

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

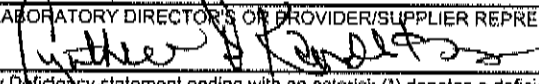
PRINTED: 09/28/2020  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>495109</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/16/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>THE LAURELS OF UNIVERSITY PARK</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2420 PEMBERTON RD RICHMOND, VA 23233</b>
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(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) COMPLETE DATE
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F000	<p><b>INITIAL COMMENTS</b></p> <p>An unannounced Medicare/Medicaid abbreviated standard survey was conducted 09/15/2020 through 09/16/2020. Three complaints (VA00048116- unsubstantiated with no deficiencies, VA00049668- unsubstantiated with no deficiencies, and VA00048249- unsubstantiated with no deficiencies) were investigated during the survey.</p> <p>The census in this 145 certified bed facility was 141 at the time of the survey. The survey sample consisted of six current resident reviews and two closed record reviews.</p>	F000	<p>The Laurels of University Park wishes to have this submitted plan of correction stand as its allegation of compliance. Our date of alleged compliance is October 2, 2020.</p> <p>Preparation and/or execution of this plan of correction does not constitute admission to, nor agreement with, either the existence of or the scope and severity of any of the cited deficiencies, or conclusions set forth in the statement of deficiencies. This plan is prepared and/or executed to ensure continuing compliance with regulatory requirements.</p>	
F557 SS=D	<p><b>Respect, Dignity/Right to have Prsnl Property</b> CFR(s): 483.10(e)(2)</p> <p>483.10(e) Respect and Dignity. The resident has a right to be treated with respect and dignity, including:</p> <p>483.10(e)(2) The right to retain and use personal possessions, including furnishings, and clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other residents.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, staff interview, and facility document review it was determined facility staff failed to provide privacy during medication administration for one of seven residents in the survey sample, Resident #4. LPN (licensed practical nurse) #3 was observed administering an insulin injection to Resident #4 without pulling the privacy curtain (curtain hung</p>	F557	<p><u>Tag 557:</u></p> <p>Nurse #3 (who administered the insulin to Resident #4) was educated on privacy of administration with medication pass.</p> <p>Current residents who receive medications in routes that may potentially expose residents</p>	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE 	TITLE Electronically Signed	(X6) DATE 9/28/20
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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 the 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.

This form is a printed electronic version of the CMS 2567L. It contains all the information found on the standard document in much the same form. This electronic form once printed and signed by the facility administrator and appropriately posted will satisfy the CMS requirement to post survey information found on the CMS 2567L.

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F557	<p>Continued From page 1 between two beds) in a semi-private (shared) room.</p> <p>The findings include:</p> <p>Resident #4 was admitted to the facility with diagnoses that included but were not limited to Alzheimer's disease (2) and diabetes (3). Resident #4's most recent MDS (minimum data set), a quarterly assessment with an ARD (assessment reference date) of 07/03/20, coded Resident #4 as scoring a 2 (two) on the staff assessment for mental status (BIMS) of a score of 0 - 15, 2- being severely impaired for making daily decisions. Section I of the assessment documented Resident #4 diagnosed with Diabetes Mellitus. Section N of the assessment documented Resident #4 having received insulin injections 7 (seven) days during the seven day assessment period.</p> <p>On 9/15/20 at approximately 11:20 a.m., an observation was made of LPN (licensed practical nurse) #3 performing a bedside glucometer (finger stick test to check blood sugar) check and administering sliding scale insulin (1) (dosage adjusted according to blood sugar). Resident #4 was observed sitting in a wheelchair between the two beds in a semi-private (shared) room and was closest to the bed beside the window. The privacy curtain was observed open between the two beds. Another resident was observed lying in the bed closest to the doorway. LPN #3 was observed performing hand hygiene and gathering supplies to perform the glucometer test. LPN #3 entered Resident #4's room and explained the procedure prior to performing the glucometer check. LPN #3 failed to close the privacy curtain during the</p>	F557	<p>from the hall or roommates have the potential to be affected.</p> <p>All licensed nursing staff will receive inservice education by the DON/designee on providing privacy with medication administration where indicated.</p> <p>Medication Administration observations will be made twice a week for 4 weeks and then biweekly for 1 month to monitor for privacy with medication Variances will be corrected as identified and concerns will be reported to the quality assurance committee during the monthly meeting.</p> <p>Completion date: October 2, 2020</p>	
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F557	<p>Continued From page 2</p> <p>glucometer testing to provide privacy for Resident #4. LPN #3 reviewed the glucometer results of 162 with Resident #4 and returned to the medication cart to obtain insulin. LPN #3 prepared the appropriate dosage of insulin according to the physician's orders and entered Resident #4's room. LPN #3 explained the procedure to Resident #4, lifted Resident #4's shirt exposing the residents abdomen and injected the insulin into the lower abdomen. LPN #3 failed to close the privacy curtain during the administration of the insulin to Resident #4.</p> <p>On 9/15/20 at approximately 11:45 a.m., an attempt was made to interview Resident #4 regarding the observation of LPN #3 not providing privacy during the glucometer and insulin administration. Due to Resident #4's cognitive status, the interview was not completed.</p> <p>The comprehensive care plan dated 04/30/2020 for Resident #4 documented in part, "[Name of Resident #4] is at risk for fluctuation in blood sugar levels R/T (related to): DM (diabetes mellitus). Date Initiated 08/26/2020. Revision on: 08/26/2020."</p> <p>Review of the POS (physician order summary) for Resident #4 dated 09/15/2020 revealed "Humalog KwikPen Solution Pen-Injector (4) 100 Unit/ML (milliliter) (Insulin Lispro) Inject as per sliding scale: If 140-199=2; 200-249=3; 250-299=5; 300-349=7, subcutaneously (into the fatty tissue under the skin) before meals and at bedtime for DM (diabetes mellitus) call MD (medical doctor) if &lt;60 (less than 60) or &gt;350 (greater than 350). Order Date 11/14/2019; Start Date 11/14/2019."</p> <p>Review of the MAR (medication administration</p>	F557		

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F557	<p>Continued From page 3 record) for Resident #4 dated "9/1/2020-9/30/2020" documented a glucose reading of 162 at 11:30 a.m. on 9/15/20 and Resident #4 having received 2 (two) units of Humalog insulin according to the physician's order above.</p> <p>On 9/15/20 at approximately 11:40 a.m., an interview was conducted with LPN #3. When asked if privacy was provided for residents during medication administration, LPN #3 stated that it was. LPN #3 stated that medications were administered in resident rooms and that the privacy curtains were pulled or the doors were closed for privacy. LPN #3 stated that it was their usual practice to pull the privacy curtain when giving Resident #4 their insulin but had forgotten and that it should have been pulled.</p> <p>On 9/15/20 at approximately 11:50 a.m., an interview was conducted with RN (registered nurse) #1, the unit manager. RN #1 stated that residents were given medications in their rooms to promote privacy. RN #1 stated that if a resident was in a semi-private room the privacy curtain would be pulled to promote privacy and the door would be closed to ensure that they were not seen from the hallway.</p> <p>On 9/15/20 at approximately 12:00 p.m., ASM (administrative staff member) #1, the administrator was made aware of the findings. A request was made to ASM #1 for the facility policy for privacy during medication administration and insulin administration.</p> <p>On 9/15/20 at 5:01 p.m., ASM #1 provided via email documents titled "Subcutaneous injection" and "Subcutaneous injection skills checklist." "Subcutaneous injection" documented in part, "...Preferred injection sites for insulin are the</p>	F557			

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F557	<p>Continued From page 4</p> <p>arms, abdomen, thighs, and buttocks ...Implementation ...Perform hand hygiene. Confirm the patient's identity using at least two patient identifiers. Provide privacy ..." "Subcutaneous injection skills checklist" documented in part, "... Objective: To administer a subcutaneous injection according to the standard of care ...Checklist step ...Perform hand hygiene. Confirm the patient's identity using at least two patient identifiers. Provide privacy ..."</p> <p>No further information was provided prior to exit.</p> <p>References:</p> <ol style="list-style-type: none"> <li>1. Insulin A protein hormone that is synthesized in the pancreas from proinsulin and secreted by the beta cells of the islets of Langerhans, that is essential for the metabolism of carbohydrates, lipids, and proteins, that regulates blood sugar levels by facilitating the uptake of glucose into tissues, by promoting its conversion into glycogen, fatty acids, and triglycerides, and by reducing the release of glucose from the liver, and that when produced in insufficient quantities results in diabetes mellitus. This information was obtained from the website: <a href="https://www.merriam-webster.com/dictionary/insulin#medicalDictionary">https://www.merriam-webster.com/dictionary/insulin#medicalDictionary</a></li> <li>2. Alzheimer's disease A brain disorder that seriously affects a person's ability to carry out daily activities) this information was obtained from the website: <a href="https://www.nlm.nih.gov/medlineplus/alzheimersdisease.html">https://www.nlm.nih.gov/medlineplus/alzheimersdisease.html</a>.</li> <li>3. Diabetes mellitus</li> </ol>	F557		

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F557	Continued From page 5 regulate the amount of sugar in the blood. This information was obtained from the website: <a href="https://www.nlm.nih.gov/medlineplus/ency/article/001214.htm">https://www.nlm.nih.gov/medlineplus/ency/article/001214.htm</a> .  4. Insulin pen Insulin pens are devices that look like regular pens with a fine short needle on the tip. The pens have enough insulin in them for a few injections. Some pens have a case filled with insulin that you change when it is empty. Other pens are thrown away when the case is empty. Put a new needle on the tip of the pen each time you give yourself an injection (shot). Make sure that you use the type of insulin and needle for your kind of pen. Do not share your insulin pen or cartridge with others. This information was obtained from the website: <a href="https://www.fda.gov/consumers/free-publications-women/insulin#Insulin_Devices">https://www.fda.gov/consumers/free-publications-women/insulin#Insulin_Devices</a>	F557			

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