

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

PRINTED: 01/07/2021  
FORM APPROVED  
O/B NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>495045</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>01/04/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MANORCARE HEALTH SERVICES-RICHMOND</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2125 HILLIARD ROAD RICHMOND, VA 23228</b>
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E 000	Initial Comments  An unannounced abbreviated Emergency Preparedness COVID-19 Focused Survey was conducted 12/30/2020 through 1/4/2021. The facility was in substantial compliance with 42 CFR Part 483.73, Requirement for Long-Term Care Facilities.	E 000	The Statements made on this plan of correction are not an admission to and do not constitute an agreement within the alleged deficiencies cited herein. To remain in compliance with all federal and state regulations, the center has taken or will take the actions set forth in the following plan of correction constitutes the center's allegation of compliance. All alleged deficiencies cited have been or will be corrected by the date or dates indicated.	
F 000	INITIAL COMMENTS  An unannounced abbreviated COVID-19 Focused Survey was conducted 12/30/3030 through 1/4/2021. Corrections are required for compliance with 42 CFR Part 483 Federal Long Term Care requirement(s).	F 000		
F 883 SS=E	Influenza and Pneumococcal Immunizations CFR(s): 483.80(d)(1)(2)  §483.80(d) Influenza and pneumococcal immunizations §483.80(d)(1) Influenza. The facility must develop policies and procedures to ensure that- (i) Before offering the influenza immunization, each resident or the resident's representative receives education regarding the benefits and potential side effects of the immunization; (ii) Each resident is offered an influenza immunization October 1 through March 31 annually, unless the immunization is medically contraindicated or the resident has already been immunized during this time period; (iii) The resident or the resident's representative	F 883	1. Cited Residents: #1 resident/RP were provided education, #2 is no longer a resident in the facility, #3 RP was provided education on influenza and pneumococcal vaccinations #5 Resident was provided education on the influenza vaccine  2. Like Residents: Residents admitting into the center and residents that are long term have the potential to be affected. An audit was completed on admissions in the last two weeks to ensure that consents and education were obtained, documented, and updated as necessary. Newly admitted resident will be offered the pneumococcal vaccination if they have not already had the vaccine and will be offered the influenza vaccine according to the influenza season availability. Consents and education will be documented in the clinical record with copies to be placed in charts.  #3 Education will be provided to licensed nurses on documenting the consent and education of the pneumococcal and influenza vaccination and placing both copies in the medical records.	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: *Madhu C. James* TITLE: *Administrator* (X6) DATE: *1-14-21*

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 883	<p>Continued From page 1</p> <p>has the opportunity to refuse immunization; and (iv)The resident's medical record includes documentation that indicates, at a minimum, the following:</p> <p>(A) That the resident or resident's representative was provided education regarding the benefits and potential side effects of influenza immunization; and</p> <p>(B) That the resident either received the influenza immunization or did not receive the influenza immunization due to medical contraindications or refusal.</p> <p>§483.80(d)(2) Pneumococcal disease. The facility must develop policies and procedures to ensure that-</p> <p>(i) Before offering the pneumococcal immunization, each resident or the resident's representative receives education regarding the benefits and potential side effects of the immunization;</p> <p>(ii) Each resident is offered a pneumococcal immunization, unless the immunization is medically contraindicated or the resident has already been immunized;</p> <p>(iii) The resident or the resident's representative has the opportunity to refuse immunization; and</p> <p>(iv)The resident's medical record includes documentation that indicates, at a minimum, the following:</p> <p>(A) That the resident or resident's representative was provided education regarding the benefits and potential side effects of pneumococcal immunization; and</p> <p>(B) That the resident either received the pneumococcal immunization or did not receive the pneumococcal immunization due to medical contraindication or refusal.</p>	F 883	<p>#4 The Director of Nursing, or designee, will monitor consents and education for both pneumococcal and influenza vaccinations weekly x4 and monthly x2 to ensure that consents are obtained and education is documented with copies in the clinical record. Results of the QAPI audits will be reviewed by the facility's QAPI Committee. Recommendations will be discussed and implemented as needed.</p> <p>#5 The Facility's alleged date of compliance is February 16, 2021</p>	
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F 883	<p>Continued From page 2</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on staff interview, facility document review and clinical record review, it was determined the facility staff failed to evidence education was provided to the resident and/or responsible party prior to receiving or declining an influenza vaccine or pneumococcal vaccine for four of seven residents in the survey sample, Residents # 1, #2, #3, and #5.</p> <p>The findings include:</p> <p>1. Resident #1 was admitted to the facility on 8/8/2020 with diagnoses that included but were not limited to: anxiety, high blood pressure, and gastroesophageal reflux disease (backflow of the contents of the stomach into the esophagus, usually caused by malfunction of the sphincter muscle between the two organs; symptoms include burning pain in the esophagus, commonly known as heartburn) (1). The most recent MDS (minimum data set) assessment, a quarterly assessment, with an assessment reference date (ARD) of 12/4/2020, coded the resident as scoring an "11" on the BIMS (brief interview for mental status) score indicating the resident was moderately impaired to make daily cognitive decisions.</p> <p>Review of the clinical record documented the resident received an influenza vaccine on 11/6/2020. The clinical record documented "consent status: complete." Further review of the clinical record failed to evidence documentation of education provided to the resident and/or responsible party prior to the administration of the influenza vaccine.</p>	F 883		

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F 883	<p>Continued From page 3</p> <p>A request was made on 12/31/2020 at 9:18 a.m., to ASM (administrative staff member) #1, the administrator, via email, for the education provided for the influenza vaccine administered on 11/6/2020.</p> <p>An interview was conducted on 12/31/2020 at 2:26 p.m. with ASM #2, the director of nursing. When asked for documentation of the education provided to the resident and/or the responsible party, ASM #2 stated that she can't tell if it was done as she has no documentation of the education only of the consent obtained.</p> <p>The facility policy, "Influenza Immunization Plan" documented in part, "Educational materials are available to share with patients. The CDC (centers for disease control) Inactivated Influenza Immunization Information Sheet is available on the CDC website and can also be found on the Clinical Services hub&gt;Clinical Resources&gt;Infection Prevention&gt; Influenza Information: Season (current year)&gt; Addendums to Infection Control Manual&gt; Influenza Inactivated Flu. The Patient or legal representative is provided the opportunity to refuse immunization. If the patient or the patient's legal representative refused immunization, education and consultation regarding the benefits of influenza immunization is provided and documented."</p> <p>ASM #1 and ASM #2 were made aware of the above concern on 12/31/2020 at 2:45 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References: (1) Barron's Dictionary of Medical Terms for the Non-Medical Reader, 5th edition, Rothenberg and</p>	F 883		
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F 883	<p>Continued From page 4 Chapman, page 243.</p> <p>2. Resident #2 was admitted to the facility on 3/18/2020 and discharged to the hospital on 12/30/2020, with diagnoses that included but were not limited to: COVID -19 (A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 [COVID-19], is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold (1), diabetes, high blood pressure and gastroesophageal reflux disease. The most recent MDS (minimum data set) assessment, an admission assessment, with an ARD (assessment reference date) of 12/11/2020, coded the resident as scoring a "14" on the BIMS (brief interview for mental status) score, indicating they were capable of making daily cognitive decisions.</p> <p>Review of the clinical record revealed the following documented under influenza vaccination, "consent required." Under the Immunization tab in the electronic medical record (EMR) it was documented the resident received the pneumococcal vaccine on 3/21/2020.</p> <p>A request was made on 12/31/2020 at 9:18 a.m., to ASM #1, the administrator, via email, for the education provided for the pneumococcal vaccine administered on 3/20/2020. The consent for and or status of Resident #2's influenza vaccine was also requested.</p> <p>An interview was conducted on 12/31/2020 at 2:26 p.m. with ASM #2, the director of nursing. When asked for documentation of the education provided to Resident #2 and/or the responsible</p>	F 883		
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F 883	<p>Continued From page 5</p> <p>party for the administration of the pneumococcal vaccine, ASM #2 stated the resident was her own responsible party. I do not have the documentation of the education provided. When asked about the influenza vaccine, ASM #2 stated the resident had refused it at first and she had no further documentation of it being offered.</p> <p>ASM #1 and ASM #2 were made aware of the above concern on 12/31/2020 at 2:45 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References (1) This information was obtained from the following website: <a href="https://search.cdc.gov/search/index.html?query=COVID+-+19+definition&amp;sitelimit=&amp;utf8=%E2%9C%93&amp;affiliate=cdc-main#content">https://search.cdc.gov/search/index.html?query=COVID+-+19+definition&amp;sitelimit=&amp;utf8=%E2%9C%93&amp;affiliate=cdc-main#content</a>.</p> <p>3. Resident #3 was admitted to the facility on 9/6/2019 with diagnoses that included but were not limited to: COVID - 19, high blood pressure, depression, and sickle cell disease (a hereditary blood disease, occurring mostly in blacks, in which abnormal hemoglobin causes red blood cells to become sickle-shaped, fragile and nonfunctional, leading to anemia) (1). The most recent MDS assessment, a quarterly assessment, with an ARD of 10/9/2020, coded the resident as scoring a "13" on the BIMS score, indicating the resident was capable of making daily cognitive decisions.</p> <p>Review of the clinical record revealed the following documented under influenza and pneumococcal vaccination, "consent refused."</p>	F 883		
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F 883	<p>Continued From page 6</p> <p>A request was made on 12/31/2020 at 9:18 a.m., to ASM (administrative staff member) #1, the administrator, via email, for the education provided for the influenza and pneumococcal vaccines that that was documented as refused for Resident #3 in the clinical record.</p> <p>An interview was conducted on 12/31/2020 at 2:26 p.m. with ASM #2, the director of nursing. When asked for the documentation of the education provided prior to Resident #3 declining both the influenza and pneumococcal vaccinations, ASM #2 stated, the resident resides on the dementia unit, so the responsible party would have been contacted. I do not have documentation of any education provided to the responsible party.</p> <p>ASM #1 and ASM #2 were made aware of the above concern on 12/31/2020 at 2:45 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References: (1) Barron's Dictionary of Medical Terms for the Non-Medical Reader, 5th edition, Rothenberg and Chapman, page 530.</p> <p>4. Resident #5 was admitted to the facility on 7/16/2020 with diagnoses that included but were not limited to: high blood pressure, gastroesophageal reflux disease, and chronic obstructive pulmonary disease (general term for chronic, nonreversible lung disease that is usually a combination of emphysema and chronic bronchitis) (1). The most recent MDS assessment, a quarterly assessment, with an ARD of 12/17/2020, coded the resident as scoring a "15" on the BIMS score, indicating the</p>	F 883		

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F 883	<p>Continued From page 7</p> <p>resident was capable of making daily cognitive decisions.</p> <p>Review of the clinical record revealed documentation the pneumococcal vaccine was administered to Resident #5 on 9/20/20.</p> <p>A request was made on 12/31/2020 at 9:18 a.m., to ASM (administrative staff member) #1, the administrator, via email, for the education and consent provided to Resident #5 for the pneumococcal vaccine that was documented as administered on 9/20/2020.</p> <p>An interview was conducted on 12/31/2020 at 2:26 p.m. with ASM #2, the director of nursing. When asked for the documentation of the education provided prior to the administration of the pneumococcal vaccine to Resident #5 on 9/20/2020, ASM #2 stated the resident was their own responsible part and she could not locate any documentation of the education that was provided.</p> <p>ASM #1 and ASM #2 were made aware of the above concern on 12/31/2020 at 2:45 p.m.</p> <p>No further information was provided prior to exit.</p> <p>Reverences: (1) Barron's Dictionary of Medical Terms for the Non-Medical Reader, 5th edition, Rothenberg and Chapman, page 124.</p>	F 883		
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