, the nurses involved would not be allowed to administer medications until they were retrained and deemed to be competent in medication administration.</p>	F 281		

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F 281	<p>Continued From page 12</p> <p>The DON, ADON, SDC, or Unit Manager will monitor the next five (5) admissions with a transdermal patch order beginning on 04/05/14, and again on 04/07/14 to ensure transdermal patch orders were recorded on the MAR correctly, the location was documented on the MAR and on the initial data collection tool. They will verify the patch was on the resident as the MAR indicated. If a discrepancy was identified, the nurses involved would not be allowed to administer medications until they were retrained and deemed to be competent in medication administration.</p> <p>All audit and monitoring outcomes would be presented to and reviewed by the Performance Improvement (PI) Committee for revision or plan recommendations. Audits would be completed seven (7) days a week, for the next thirty (30) days, then at a rate of four (4) times per week for thirty (30) days. The PI Committee would meet weekly over the next thirty (30) days, then bi-weekly for thirty (30) days to review results.</p> <p>PI meetings were held on 02/05, 02/06, 02/12, 02/19, 02/26, 03/05, 03/07, 03/09, and 03/19/14. Review of education provided in regard to medication administration as well as full review of completed medication administration audits were conducted at each PI meeting.</p> <p>On 04/03/14, the Medical Director and the resident's attending physician were notified of Immediate Jeopardy and the facility's action plan and both agreed with the action plan.</p> <p>The PI Committee met on 04/04/14 to review the action plan, validate education as completed, and to update the Medical Director on the additional</p>	F 281			

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F 281	<p>Continued From page 13</p> <p>documentation for new admissions on the initial data collection tool and to validate monitoring was in place.</p> <p>The PI Committee consists of the Executive Director, DON, ADON, SDC, MDS Nurse, Social Services, and Activity Director. The PI Committee was to meet weekly for thirty (30) days to review all audits, new admissions with transdermal patches, and revise the care plans to ensure resident's individual needs were met and residents were receiving care to meet the highest practicable well being. The PI Committee was to meet two (2) times a month for thirty (30) days, then monthly to review all audit findings and make revisions as needed to the action plan based on audit findings.</p> <p>**The State Survey Agency validated the corrective action taken by the facility as follows:</p> <p>Record review revealed Resident #15 was discharged home with family on 03/15/14.</p> <p>Review of Medication Pass Audits, dated 02/01/14 and 02/06/14 revealed the DON, ADON, SDC, and RCDS conducted a medication pass audit and monitored the entire medication pass including the administration of medication patches to include ensuring the rotation of sites for the patches, patches were dated and timed, as well as documented on the MAR for placement and removal of the old patch. Random patch audits were ongoing and continued to be performed three (3) times a week.</p> <p>Review of the MAR audit list, dated 04/07/14, revealed the DON and RCDS completed observations of the nine (9) residents with any</p>	F 281			

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F 281	<p>Continued From page 14</p> <p>type of transdermal patch to ensure the patch was located at the same site as was documented on the MAR. In addition, they reviewed the physician's orders to ensure the staff was following the physician's order for the patch.</p> <p>Review of the Physician's Progress Notes, dated 04/03/14, for Resident #10 and Resident #3 revealed both residents were assessed and received Fentanyl patches with no adverse side effects noted.</p> <p>Review of a Medication Audit form, dated 04/04/14, revealed the pharmacists reviewed the MARs for Resident #3 and Resident #10 for correct documentation for placement, checks, application, removal, and disposal of Fentanyl patches with no concerns noted.</p> <p>Review of the inservice log, dated 01/31/14-02/02/14, revealed 100% of licensed staff was inserviced, by the DON and SDC, and a post test was completed to verify competency of transdermal patch administration.</p> <p>Review of training, dated 04/03/14, revealed 100% of licensed staff was inserviced by the DON, ADON, SDC, and MDS Coordinator, on the procedure for Admission/Readmission of residents utilizing Fentanyl patches. The training included transdermal patch administration and removal policy and procedure; the required documentation of patch removal and application, including location of the patch; the documentation on Admission Assessments and Notes should include if any patches were present and the location of the patches; and Notification of the DON and/or ADON upon receipt of new patch orders. A competency exam was given to verify</p>	F 281			

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F 281	<p>Continued From page 15</p> <p>the understanding of the training. 100% of licensed staff was inserviced and new hires will receive the same training.</p> <p>Review of the CNA training log, dated 04/04/14, revealed a phone training was completed by the Regional Nurse Consultant on 04/04/14 which included to observe for patches during care and to utilize a "stop and watch" tool to report areas to the Charge Nurse.</p> <p>Interviews with RN #2, RN #4, RN #10, RN #11, LPN #1, LPN #5, LPN #6, LPN #7, LPN #8, and LPN #10, on 04/09/14 between 10:15 AM and 10:45 AM, revealed they were trained on the disposal process for transdermal patches, documentation of the site of the patch on the resident, physician notification if more than one (1) patch was found on a resident, and the process of documenting patches on new admissions. Additionally, RN #2, RN #4, RN#10 and RN #11 were educated on the notification of the Director of Nursing and/or the Assistant Director of Nursing of new orders for Fentanyl patches, the admission process for transdermal patches documentation, placement checking of the patch and to conduct a complete body audit if the patch was not where it was supposed to be and conduct an investigation, and the disposal process for the patches which includes two (2) licensed nursing staff to witness and destroy the patch by folding it and placing it in a Sharp's container.</p> <p>Interviews with CNA #1, CNA #2, CNA #3, and CNA #4, on 04/09/14 between 10:15 AM and 10:45 AM, revealed they were inserviced on reporting to the Charge Nurse if while performing care to a resident, two (2) patches were found to</p>	F 281		

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F 281	<p>Continued From page 16</p> <p>be present on the resident. They stated they would fill out a "Stop and Watch" form and turn it in to the Charge Nurse.</p> <p>Review of the Transdermal Patch Audits, on 04/08/14 and 04/09/14 revealed all new transdermal patch orders were reported to the DON and/or ADON. The DON and ADON completed audits of residents who were currently on a transdermal patch of any kind with the last audit completed on 04/08/14 and to continue every day for seven (7) days. The facility did not have any new admissions on transdermal patches at this time.</p> <p>On 04/03/14, the Medical Director was notified of the AoC and agreed with the plan with a verified signature. Review of the Quality Assurance meeting notes, dated 01/01/14, revealed the AoC was discussed via a phone call between the Medical Director and the Executive Director.</p> <p>Review of the PI Committee meeting documentation, dated 01/01/14 through 03/19/14 revealed meetings were held weekly to review all audits, new admissions with transdermal patches, and revise the care plans to ensure resident's individual needs were met and residents were receiving care to meet the highest practicable well being.</p> <p>Interviews conducted with the ADON, DON, and the Executive Director, on 04/09/14, revealed medication administration was discussed in the PI meetings as stated in the AoC and training was provided to licensed nursing staff as well as the CNAs related to identifying multiple patches on residents or a patch on a resident on initial admission to the facility.</p>	F 281			

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F 333 SS=J	<p>483.26(m)(2) RESIDENTS FREE OF SIGNIFICANT MED ERRORS</p> <p>The facility must ensure that residents are free of any significant medication errors.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, interview, record review, and review of the facility's policy and procedures, facility investigation, hospital History and Physical, hospital Discharge Summary, hospital Medication Administration Record (MAR) and hospital Laboratory Report it was determined the facility failed to have an effective system in place to monitor the placement and removal of medication transdermal patches and identify if transdermal patches were in place on admission to ensure one (1) of fifteen (15) sampled residents (Resident #15) was free from a significant medication error.</p> <p>The five (5) rights of medication administration 1.) Right Resident, 2.) Right Drug, 3.) Right Dose, 4.) Right Time and, 5.) Right Route were listed in the facility's 02/11/14, Plan of Correction. Further review revealed all licensed staff was educated on the five (5) rights of medication administration and a post competency test related to medication administration was given on two (2) occasions. However, the facility failed to have an effective system to ensure staff administered medications according to the five rights and monitored the placement and removal of medication transdermal patches; and, identified if transdermal patches were in place on admission to ensure the medication was administered at the</p>	F 333	<p>In addition to the prior abatement submitted and accepted on 04/08/2014, the facility also submits the following plan of correction:</p> <p>F 333 The facility must ensure that residents are free of any significant medication errors.</p> <ol style="list-style-type: none"> <u>Resident(s) affected by alleged deficient practice:</u> <ul style="list-style-type: none"> Resident was discharged home on 03/15/14 with family and no longer resides at the center. <u>Residents with potential to be affected by alleged deficient practice:</u> <ul style="list-style-type: none"> Upon completion of a 100% resident audit, two residents were identified as having orders for fentanyl patches and on 04/03/14, the Regional Director of Clinical Services (RDCS) and Director of Nursing (DON) reviewed their Medication Administration Record (MAR) to verify administration compliance to physician orders, that two (2) licensed nurses are signing the MAR at each time a patch is applied and removed. In addition, they observed the patch location on the residents' body matched the location documented on the MAR. Any issues identified were immediately addressed. 		

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F 333	<p>Continued From page 18 right dose.</p> <p>On 01/14/14, Resident #15 was readmitted to the facility from the hospital with a Physician's Order to apply a Fentanyl 50 microgram (mcg) patch (for pain) every 72 hours. Review of the hospital Medication Administration Record (MAR) revealed a Fentanyl 50 microgram (mcg) patch was placed on the resident that morning. There was no documented evidence the facility had identified Resident #15 had a Fentanyl patch on when he/she arrived at the facility. On 01/17/14, the facility's licensed staff applied a Fentanyl 50 mcg patch to the resident. However, there was no documented evidence the Fentanyl patch that was applied at the hospital had been removed. On 01/18/14 at approximately 5:15 PM, the resident was found staring blankly with minimal response to verbal stimuli. The physician was called and instructions were received to remove the Fentanyl Patch and send the resident to the Emergency Room for evaluation. The Fentanyl Patch was removed and the resident was sent to the Emergency Room. Hospital documentation revealed another Fentanyl patch was removed from the resident at the hospital. The resident was administered a dose of Narcan (Opiate drug reversal drug) 0.4 milligrams (mg) via Intravenous (IV) piggyback, and the resident aroused and was able to state his/her name to the nurse. Resident #15 was admitted to the Intensive Care Unit (ICU) on 01/19/14 at 12:03 AM with a primary diagnosis of Encephalopathy secondary to a Fentanyl Patch and a secondary diagnosis of Accidental Narcotic Overdose.</p> <p>The facility's failure to ensure the resident was free from a significant medication error has caused or is likely to cause serious injury, harm,</p>	F 333	<ul style="list-style-type: none"> On 04/03/14, the two residents with current orders for fentanyl patches were seen by a physician in the center to identify any issues with dosage or documentation of fentanyl. No concerns were noted. On 04/04/14, the pharmacist was in the facility and reviewed the two resident's with orders for fentanyl patches to identify that fentanyl patch orders were correct, fentanyl counts were completed and accurate, fentanyl patches were applied correctly and the location was documented and verified each shift by observation check. No issues were identified. On 04/07/14, RDCS and DON completed an 100% resident audit to identify that the nine (9) residents with any type of transdermal patch had location noted on MAR, that location on resident corresponded with documented site, and that all medications were being administered per physician order. No issues were identified. A nursing assessment was completed by licensed nurse/charge nurse on all nine (9) current residents with transdermal patches 04/02/14-04/07/14 to identify any change in condition. No issues were identified. RDCS, DON, ADON, SDC or Unit Manager conducted audit of 		

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F 333	<p>Continued From page 19</p> <p>Impairment, or death to a resident. Immediate Jeopardy was identified on 04/03/14 and was determined to exist on 01/17/14. The facility was notified of the Immediate Jeopardy on 04/03/14.</p> <p>An acceptable Allegation of Compliance was received on 04/08/14, alleging the removal of the Immediate Jeopardy on 04/08/14. The State Survey Agency validated, on 04/09/14, the Immediate Jeopardy was removed on 04/08/14, as alleged. The Scope and Severity was lowered to a "D" at 42 CFR 483.20 Resident Assessment F-281; 42 CFR 483.25 Quality of Care F-333; and, 483.75 Administration, F-490 and F-520 while the facility develops and implements the Plan of Correction (POC) and the facility's Quality Assurance (QA) monitors the effectiveness of the systemic changes.</p> <p>The findings include:</p> <p>Review of the facility's Policy and Procedure titled, "Administration of Medication", last revised October 2004, revealed a standard, "All medications are administered safely and appropriately to help residents overcome illness, relieve/prevent symptoms, and help in diagnoses. It is the responsibility of the nursing professional to be aware of the classification, action, correct dosage, route, frequency, duration, and other required considerations for administration of medication.</p> <p>Review of the facility's Disposal of Fentanyl Patches policy, last revised 10/2010, revealed the facility should have the disposal of a Fentanyl transdermal patch witnessed by another nurse to prevent diversion. Document the removal and disposal of the patch.</p>	F 333	<p>licensed nurses administering medications to 3 residents from 04/03/14-04/19/14, to identify if nurse following 5 rights of medication administration and administering all medications as ordered by physician. Any issue identified was immediately reported to the physician.</p> <ul style="list-style-type: none"> On 04/17/14 DON, ADON, RDCS audited all physician orders and compared them to the MAR to identify any resident not receiving medication per physician order. Any issue identified was immediately corrected and physician notified. <p>3. <u>Systems to ensure alleged deficient practice does not recur:</u></p> <ul style="list-style-type: none"> A consistent method of documentation has been implemented for new and readmissions, which will have their patch placement documented on the "body" drawing on the initial data collection form to ensure transdermal patches are identified and documented. Additions were made to the MARs of all residents who have orders for transdermal patches to support documentation of patch application, site, removal and monitoring by two licensed nurses. 	

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F 333	<p>Continued From page 20</p> <p>Record review revealed the facility admitted Resident #15 on 01/14/14 with diagnoses which included Pyelonephritis, Aphasia, Late Effects Cerebral Vascular Accident, Diabetes Mellitus Type II, Muscle Spasm; Arthrits, and Osteoporosis. Review of the Initial Minimum Data Set (MDS) Assessment, dated 01/30/14, revealed the facility assessed Resident #15's cognition as Intact with a Brief Interview Mental Status (BIMS) score of fifteen (15).</p> <p>Interview with Registered Nurse (RN) #8, on 03/26/14 at 10:22 AM, revealed he was the Admission Nurse on 01/14/14, when Resident #15 was admitted to the nursing facility. He stated he completed a head to toe skin assessment of the resident to identify if the resident had any skin issues. He stated he could not remember if the resident had a Fentanyl Patch in place and if he had identified a Fentanyl patch was on the resident he would not have noted it, as he was assessing for skin issues.</p> <p>Review of Resident #15's hospital January 2014 Medication Administration Record (MAR) revealed on 01/14/14 the resident was administered a fifty (50) mcg Fentanyl Patch at 8:32 AM, prior to the resident being discharged to the nursing facility. However, review of the "Initial Data Collection Tool/Nursing Service" which included a skin assessment, dated 01/14/14 at 9:20 PM, and review of the facility's January 2014 MAR revealed there was no documentation of Resident #15 having a Fentanyl Patch in place on admission.</p> <p>Review of the facility's Admission Orders, dated 01/14/14, revealed an order for a Fentanyl Patch</p>	F 333	<ul style="list-style-type: none"> New hire licensed staff will be monitored by DON, ADON, or SDC for entire first medication pass to identify if nurse is following 5 rights of medication administration, administering all medications as ordered by physician and following transdermal patch protocols. Any issues identified will require immediate additional education. Beginning 04/03/14. Transdermal patch application, site documentation, observation, removal, destruction and monitoring is now included in orientation of new licensed nurses. Identification and reporting of medication errors is now included in orientation of new nurses. Added to the orientation for Certified Nurse Aides is the responsibility to observe for transdermal patches during ADL care and notify nurse if more than one patch is identified as being present on a resident. On 04/01/14 and 04/02/14 the Administrator and DON provided education to all licensed nurses regarding disposal of fentanyl patches, documenting disposal of fentanyl patches and that two (2) licensed nurses are documenting and monitoring disposal. 		

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F 333	<p>Continued From page 21</p> <p>fifty (50) mcg to be changed every seventy two (72) hours. Review of Resident #15's January 2014 MAR revealed the facility applied a Fentanyl 50 mcg Patch on 01/17/14; however, further review of the MAR and the resident's record revealed there was no documented evidence of a patch being removed or disposal of the patch.</p> <p>Review of Nurse's Notes, dated 01/18/14 at 5:15 PM, revealed Resident #15 was found staring blankly with minimal response to verbal stimuli. The physician was notified and instructions were received to remove the resident's Fentanyl Patch and send the resident to the Emergency Room for evaluation. Review of the Nursing Home to Hospital Transfer Form, dated 01/18/14 at 6:40 PM, revealed a Fentanyl Patch was removed prior to sending the resident to the Emergency Room.</p> <p>Interview with Registered Nurse (RN) #1, on 03/26/14 at 6:10 PM, revealed when she assessed Resident #15 he/she was breathing with shallow breaths and was lethargic. RN #1 stated she asked Licensed Practical Nurse (LPN) #4, who was in the room, to remove the Fentanyl Patch from Resident #15 per physician's instructions. RN #1 revealed she had assessed Resident #15 earlier in the day and the resident's oxygen saturation was not reading as it should have been and she applied oxygen. She stated she did not perform a head to toe assessment on the resident prior to sending him/her to the emergency room because she felt the resident had a stroke and wanted to get him/her sent out as soon as possible. Additionally, she revealed to her knowledge the resident had only one (1) patch applied.</p>	F 333	<ul style="list-style-type: none"> • In addition, on 04/02/14, the Assistant Director of Nursing (ADON) continued to educate the licensed nurses regarding administration of transdermal patches. This education included: <ol style="list-style-type: none"> 1. Five (5) rights of medication pass 2. Ensure previous transdermal patch removed 3. Disposal of fentanyl patches and documentation of disposal. 4. Monitoring of fentanyl patch placement and documentation. • On 04/03/14, the RDCS completed train-the-trainer education for the DON, Assistant Director of Nursing (ADON), Staff Development Coordinator (SDC) and MDS Coordinator to include: <ol style="list-style-type: none"> 1. Transdermal Patch administration/removal policy and procedure. 2. Required documentation of the fentanyl patch removal and application, including anatomical location of patch to be on the MAR. 3. Admission documentation in admission assessment/notes to include existing fentanyl patches present upon admission, their location 	

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F 333	<p>Continued From page 22</p> <p>Interview with LPN #4, on 03/26/14 at 6:27 PM, revealed she was in Resident #15's room with RN #1 and LPN #1. She stated RN #1 asked her to remove a Fentanyl Patch from the resident because he/she had become lethargic. She stated she removed the patch from the right side of the chest and did not see any other patches on the resident.</p> <p>Interview with LPN #1, on 03/28/14 at 10:17 AM, revealed she was in Resident #15's room with RN #1 and LPN #4 and they stated the resident was unresponsive. RN #1 asked LPN #4 to remove a Fentanyl Patch. Additionally, she stated the resident was rolled several times in the process of getting him/her ready for discharge and she did not notice another patch on the resident.</p> <p>Review of the Hospital History and Physical from the Intensive Care Unit, dated 01/18/14, revealed the resident was admitted with a chief complaint of Acute Altered Mental Status and was responding only to painful stimuli. The resident was not verbally responsive at the time of admission. All of the resident's pain medication was discontinued and the response was monitored. Review of the Hospital Discharge Summary, dated 01/23/14, revealed Resident #15 was brought to the emergency room on 01/18/14 for confusion and was found to have a Fentanyl Patch and it was removed at the hospital. The resident was given Narcan and immediately started to arouse and was able to tell the nurse his/her name.</p> <p>Review of a hospital Laboratory Report, dated 01/18/14, revealed a urine drug screen was completed and the urine tested negative for Opiates. Interview with the Hospital Pharmacist</p>	F 333	<p>and removal, when unable to determine date of application and as ordered by physician.</p> <p>4. Notification of DON/ADON upon receipt of new fentanyl patch orders received.</p> <ul style="list-style-type: none"> All licensed nurses received the above training beginning on 04/03/14 by DON/SDC/ADON or MDS nurse. Education included quiz with required score of 100% to validate competency. This education was complete on 100% of licensed staff prior to midnight 04/04/14. DON, Staff Development Coordinator (SDC) and MDS Nurse provided education to the Certified Nurse Aides to observe for patches during ADL care and notify nurse if more than one patch is identified as being present on a resident. Education was initiated 04/04/14 and completed prior to midnight for any staff on duty. Staff not receiving education prior to midnight 04/04/14 will receive prior to beginning their next scheduled shift. Beginning 04/04/14, licensed nurses are to notify the DON/ADON at the time of receiving a new order for fentanyl to ensure order is correct, documentation of site, and two (2) 		

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F 333	<p>Continued From page 23</p> <p>Manager, on 04/02/14 at 11:10 AM, revealed If a Fentanyl Patch was left in place and another applied the resident would not be at a full dose but would be receiving between fifty (50) and one hundred (100) mcg related to Fentanyl being a residual drug. Additionally, she stated a urine test for opiate detection could show negative results even if the resident had an excess amount of the drug in the system because Fentanyl was a synthetic drug and would not show up in a urine drug test.</p> <p>Interview with the Intensive Care Unit RN #7, on 04/02/14 at 11:22 AM, revealed he was the Admission Nurse on 01/19/14, when Resident #15 was admitted to the Intensive Care Unit from the Emergency Room. He stated his documentation revealed he was informed the resident had a Fentanyl Patch removed in the emergency room, but he could not specifically remember being told.</p> <p>Review of the facility's investigation, (no date), revealed on 01/18/14 (no time), Resident #15 had decreased level of consciousness and nursing staff removed a Fentanyl Patch, applied oxygen, and performed an accu-check (test blood sugar level). The resident was discharged to the Emergency Room on 01/18/14 (no time) and was admitted to the hospital on 01/19/14. The Discharge Summary from the Emergency Room to the Intensive Care Unit revealed Emergency Room staff removed a Fentanyl Patch and administered Narcan. In addition, review of interviews conducted by the facility's Administration, on 01/23/14, revealed RN #1 stated a verbal report received from the hospital nursing staff on 01/23/14 to LPN #1, prior to Resident #15 returning to the facility, revealed the</p>	F 333	<p>nurses monitoring application, removal and disposal.</p> <ul style="list-style-type: none"> On 04/04/14, SDC provided education to all licensed nurses regarding notification of DON of any new order/admission with an order for fentanyl patch. Also included was additional education of ensuring that order is correct, documentation of site, two (2) nurses witnessing removal and destruction and one (1) licensed nurse is monitoring patch placement every shift. On 04/04/14, RDCS provided additional education to Certified Nursing Assistants (CNA) regarding documenting and reporting to the licensed nurse if two (2) patches of any kind are found on the resident. On 04/10/14, DON additional education provided to licensed nurses regarding transdermal patches. Content included transdermal patch application and two (2) nurses to apply and remove on MAR and to contact DON/ED immediately if patch is ordered and not present. On 04/15/14, RDCS additional education was provided to licensed nurses regarding what information is to be documented on MAR, and what Nurse #2 is validating on the MAR. Nurse #2 is validating 	

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F 333	<p>Continued From page 24 resident had a Fentanyl Patch in place on admission to the hospital.</p> <p>Interview with the Director of Nursing (DON), on 03/28/14 at 3:00 PM, revealed nursing staff should perform a head to toe assessment on new admissions and when a resident was sent out to the hospital an assessment should be completed related to the issue of concern. The DON stated she would expect the nursing staff to know if a resident had a patch on and would expect them to document it in the Nurse's Notes, or on the MAR.</p> <p>Interview with the facility's Medical Director, on 03/28/14 at 3:15 PM, revealed he would have expected nursing staff to look at all of the resident's medications on admission and if the list included a Fentanyl Patch, he would have expected the nurse to assess the resident to see if the patch was administered in the hospital prior to coming to the nursing home. Additionally, he stated he could not say whether or not the dose of Fentanyl the resident had received was life threatening as he did not assess the resident.</p> <p>Interview with the facility's Executive Director, on 04/03/14 at 10:45 AM, revealed she did not initiate an investigation because she did not feel there was a medication error made even after she was aware of Resident #15 being admitted to the hospital Intensive Care Unit with a Fentanyl overdose. The Executive Director stated the facility received ten (10) Fentanyl patches from the pharmacy when the Resident #15 was admitted. She revealed one (1) patch was administered to the resident and one patch was removed from the resident prior to the resident going to the hospital. She stated there were nine</p>	F 333	<p>application, location, removal and disposal with Nurse #1.</p> <ul style="list-style-type: none"> On 04/14/14, 04/15/14 and 04/16/14 the RDCS additional education provided to licensed nurses regarding therapeutic interchange; reading MARs; ensuring orders match MAR; transdermal patch orders, specifically MAR to order vs written order; medications administration; and the 5 rights of medication administration. On 04/17/14, RDCS completed additional education regarding transcribing order as soon as medication order received, new MARs each month must be compared to prior month MAR. <p>4. <u>Monitoring to ensure alleged deficient practice does not recur:</u></p> <ul style="list-style-type: none"> On 4/03/14 the medical director and resident's attending physician were notified by the Executive Director of jeopardy and action plan. Both were in agreement with action plan. The PI committee met on 04/04/14 to review action plan, validate education completed, and update Medical Director on the additional documentation for new admission on the initial data collection tool and to validate monitoring is in place. 		

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F 333	<p>Continued From page 25</p> <p>(9) patches left which meant the count was correct so she did not feel they had made a medication error.</p> <p>**The facility implemented the following actions to remove the Immediate Jeopardy:</p> <p>On 03/15/14, Resident #15 was discharged home with family and no longer resides at the center.</p> <p>The facility initiated an internal investigation at the time the resident was readmitted on 01/23/14 and was identified as having an accidental narcotic overdose. The DON, ADON, SDC, and Regional Director of Clinical Services (RDCS) conducted a medication pass audit which included administration, rotation, and patch presence on 02/01/14 and 02/06/14. No discrepancies were identified and the audits were on-going.</p> <p>On 04/07/14, the DON and RDCS completed a validation to ensure that all nine (9) residents with any type of transdermal patch had the location of the patch on the resident documented on the MAR and that all medications were being administered per physician's orders.</p> <p>On 01/24/14, two (2) additional residents were identified as receiving Fentanyl patches to treat pain. The DON verified the physician's orders for the patches, reviewed the MAR to assure the patches were being administered correctly, and documentation and verification the residents received the patches as ordered.</p> <p>Fentanyl patches were audited by the DON on 01/24/14 for all residents with orders to verify the patch count was accurately reflective of the narcotic count sheet.</p>	F 333	<ul style="list-style-type: none"> The PI committee will continue to meet weekly for 30 days, then 2x monthly for 30 days, then monthly to review all audit findings and make revisions to the action plan as indicated. At least quarterly, the PI committee will review medication errors and actions taken. Beginning 04/04/14 for fentanyl patches and 4/07/14 for all other transdermal patches, the DON/ADON/SDC/Unit Manager or MDS nurse will validate that all patch orders are correct, administration and removal is recorded on the MAR and site applied location is documented on MAR. In addition, for new patient admissions, the validation will include observation and documentation of patches applied by the hospital on the initial data collection tool. This process will occur 7 days a week for 30 days, then will be completed 4 times a week for 30 days, then 1 x week for 4 months. Findings will be addressed in PI meetings as indicated. DON/ADON/ SDC or Unit Manager to monitor next 5 admissions beginning 04/05/14 with fentanyl patch orders to ensure that the fentanyl patch order is recorded on 		

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F 333	<p>Continued From page 26</p> <p>On 04/03/14, the RDCS and the DON reviewed the documentation of the residents with Fentanyl patches (two residents from 01/23-02/06/14, two (2) residents from 02/06-02/07/14, three (3) residents from 02/07/14-present). The Fentanyl patch orders and January to present MARs reflected the resident's patches were applied per physician's orders. The site for the patch was documented and monitoring was documented on the MAR throughout the month.</p> <p>Residents who had an order for a Fentanyl patch were seen by a physician in the center on 04/03/14 with no concerns with dosage or documentation noted.</p> <p>The Pharmacist conducted a review of all current Fentanyl patch orders and counts were correct on 02/04/14. She also reviewed the documentation of the location of the patch on the MARs and verified each shift placement check.</p> <p>On 01/31-02/02/14, all licensed nurses were provided education on medication administration including Fentanyl patches. This education was completed by the DON and the Staff Development Coordinator (SDC) and was provided for 100% of the licensed nurses before midnight on 02/02/14.</p> <p>On 04/03/14, the RDCS completed education for the Executive Director, DON, Assistant Director of Nursing (ADON), SDC, and the Minimum Data Set Coordinator (MDSC) which included:</p> <p>Transdermal patch administration/removal policy and procedure Required documentation of the Fentanyl patch</p>	F 333	<p>the MAR correctly, that the location is documented on the MAR and on the initial data collection tool and that the location of the fentanyl patch is verified on the resident where the MAR indicates. This process will occur 7 days a week for 30 days, then 4 times a week for 30 days, 1 x weekly for 4 months. Findings will be addressed in PI meetings as indicated.</p> <ul style="list-style-type: none"> DON, ADON, SDC, MDS nurse, Unit manager or RDCS to monitor nurses during medication administration to validate the preparing and giving medication in the prescribed dose, route, frequency and removal of patches (when indicated) for five residents, 5 x weekly x 30 days beginning 04/18/14, then 3 x week x 30 days, then 1 x weekly for 4 months to ensure professional standards of care and that medications are given per MD order. Findings will be addressed in PI meetings as indicated. <p>5. F333 Completion Date: 04/19/2014</p>		

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F 333	<p>Continued From page 27</p> <p>removal and application, including anatomical location of patch to be on the MAR. Admission documentation in admission assessment/notes to include Fentanyl patches present and the location. Notification of DON or ADON upon receipt of new Fentanyl patch orders received.</p> <p>All licensed nurses received the above training beginning on 04/03/14. Education was completed by the DON, ADON, or MDS Nurse. Education included a quiz which required a score of 100% to validate competency. This education was completed with 100% of licensed staff on 04/04/14. Any licensed nurse who did not receive the above training would not be allowed to work until the training was completed.</p> <p>The DON, ADON, MDS Nurse, and SDC provided education to the Certified Nursing Assistants (CNAs) to include observing for transdermal patches during activity of daily living (ADL) care and to notify the Charge Nurse if more than one (1) patch was identified on the resident. Education was initiated on 04/04/14 and was completed prior to midnight to all staff on duty. Any staff who did not receive the training prior to midnight on 04/04/14 was to receive the training prior to beginning his/her next working shift.</p> <p>Nursing will notify the DON or ADON at the time of all new Fentanyl patch orders received.</p> <p>On 04/03/14, the DON and ADON completed audits of residents' records who were receiving a Fentanyl patch for documentation of placement on the MAR and verified the patch was located on the resident in accordance to the assessed, documented site. The DON, ADON, and RCDS</p>	F 333		

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NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF LACENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 262 W. 6TH ST. LA CENTER, KY 42066		
(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	
F 333	<p>Continued From page 28</p> <p>reviewed resident records who currently had Fentanyl patches to validate the physician's order matched the MAR.</p> <p>Beginning 04/04/14, the DON, ADON, SDC, Unit Manager, MDS Nurse and/or RDCS will validate the transdermal patches orders are correct, recorded on the MAR, location will be documented on the MAR, and verify the patch is located on the resident in accordance with the assessed, documented site. The process was to occur seven (7) days a week for thirty (30) days, then would be completed four (4) times a week for thirty (30) days. If a discrepancy was identified, the nurses involved would not be allowed to administer medications until they were retrained and deemed to be competent in medication administration.</p> <p>The DON, ADON, SDC, or Unit Manager will monitor the next five (5) admissions with a transdermal patch order beginning on 04/05/14, and again on 04/07/14 to ensure transdermal patch orders were recorded on the MAR correctly, the location was documented on the MAR and on the initial data collection tool. They will verify the patch was on the resident as the MAR indicated. If a discrepancy was identified, the nurses involved would not be allowed to administer medications until they were retrained and deemed to be competent in medication administration.</p> <p>All audit and monitoring outcomes would be presented to and reviewed by the Performance Improvement (PI) Committee for revision or plan recommendations. Audits would be completed seven (7) days a week, for the next thirty (30) days, then at a rate of four (4) times per week for</p>	F 333			

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

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NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF LACENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 262 W. 6TH ST. LA CENTER, KY 42058	
(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
F 333	<p>Continued From page 29</p> <p>thirty (30) days. The PI Committee would meet weekly over the next thirty (30) days, then bi-weekly for thirty (30) days to review results.</p> <p>PI meetings were held on 02/05, 02/06, 02/12, 02/19, 02/26, 03/05, 03/07, 03/09, and 03/19/14. Review of education provided in regard to medication administration as well as full review of completed medication administration audits were conducted at each PI meeting.</p> <p>On 04/03/14, the Medical Director and the resident's attending physician were notified of Immediate Jeopardy and the facility's action plan and both agreed with the action plan.</p> <p>The PI Committee met on 04/04/14 to review the action plan, validate education as completed, and to update the Medical Director on the additional documentation for new admissions on the initial data collection tool and to validate monitoring was in place.</p> <p>The PI Committee consists of the Executive Director, DON, ADON, SDC, MDS Nurse, Social Services, and Activity Director. The PI Committee was to meet weekly for thirty (30) days to review all audits, new admissions with transdermal patches, and revise the care plans to ensure resident's individual needs were met and residents were receiving care to meet the highest practicable well being. The PI Committee was to meet two (2) times a month for thirty (30) days, then monthly to review all audit findings and make revisions as needed to the action plan based on audit findings.</p> <p>**The State Survey Agency validated the</p>	F 333		

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NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF LACENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 262 W. 6TH ST. LA CENTER, KY 42056	
(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
F 333	<p>Continued From page 30 corrective action taken by the facility as follows:</p> <p>Record review revealed Resident #15 was discharged home with family on 03/15/14.</p> <p>Review of Medication Pass Audits, dated 02/01/14 and 02/06/14 revealed the DON, ADON, SDC, and RDCS conducted a medication pass audit and monitored the entire medication pass including the administration of medication patches to include ensuring the rotation of sites for the patches, patches were dated and timed, as well as documented on the MAR for placement and removal of the old patch. Random patch audits were ongoing and continued to be performed three (3) times a week.</p> <p>Review of the MAR audit list, dated 04/07/14, revealed the DON and RCDS completed observations of the nine (9) residents with any type of transdermal patch to ensure the patch was located at the same site as was documented on the MAR. In addition, they reviewed the physician's orders to ensure the staff was following the physician's order for the patch.</p> <p>Review of the Physician's Progress Notes, dated 04/03/14, for Resident #10 and Resident #3 revealed both residents were assessed and received Fentanyl patches with no adverse side effects noted.</p> <p>Review of a Medication Audit form, dated 04/04/14, revealed the pharmacists reviewed the MARs for Resident #3 and Resident #10 for correct documentation for placement, checks, application, removal, and disposal of Fentanyl patches with no concerns noted.</p>	F 333		

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NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF LACENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 262 W. 6TH ST. LA CENTER, KY 42056		
(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	
F 333	<p>Continued From page 31</p> <p>Review of the inservice log, dated 01/31/14-02/02/14, revealed 100% of licensed staff was inserviced and a post test was completed to verify competency of transdermal patch administration by the DON and SDC.</p> <p>Review of training, dated 04/03/14, revealed 100% of licensed staff to include RN #8 was inserviced on the procedure for Admssion/Readmssion of residents utilizing Fentanyl patches by the DON, ADON, SDC, and MDS Coordinator. The training included transdermal patch administration and removal policy and procedure; the required documentation of patch removal and application, including location of the patch; the documentation on Admission Assessments and Notes should include if any patches present and the location of the patches; and Notification of the DON and/or ADON upon receipt of new patch orders. A competency exam was given to verify the understanding of the training. 100% of licensed staff was inserviced and new hires will receive the same training.</p> <p>Review of the CNA training log, dated 04/04/14, revealed a phone training was completed by the Regional Nurse Consultant on 04/04/14 which included to observe for patches during care and to utilize a "stop and watch" tool to report areas to the charge nurse.</p> <p>Interviews with RN #2, RN #4, RN #10, RN #11, LPN #1, LPN #5, LPN #6, LPN #7, LPN #8, and LPN #10, on 04/09/14 between 10:15 AM and 10:45 AM, revealed they were trained on the disposal process for transdermal patches, documentation of the site of the patch on the resident, physician notification if more than one</p>	F 333			