

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

PRINTED: 05/16/2022
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495309	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 04/07/2022
NAME OF PROVIDER OR SUPPLIER NORVIEW HEIGHTS REHABILITATION AND NURSING			STREET ADDRESS, CITY, STATE, ZIP CODE 827 NORVIEW AVENUE NORFOLK, VA 23509		
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F 000	INITIAL COMMENTS An unannounced Medicare/Medicaid abbreviated complaint survey was conducted 4/5/22 through 4/7/22. Corrections are required for compliance with 42 CFR Part 483 Federal Long Term Care requirements. One complaint was investigated during the survey: VA00052817-Substantiated with a deficiency. The census in this 60 certified bed facility was 46 at the time of the survey. The survey sample consisted of 1 current resident review (Residents #1) and 1 closed record review (Resident #2).	F 000			
F 710 SS=D	Resident's Care Supervised by a Physician CFR(s): 483.30(a)(1)(2) §483.30 Physician Services A physician must personally approve in writing a recommendation that an individual be admitted to a facility. Each resident must remain under the care of a physician. A physician, physician assistant, nurse practitioner, or clinical nurse specialist must provide orders for the resident's immediate care and needs. §483.30(a) Physician Supervision. The facility must ensure that- §483.30(a)(1) The medical care of each resident is supervised by a physician; §483.30(a)(2) Another physician supervises the medical care of residents when their attending physician is unavailable. This REQUIREMENT is not met as evidenced by: Based on a complaint investigation, clinical record review, staff interviews and facility	F 710	1. Resident #2 was discharged from the center on 5/13/21. No immediate	5/9/22	

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

TITLE

(X6) DATE

Electronically Signed

05/02/2022

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 710	<p>Continued From page 1</p> <p>document review the facility staff failed to ensure there was no delay in the treatment and services to include medications upon admission for 1 of 2 residents in the sample, Resident #2. The facility staff failed to ensure Resident #2's admission medications were reviewed timely by the attending physician personally.</p> <p>The findings included:</p> <p>Resident #2 was admitted to the facility on 5/4/2021 with diagnoses to included but not limited to Diabetes Mellitus, Hypertension and Urinary Tract Infection. Resident #2 was never actually admitted to the hospital from 4/30/21 to 5/4/21, but was under observation only in the emergency room because of no bed availability due to covid. Since Resident #2 was not admitted to the hospital no discharge summary was provided to the facility upon admission. The facility only received a emergency department after care summary report for the resident. Under the covid waiver that was in place, a 3 day qualifying hospital stay was waived for a medicare skilled admission.</p> <p>Resident #2's most recent comprehensive Minimum Data Set (MDS) was a 5-day assessment with an Assessment Reference Date (ARD) of 5/11/21. The Brief Interview for Mental Status for Resident #2 was unable to be completed however, the staff assessment indicated the resident's short and long term memory was intact.</p> <p>Resident #2's Emergency Department After Care Summary Report for the emergency room stay from 4/30/21-5/4/21 was reviewed and is documented in part, as follows:</p>	F 710	<p>correction can be initiated.</p> <p>2. All residents are at risk when a residents care is not supervised by a physician.</p> <p>3. Clinical staff to include nurse practitioner, physician assistants, and attending physician will be educated on the need to supervise residents medical care including medication orders.</p> <p>4. Audits will be conducted on all new admissions' orders and physician assessments weekly x 4 weeks. Any areas of concern identified by the audits will be corrected immediately and re education provided. Results of audits will be shared at QAPI meeting and revised as needed.</p>		

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F 710	<p>Continued From page 2</p> <p>Your Medication List: Cephalexin (antibiotic) 500 mg(milligrams) take 1 capsule by mouth every 8 hours for 7 days.</p> <p>ASK your doctor about these medications: Glipizide 5 mg take 1 tablet by mouth twice a day. Hydrocortisone 25 mg insert 1 suppository rectally twice a day. Ditropan XL 5 mg take 1 tablet by mouth once a day. Flomax 0.4 mg take 1 capsule by mouth daily after supper. Tramadol 50 mg take 1 tablet every 6 hours as needed.</p> <p>Instructions: Today, Name (Resident #2) was treated for his urinary tract infection,</p> <p>Today's Visit: Diagnoses: Acute cystitis with hematuria, weakness, confusion, frequent falls, and finger fracture.</p> <p>Resident #2's Progress Notes were reviewed and are documented in part, as follows:</p> <p>5/5/2021 00:10 a.m. Nursing Admission Note: Pt (patient) arrived at 9:30 pm sleeping, hard to arouse, vs (vital signs) wnl (within normal limits) b/p (blood pressure)-125/80, temp(temperature)-97.3, pulse- 67, res-20, and o2 stats- 98%. Noted bruising on both knees and back of right hand. Pt 78 y/o (year old) male diagnosis weakness, confusion, frequent falls, UTI(urinary tract infection), unable to asses pt mental state and conduct any additional assessment due to pt being sleep all shift. No</p>	F 710			

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F 710	<p>Continued From page 3 known allergies. Will continue to monitor.</p> <p>5/6/2021 16:27(4:27 p.m.) daily nursing charting Note: vital signs T(temperature) 96.9, P(pulse) 75, Regular Respirations 18, BP (blood pressure) 156/69, O2(oxygen) 97 % - Room Air a. LEVEL OF CONSCIOUSNESS Alert 2. ORIENTATION Resident is alert and oriented to the following person,place, time 3. COGNITION intact Respiratory observation: lung sounds- left lung: clear lung sounds- right lung: clear Describe locations and details of right lung sounds: Are there changes in residents Respiratory status? no EDEMA Pitting 0 - none</p> <p>5/7/2021 06:17 a.m. Nursing Progress Note: RESIDENT IS CURRENT ON ABT R/T UTI. NO ADVERSE REACTION NOTED BY THIS WRITER AT THIS TIME. RESIDENT IS CURRENTLY IN HIS ROOM RESTING.</p> <p>5/7/2021 13:58(1:58 p.m.) Nursing Progress Note: Resident remains on abt(antibiotic) for uti(urinary tract infection) with no adverse reactions noted. He remains afebrile.</p> <p>5/8/2021 11:53 a.m. Nursing Progress Note: Resident remains in bed resting comfortable easy to arousal denies pain no s/s (signs or symptoms) of acute distress remains on Keflex/uti no s/s of adverse reaction resident mains afebrile easy to arousal call bell remains in place.</p>	F 710			

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F 710	<p>Continued From page 4</p> <p>5/10/2021 20:34 (8:34 p.m.) Nursing Progress Note: Resident cont on Keflex r/t(related to) UTI. No s/s of adverse reactions observed. Temp 97.8. Will cont to monitor.</p> <p>5/13/2021 02:51 a.m. daily nursing charting Note: vital signs T 97.8, P 97, Regular R 19.0, BP 179/80, O2 99.0 Room Air. a. LEVEL OF CONSCIOUSNESS Alert 2. ORIENTATION Resident is alert and oriented to the following person 3. COGNITION Short-term memory loss Respiratory observation: Lung sounds- left lung Auscultate upper and lower lobes of lungs: Clear Lung sounds- right lung Auscultate upper and lower lobes of lungs: Clear Are there changes in residents Respiratory status? no EDEMA Pitting 0 - none</p> <p>5/13/2021 18:58 (6:58 p.m.) eINTERACT SBAR(situation, background, assessment and recommendation) Summary for Providers Situation: The Change In Conditions reported on this Evaluation are/were: Other change in condition At the time of evaluation resident/patient vital signs, weight and blood sugar were: - Blood Pressure: BP 168/90 -Position: Lying r/arm - Pulse: P 100 -Pulse Type: Regular - RR: R 18.0 - Temp: T 98.2 -Route: Oral - Weight: W 168.0 lb -18:17 Scale: Standing - Pulse Oximetry: O2 98.0 % - Method: Room Air</p>	F 710			

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F 710	<p>Continued From page 5</p> <ul style="list-style-type: none"> - Blood Glucose: BS 513 - 5/13/2021 19:00 Resident/Patient is in the facility for: Post Acute Care <p>Outcomes of Physical Assessment: Positive findings reported on the resident/patient evaluation for this change in condition were:</p> <ul style="list-style-type: none"> - Mental Status Evaluation: No changes observed - Functional Status Evaluation: No changes observed <p>Primary Care Provider Feedback: Primary Care Provider responded with the following feedback:</p> <ul style="list-style-type: none"> A. Recommendations: send to er (emergency room) for eval(evaluation) B. New Testing Orders: <ul style="list-style-type: none"> - Blood Tests <p>5/13/2021 20:34(8:34 p.m.) Progress Note: Resident sent to ER via 911 per on call orders. blood sugar above 600. DON (Director of Nursing), and residents sister RP (responsible party) made aware.</p> <p>Resident #2's Blood Sugar Summary tab was reviewed and is documented in part, as follows: 5/13/2021 19:00 p.m.: 513.0 mg/dL.</p> <p>Resident #2's Physician Orders were reviewed and are documented in part, as follows:</p> <p>traMADol HCl Tablet 50 MG No directions specified for order. Pharmacy Struck Out 5/5/2021.</p> <p>glipiZIDE Tablet 5 MG No directions specified for order. Struck Out 5/5/2021.</p> <p>Hydrocortisone Acetate Suppository 25 MG</p>	F 710			

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F 710	<p>Continued From page 6</p> <p>No directions specified for order. Struck Out 5/5/2021.</p> <p>Obtain cbc w diff (complete blood count), and BMP(basic metabolic panel) one time only: Order Date: 5/12/2021.</p> <p>Resident #2's Admission History and Physical dated 5/12/21 that was completed by the Medical Director was reviewed and is documented in part, as follows:</p> <p>History and Physical: Chief Complaint: History and Physical Medication List: glipizide 10 mg oral daily. Vital Signs: Pulse: 95, Blood Pressure: 188/89, O2 (oxygen) saturation: 100% on room air. Temperature: 97.6, Respiratory Rate: 18. Physical Exam: General: Well-groomed in no acute distress. Respiratory: Vesicular sounds heard throughout both anterior and posterior lungs. Psych: Pleasant cognitive impairment. Diagnosis, Assessment and Plan: Diabetes: CBC with Diff and BMP.</p> <p>Resident #2's Lab Results dated 5/13/21 were reviewed and are documented in part, as follows: Collected: 5/13/21 at 5:40 a.m. Reported: 5/13/21 at 18: GLUCOSE: 513 (CH) (critical high) WBC (white blood count) 15.8 H (high)</p> <p>On 4/6/22 at 3:34 p.m. a phone interview was conducted with RN (Registered Nurse) #1. RN #1 was asked what to explain what orders the Resident #2 arrived to the facility with on 5/4/21 and if she was aware he was a diabetic. RN #1</p>	F 710			

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F 710	<p>Continued From page 7</p> <p>stated, "All I had when he (Resident #2) came in was an after care visit summary from the hospital. There was no discharge summary because the the resident was never admitted. He was in the emergency room for his whole stay, because of covid there were no beds. I reviewed the orders on the after care summary and entered them into PCC (point click care) so all his nurse had to do was verify them with the attending when they called back. I wasn't his nurse that night but was just helping the other nurse out. When he came in he was alert and oriented to self and could follow directions, but he thought he was still in the hospital. No family members were with him. I had no idea from what the hospital send with him that he was a diabetic on admission. Before I left I called on-call to have the provider call back so the admission orders could be verified, then I left. I also help send him out to the hospital on 5/13/21. The lab called a little after 6 p.m. with a critical high glucose of 513 and his wbc's were also high. The attending was called with the values and ordered for the resident to be sent to the emergency room. He (Resident #22) was alert to person and there was no physical or mental changed noted with him."</p> <p>On 4/7/22 at 2:53 p.m. a phone interview was conducted with LPN (Licensed Practical Nurse) #1 who was the admitting nurse for Resident #2 on 5/4/21. LPN #1 was asked about the three admission medications (glipizide, anusol and tramadol) that she struck out on Resident #2's admission orders on 5/5/21. LPN #1 stated, "It's hard to remember that far back, but when I strike a medication out on a new admission it is because the on-call provider did not approve the medication order for some reason. If I remember correctly, he (Resident #2) did not come in with a</p>	F 710			

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F 710	<p>Continued From page 8</p> <p>discharge summary only a aftercare summary from the emergency room. The summary only had a few meds on it and a no diabetes diagnosis. When the NP (Nurse Practitioner) #1 called back she only verified some of the orders. Name (NP#1) is very cautious and since there was no discharge summary she did not verify all of the orders since there were no diagnoses. She said to put the aftercare summary in the physician book to be reviewed by the physician when he came in to see the resident."</p> <p>On 4/7/22 at 2:07 p.m. a phone interview was conducted with the Medical Director regarding Resident #2's facility stay. The Medical Director stated, "Name (Resident #2) was admitted late on 5/4/21 from the hospital emergency department after stay from 4/30/21 to 5/4/21. when the resident arrived there was no discharge summary from the hospital only an emergency room encounter summary since the resident was never admitted. I have met with the hospital board to make sure that all residents come with a discharge summary upon discharge. Due to covid we were a little behind seeing this resident, so I came in to see the resident on 5/12/21. When I got there we had finally been able to get some of the emergency room records that I reviewed and saw the resident had been on glipizide. I did assess the resident and he was in no acute distress and his vital signs were stable. I ordered a CBC and a BMP to be done before I restarted any diabetic medications to ensure the resident's kidneys were functioning properly. When the critical labs came back on the evening on 5/13/21 the resident was sent out 911 to the emergency room." The Medical Director was asked if NP #1 could call this surveyor. The Medical Director stated, "She (NP #1) was out of the country and</p>	F 710			

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F 710	<p>Continued From page 9</p> <p>was only available via a text application" The Medical Director sent this surveyor a screen shot of him asking NP #1 if she could remember holding Resident #2's glipizide upon admission due to no hospital discharge summary and diagnoses. NP #1 responded via text stating, "I may have."</p> <p>The facility policy titled "Admission Orders: last revised 1/4/22 was reviewed and is documented in part, as follows:</p> <p>Policy: A physician must personally approve, in writing, a recommendation that an individual be admitted to a facility. A physician, physician assistant or nurse practitioner must provide orders for the residents' immediate care and needs.</p> <p>Policy Explanation and Compliance Guidelines: 2. The orders should allow facility staff to provide essential care to the resident consistent with the resident's mental and physical status on admission.</p> <p>On 4/7/22 at 4:20 p.m. a pre-exit debriefing was held with the Administrator, the Director of Nursing, the Regional Director of Operations and the Regional Director of Clinical Services where the above information was shared. The Regional Director of Operations stated, "We have reached out to the hospital and they are aware that all residents must be accompanied with a discharge summary upon admission. Our Medical Director has also met with the hospital board regarding this as well." Prior to exit no further information was shared.</p> <p>This is a Complaint Deficiency.</p>	F 710			

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