		& MEDICAID SERVICES		ON	IB NO. 0938-039
STATEMENT AND PLAN OI	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE A. BUILDING B. WING	부가장 하면 생님이 되면 하면 생활을 가게 하면 없는 것이 없는 것이 없었다면 하는 사람들이 되었다. 그는 그는 그는 그는 그는 그는 그는 그를 가는 것이 없다면 다른 사람이 없다.) DATE SURVEY COMPLETED C
NAME OF P	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY, STATE, ZIP CODE	05/03/2023
	Y OF HOPE HEALTH	CENTER	1	3700 NORTH GAYTON ROAD RICHMOND, VA 23233	
(X4) ID PREFIX TAG	(EACH DEFICIE	STATEMENT OF DEFICIENCIES ENCY MUST BE PRECEDED BY FULL 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
E 000	Initial Comments		E 000		
F 000	survey was conducted facility was in substant 483.73, Required Facilities. No emer	Emergency Preparedness cted 5/1/23 through 5/3/23. The tantial compliance with 42 CFR frement for Long-Term Care gency preparedness vestigated during the survey.	F 000		5/17/23
	survey was conducted 5/3/2023. Correction with 42 CFR Part 4 requirements. Two during the survey (without deficiency as	out deficiency). The Life Safety			
F 554 SS=D	at the time of the s consisted of 22 cur closed record revie	in Meds-Clinically Approp	F 554	F 554 Resident Self-Admin Meds-Clinically Approp	5/17/23
	medications if the idefined by §483.21 this practice is cliniin. This REQUIREME by: Based on observatinterview, facility do record review, it was staff failed to assessurvey sample for medication, Reside	NT is not met as evidenced tion, resident interview, staff ocument review and clinical as determined that the facility as one of 28 residents in the self-administration of		1. Resident #41 was assessed for the self-administration of medications. 2. An audit of resident medication self-administration evaluation was conducted the DON/Designee to ensure that all resid were assessed for the self-administration medications. Continued on next page	ents

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.

PRINTED: 05/09/2023 FORM APPROVED

		- & WEDICAID SERVICES	5 KC 10 (81000)		OMB NO	<u> 0938-0391</u>	
	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPL A. BUILDING		(X3) DATE SURVEY COMPLETED		
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NAME OF P	PROVIDER OR SUPPLIER	455511		TOTAL ADDRESS OF A STATE OF THE	05	/03/2023	
			1	STREET ADDRESS, CITY, STATE, ZIP CODE			
OUR LAD	Y OF HOPE HEALTH	CENTER	1	13700 NORTH GAYTON ROAD			
OVA) ID	CUMMAD	ATTENDA OF BELOW.		RICHMOND, VA 23233			
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F 554	Continued From pa	le:	F 554	3. LPN/RN education was provided on resident's right to self-administer mediand completion of the resident mediself-administration evaluation.	edications	2	
	Tussin (1) liquid me Systane (2) lubrica the bedside in R41 On the most recensignificant change (assessment referencesident scored 11 interview for mental	R41), two bottles of diabetic edication and two bottles of nt eye drops were observed at 's room unsecured. t MDS (minimum data set), a assessment with an ARD ence date) of 4/14/2023, the out of 15 on the BIMS (brief I status), indicating the rately impaired for making		4. An audit will be accomplished weekl months by the Director of Nursing/d ensure resident self-administration of medications assessment is document the resident record. The findings of will be submitted monthly by the Dir Nursing to QAPI for review and recommendation. 5. Compliance Date: 5/17/2023	esignee to of ted within the audit		
2	R41's room was co diabetic Tussin liqu on a corner shelf st bottle was observed ounce bottle was ol three-quarters full. Iubricant eye drops sill to the right of R4 contained liquid ins was conducted with Tussin liquid medical daughter had brough had not taken any right the Systane lubricatione bottle was given and they had purchastated that they put and it was effective. Additional observation 5/2/2023 at 2:00 p.m.	14 a.m., an observation of inducted. Two bottles of id medication were observed orage rack, one four ounce of to be unopened and one 8 observed to be approximately. Two bottles of Systane were observed on the window lat's bed. Both bottles ide. At that time, an interview in R41. When asked about the action, R41 stated that their that the medication in and they eccently. When asked about interview in the extreme in the them by the facility staff assed the other bottle. R41 one drop in both eyes daily					

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
		495311	B. WING				С
	ROVIDER OR SUPPLIER Y OF HOPE HEALTH CEN] J. Mille	13700	T ADDRESS, CITY, STATE, ZIP CODE NORTH GAYTON ROAD MOND, VA 23233	0:	5/03/2023
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG		PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD I CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)	BE	(X5) COMPLETION DATE
	The physician orders of an order for Systane ludiabetic Tussin liquid reself-administration of reself-administration of reself-administration of reself-administrations. On 5/2/2023 at approx request was made to Amember) #1, the exect of a self-administration for R41 and the facility self-administration of reself-administration of reself-administration of reself-administer medical physician and complete determine whether the self-administer their medical physician and complete determine whether the self-administer their medical they were able to perform would put in an order for could be self-administer the two words and two bot eye drops in R41's room not know if R41 was abmedication or how it was LPN #1 stated that they	cottles of Systane lubricant ow sill in the room. For R41 failed to evidence ubricant eye drops or medication or medications. For R41 failed to evidence feadministration of medications. For R41 failed to evidence feadministration of medications. For R41 failed to evidence feadministration of medication of medication of medication assessment policy for medications. For R41 failed to evidence feadministration of medication assessment policy for medication assessment policy for medications. For R41 failed to evidence feadminister the medication of medication assessment for medications. For R41 failed to evidence feadminister the medication of medication assessment for medications that medication to make sure fead and left at the bedside. For R41 failed to evidence feadminister the medication of make sure feadminister the medication to make sure feadminister the medication of the form. For R41 failed to evidence feadminister the medication of medication assessment for medication assessment for medication to make sure feadminister the medication to make sure featment	F	54			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	Carrie Branches	IPLE CONSTRUCTION	(X	(X3) DATE SURVEY COMPLETED	
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NAME OF PROVIDER OR : OUR LADY OF HOPE				STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233		05/03/2023	
	CH DEFICIENCY	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORF (EACH CORRECTIVE ACTION S CROSS-REFERENCED TO THE AF DEFICIENCY)	HOULD BE	(X5) COMPLETION DATE	
depend or they would nursing. On 5/2/202 the director have a me assessme have any root able to ASM #2 st self-admin the medical beside the depended On 5/2/202 the execution have a polymedication. On 5/2/202 the execution nursing and were made. No further in the facility Nursing Fapart, "Eac self-adminited the mill depractice is a determination.	23 at approxor of nursing edication self-nursing edications self-administrated that the distered medications in drawn. ASM #2 on the medications in drawn. ASM #2 on the medications in drawn. ASM #3 at approxive directors icy regarding is. 23 at approxive directors icy regarding is. 23 at approxive director, d ASM #3, the aware of the information of a policy, "Medicality" dated the Resident ster medical etermined for clinically applions will be oplan of care	ation. LPN #1 stated that infirm with the director of simately 4:00 p.m., ASM #2, stated that R41 did not f-administration stated that R41 should not in their room and they were ster their medications. By had residents who ications and some stored wers and some kept them stated that the storage dication. Imately 4:03 p.m., ASM #1, stated that they did not g self-administration of self-administration of me assistant administrator are concern. Was presented prior to exit. Idical Care Rights in 12/31/2016 documented in has the right to tions. The interdisciplinary or each Resident that this propriate. Such documented in the	F 5	54			

		AND HUMAN SERVICES & MEDICAID SERVICES			FORM APPROVED B NO. 0938-0391	
STATEMENT	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPI A. BUILDING	E CONSTRUCTION (X3)	(X3) DATE SURVEY COMPLETED	
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NAME OF F	ROVIDER OR SUPPLIER		R 1	STREET ADDRESS, CITY, STATE, ZIP CODE	00/00/2020	
OUR LAD	Y OF HOPE HEALTH	CENTER		13700 NORTH GAYTON ROAD RICHMOND, VA 23233		
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F 554	Guaifenesin may h not treat the cause recovery. Guaifene called expectorants mucus in the air pa cough up the mucu information was ob https://medlineplus tml (2) Systane Systane is used in irritation, and disco	d to relieve chest congestion. elp control symptoms but does of symptoms or speed sin is in a class of medications s. It works by thinning the assages to make it easier to as and clear the airways. This tained from the website: .gov/druginfo/meds/a682494.h	F 554			
F 561 SS=D		as obtained from the webstie: com/mtm/systane.html)-(3)(8)	F 561	F 561 Self-Determination 1. The agency C N A was removed from the	5/17/23	
	promote and facilita through support of a not limited to the rig (1) through (11) of the second seco	e right to and the facility must ate resident self-determination resident choice, including but this specified in paragraphs (f) his section. esident has a right to choose is (including sleeping and the care and providers of health stent with his or her interests, plan of care and other		ability to work at facility. Resident 23's choices of bedtime are followed. 2. An audit of promoting resident choice of bedtime was completed by the DON to ensuthat the facility was promoting and facilitating the resident's choice in desired bedtimes. 3. C N A education was provided on promoting and facilitating the resident's choices, including desired bedtimes. Continued on next page	ng	

		AND HUMAN SERVICES & MEDICAID SERVICES			FORM APPROV OMB NO. 0938-03	/ED
	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLI A. BUILDING	E CONSTRUCTION	(X3) DATE SURVEY COMPLETED	
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	ROVIDER OR SUPPLIER Y OF HOPE HEALTH O	CENTER	1	STREET ADDRESS, CITY, STATE, ZIP CODE 3700 NORTH GAYTON ROAD RICHMOND, VA 23233	1 03/03/2023	
(X4) ID PREFIX TAG	(EACH DEFICIE	STATEMENT OF DEFICIENCIES NCY MUST BE PRECEDED BY FULL IR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORREC (EACH CORRECTIVE ACTION SHO CROSS-REFERENCED TO THE APPR DEFICIENCY)	ULD BE COMPLETIC)N
F 561	community activities facility. §483.10(f)(8) The reparticipate in other religious, and comminterfere with the rigifacility. This REQUIREMENT by: Based on staff interior and facility docume determined that the facilitate the resider by promoting resides for one of 28 reside Resident #23. The findings includes For Resident #23, the promote the resident #23 was an a 3/14/23 with diagnor limited to: right lower mellitus) and depressioned the resident at the BIMS (brief interior indicating the resident indicating the resident indicational status of G-functional status of the staff in th	e community and participate in s both inside and outside the sesident has a right to activities, including social, nunity activities that do not ghts of other residents in the strick of activity failed to promote and attrick of activity activity of	F 561	 An audit will be accomplished we months by the Director of Nursin through resident interview to enpromotion and facilitation of the choice in desired bedtimes. The the audit will be submitted mont Director of Nursing to QAPI for recommendation. Compliance Date: 5/17/23 	g/designee sure resident's findings of hly by the	

transfer, walking, locomotion, dressing, eating,

		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		E) MULTIPLE CONSTRUCTION BUILDING		(X3) DATE SURVEY COMPLETED	
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	ROVIDER OR SUPPLIER Y OF HOPE HEALTH CEI	NTER		STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233	03/	03/2023	
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BI CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE	
F 561	1/3/22, which revealed (activities of daily livin Status/Rehabilitation alteration in ADL functions associated with right to factors include impairs weakness and NWB (APPROACH: Allow more ference with where out clothing, taking bas would like to accept mount turning and reposition needed." A review of the ADL for PM, revealed, "How did not occur." No oth ADL form for evening An interview was conditionally at 11:01 AM. Falmost three hours for on April 30th. I started beginning at 9:00 PM the night aide put me would come into the roand tell me she would returned." Resident #23 was ask which revealed it was answered. When ask functioned, LPN (licen	rehensive care plan dated d, "PROBLEM: ADLs g) Functional Potential. Resident has tion due to weakness iibia/fibula fracture. Risk ed mobility, muscle (non-weight bearing) status. He choices regarding my et would like to eat, picking on the showers and how I my medications. Assist with ing on rounds and as form dated 4/30/23 at 7:00 iid resident transfer? Activity her documentation on the shift on 4/30/23. Iducted with Resident #23 on Resident #23 stated, "It took of me to be able to get in bed did calling every 15 minutes till close to 12:00 AM when to bed. The evening aide from and shut off the light be back and never till down the call button functioning, and a nurse ed how the call system used practical nurse) #1 or to the call bell phone that	F 56				

	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
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	ROVIDER OR SUPPLIER Y OF HOPE HEALTH CEN	ITER		STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233		05/	03/2023
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ITEMENT OF DEFICIENCIES 'MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFIX TAG	,	SHOULD BE		(X5) COMPLETION DATE
	with ASM (administrat director of nursing. Winformed of the delay is bed on evening shift 4 the executive director. This was an agency C any agency CNAs ass. An interview was cond with Resident #23, who went, Resident #23 starme to bed when I want. On 5/2/23 at approxime executive director, ASI nursing and ASM #3, the was made aware of the Constant of the Consta	ducted on 5/1/23 at 2:45 PM ive staff member) #2, the hen asked if she had been in getting Resident #23 into /30/23, ASM #2 stated, yes, spoke with the daughter. NA and there will not be igned to Resident #23. ucted on 5/2/23 at 8:50 AM en asked how their evening ated, "It was great, they put ted to go." ately 4:00 PM, ASM #1, the M #2, the director of the assistant administrator in findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings. ASM #2, the director of the assistant administrator is findings.	F 5	561			

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STATEMENT	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIP A. BUILDING	LE CONSTRUCTION	(X3) DATE SURVEY COMPLETED	_	
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NAME OF P	ROVIDER OR SUPPLIER			STREET ADDRESS, CITY, STATE, ZIP CODE	05/03/2023	_	
OUR LAD	Y OF HOPE HEALTH	CENTER		13700 NORTH GAYTON ROAD RICHMOND, VA 23233			
(X4) ID PREFIX TAG	(EACH DEFICIE	STATEMENT OF DEFICIENCIES INCY MUST BE PRECEDED BY FULL OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	E (X5) COMPLETION TE DATE		
F 561	and options, and o treatment that may well-being, and; in will assist Resident care providers and programs of care a Facility, and will res about accepting or	age 8 As and benefits of treatment of any changes in that care of affect the Resident's sofar as possible, the Facility as to use their preferred health to participate in planning their and services while in the spect each Resident's decision refusing medical care."	F 56				
F 641 SS=D	Accuracy of Assess CFR(s): 483.20(g)		F 641	F 641 Accuracy of Assessments	5/17/23		
	resident's status. This REQUIREMENT by: Based on staff intereview, it was deterfailed to maintain and ata set) assessment the survey sample, The findings includer For Resident #29 (Foode the quarterly Nassessment reference hospice services respected. Review of the clinical most recent MDS as MDS with an ARD coassessment failed to assessment failed to the residual programment in the status of the status o	ust accurately reflect the NT is not met as evidenced rview and clinical record mined that the facility staff n accurate MDS (minimum nt for one of 28 residents in Resident #29.		 Resident #29's MDS assessment was co to reflect the reception of hospice servi An audit of residents receiving hospice services was completed by the MDS Director to ensure that the MDS assessment accurately reflected the resident's reception of hospice services. The MDS coordinator was provided edu on the accuracy of the resident MDS assessment. An Audit will be completed by the Administrator/designee monthly x three months to ensure the MDS assessment i accurately reflects the resident's current of care. The findings of the audit will be submitted by the Administrator/Designe QAPI for review and recommendation. Compliance Date: 5/17/23 	cation s t level		

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NAME OF P	ROVIDER OR SUPPLIER			S	TREET ADDRESS, CITY, STATE, ZIP CODE	05	/03/2023
OUR LAD	Y OF HOPE HEALTH CEN	NTER			3700 NORTH GAYTON ROAD		
				R	RICHMOND, VA 23233		
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F 641	Continued From page	9	Fé	641			
	The physician orders a "Admit to [Name of ho disease. Order Date:				a		
	The comprehensive care plan revidence a care plan re	are plan for R29 failed to related to hospice services.					
	coordinator. RN #2 st (resident assessment completing the MDS a reviewed R29's quarte the ARD of 2/27/2023 like it was not coded for stated that R29 was re- during the assessment	rgistered nurse) #2, MDS ated that they used the RAI instrument) manual when ssessments. RN #2 orly MDS assessment with and stated that it looked or hospice services. RN #2 eceiving hospice services t period and that it should					
	October 2018, section steps for assessment, medical record to dete resident received or pet treatments, procedures last 14 daysO0100K, residents identified as for terminally ill person services is provided for management of termin conditions. The hospic state as a hospice provide Medicare program	Manual, Version 1.16, dated O0100 documented in the "1. Review the resident's rmine whether or not the erformed any of the s, or programs within the Hospice Care, Code being in a hospice program s where an array of the palliation and al illness and related the must be licensed by the vider and/or certified under as a hospice provider"					
î.	staff member) #1, the e the director of nursing,	m., ASM (administrative executive director, ASM #2, and ASM #3, the assistant de aware of the concern.				2	

		AND HUMAN SERVICES & MEDICAID SERVICES			FOR	D. 05/09/2023 MAPPROVED D. 0938-0391
STATEMENT	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPL A. BUILDING	E CONSTRUCTION	(X3) DATE	SURVEY
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	PROVIDER OR SUPPLIER	CENTER	1	STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233	<u> US/</u>	03/2023
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F 641	Continued From pa	age 10 ion was provided prior to exit.	F 641			
F 656 SS=D	Develop/Implemen CFR(s): 483.21(b)(t Comprehensive Care Plan (1)(3)	F 656	F 656 Develop/Implement Comprehensive Care Plan	e	5/17/23
	§483.21(b)(1) The implement a compicare plan for each resident rights set if §483.10(c)(3), that objectives and time medical, nursing, a needs that are ident assessment. The condescribe the following (i) The services that or maintain the resiphysical, mental, as required under §48 (ii) Any services that under §483.24, §48 provided due to the under §483.10, includer §483	t are to be furnished to attain dent's highest practicable and psychosocial well-being as 3.24, §483.25 or §483.40; and at would otherwise be required 33.25 or §483.40 but are not resident's exercise of rights uding the right to refuse 83.10(c)(6). services or specialized es the nursing facility will of PASARR If a facility disagrees with the ARR, it must indicate its dent's medical record.		 Resident # 29's comprehensive care pladeveloped to include the reception of I services. An audit of comprehensive care plans we conducted by the MDS Director to ensurthe comprehensive care plan reflected residents' current level of care. The Nursing team and MDS Coordinato educated on developing an accurate care to reflect the residents' current level of An audit will be completed weekly x 3 m by the Administrator/designee to ensurcomprehensive care plan has been deverand implemented to accurately reflect the audit will be submitted monthly by Administrator/Designee to QAPI for revand recommendation. Compliance Date: 5/17/23 	vas ire that the r were re plan care. nonths e the eloped the lings of	

	OF DEFICIENCIES F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	100	TIPLE CONSTRUCTION ING		(X3) DATE SURVEY COMPLETED	
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	ROVIDER OR SUPPLIER YOF HOPE HEALTH CEN			STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233		05/	/03/2023
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F 656	local contact agencies entities, for this purpose (C) Discharge plans in plan, as appropriate, in requirements set forth section. §483.21(b)(3) The ser by the facility, as outling care plan, mustifiii) Be culturally-compound This REQUIREMENT by: Based on staff interviewere review, it was determing failed to develop the cone of 28 residents in Resident #29. The findings include: For Resident #29 (R25) develop the comprehence services. Review of the clinical romost recent MDS assessment failed to develop the comprehence services during the physician orders for "Admit to [Name of host disease. Order Date: "Review of the comprehence services during the physician orders for "Admit to [Name of host disease. Order Date: "Review of the comprehence services during the physician orders for "Admit to [Name of host disease. Order Date: "Review of the comprehence services during the physician orders for "Admit to [Name of host disease. Order Date: "Review of the comprehence services during the physician orders for "Admit to [Name of host disease. Order Date: "Review of the comprehence services during the physician orders for "Admit to [Name of host disease. Order Date: "Review of the comprehence services during the physician orders for "Admit to [Name of host disease."]	seed and any referrals to and/or other appropriate se. In the comprehensive care in accordance with the in paragraph (c) of this vices provided or arranged ned by the comprehensive setent and trauma-informed. Is not met as evidenced sew and clinical record ned that the facility staff comprehensive care plan for the survey sample, By, the facility staff failed to insive care plan to include sessment to be a quarterly sessment to be a quarterly sessment to be a quarterly receiving go the assessment period. By R29 documented in part, spice] for Alzheimer's	F6	656			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING		(X3) DATE SURVEY COMPLETED	
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NAME OF PROVIDER OR SUPPLIER OUR LADY OF HOPE HEALTH CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233	05/03	3/2023	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		ID PROVIDER'S PLAN OF CORRECTION PREFIX (EACH CORRECTIVE ACTION SHOULD B TAG CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)		E (TE	(X5) COMPLETION DATE
	"2/13/2023 3:21 p.m. I hospice, denies pain of Will continue to monitor orders." The progress "2/27/2023 10:45 a.m. R29) is a LTC (long te hospice care for Alzhe On 5/2/2023 at 1:45 p. conducted with RN (recoordinator. RN #2 state comprehensive caupdated them quarterly care plans were updated them quarterly care plans were updated they did not have a call there should be one in On 5/2/2023 at 2:15 p. conducted with LPN (li LPN #1 stated that the was to let the staff knowneeded. LPN #1 state should be addressed on 5/2/2023 at 4:03 p. staff member) #1, the ethe director of nursing, administrator were made.	r R29 documented in part, Resident currently on or discomfort at this time. or and treat per provider on notes further documented, MDS Quarterly - (Name of orm care) resident receiving imer's dementia" m., an interview was gistered nurse) #2, MDS ated that they completed ore plans for residents and or RN #2 stated that the ed based on the MDS or reviews and the areas that oversessment. RN #2 reviewed care plan and stated that ore plan for hospice and place. m., an interview was censed practical nurse) #1. purpose of the care plan or with this time. The plan interview was or sensed practical nurse in the plan or with this time. The purpose of the care plan or with this time. The purpose of the care plan or with this time. The purpose of the care plan or discomfort at this time. The purpose of the care plan at the purpo	F 6	56		
54	The facility policy, "Cor Person-Centered Care 11/15/2017 documente	nprehensive Planning" dated				

TATEMENT OF DEFICIENCIES ND PLAN OF CORRECTION (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: (X2) MULTIPLE CONSTRUCTION A. BUILDING (X3) DATE: COMPI					
	495311	B. WING		C	
NAME OF PROVIDER OR SUPPLIER OUR LADY OF HOPE HEALTH CE		s 1	STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233	1 05/0	03/2023
PREFIX (EACH DEFICIENT	TATEMENT OF DEFICIENCIES CY MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD I CROSS-REFERENCED TO THE APPROPRI DEFICIENCY)	BE	(X5) COMPLETION DATE
attain or maintain the practicable physical,	es that are to be furnished to	F 656		2	
Drugs and biological labeled in accordance professional principle appropriate accessor instructions, and the applicable. §483.45(h) Storage of §483.45(h)(1) In access Federal laws, the fact biologicals in locked temperature controls personnel to have accessive for the comprehensive in the Comprehensive in the Comprehensive in the readily detected. This REQUIREMENT by: Based on observation interview, facility docrecord review, it was	of Drugs and Biologicals sused in the facility must be see with currently accepted es, and include the ry and cautionary expiration date when of Drugs and Biologicals ordance with State and compartments under proper, and permit only authorized	F 761	 F 761 Label/Store Drugs and Biologicals The two bottles of diabetic Tussin and bottles of Systane eye drops were ren from resident # 41's room. Resident #35's was provided a secure for the Albuterol inhaler and provided demonstration for locking and unlock! A 100% audit was conducted by the D of Nursing to ensure that no medication unsecured within resident rooms. LPN/RN education was provided on prosecuring medications within resident rooms. An audit will be completed weekly x 3 by the Director of Nursing/designee to no medications are unsecured within rooms. The findings of the audit will be submitted monthly by the Administrator/Designee to QAPI for reand recommendation. Compliance Date: 5/17/23 	lockbox I return ing. irector ons were	5/17/23

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING		(X3) DATE SURVEY COMPLETED		
		495311	B. WING			ı	C
	ROVIDER OR SUPPLIER Y OF HOPE HEALTH CEN	NTER		1:	TREET ADDRESS, CITY, STATE, ZIP CODE 3700 NORTH GAYTON ROAD RICHMOND, VA 23233	05	/03/2023
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG	x	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
F 761	to secure two bottles of medication and two bot lubricant eye drops we in R41's room unsecur. On the most recent MI significant change ass (assessment reference resident scored 11 out interview for mental st resident was moderate daily decisions. On 5/2/2023 at 10:14 at R41's room was conducted was observed to ounce bottle was observed was conducted with R4 Tussin liquid medication daughter had brought had not taken any recent the Systane lubricant even bottle was given to and they had purchase	and Resident #35. R41), the facility staff failed of diabetic Tussin (1) liquid ottles of Systane (2) ere observed at the bedside red. DS (minimum data set), a ressment with an ARD e date) of 4/14/2023, the at of 15 on the BIMS (brief atus), indicating the ely impaired for making a.m., an observation of fucted. Two bottles of medication were observed red and one 8 erved to be approximately to bottles of Systane ere observed on the window	F	761			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED		
	495311	B. WING				С	
NAME OF PROVIDER OR SUPPLIER		1	S	TREET ADDRESS, CITY, STATE, ZIP CODE			
OUR LADY OF HOPE HEALTH CENTER			1:	3700 NORTH GAYTON ROAD RICHMOND, VA 23233			
PREFIX (EACH DEFICIENC	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFI TAG	2000	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	E JTE	(X5) COMPLETION DATE	
Tussin liquid medicati storage rack and two eye drops on the wind. The physician orders an order for Systane I diabetic Tussin liquid self-administration of On 5/2/2023 at 2:15 p conducted with LPN (I LPN #1 stated that the the resident self-admin make sure they were at then they would put in medications that could left at the bedside. LF bottles of Tussin liquid of Systane lubricant estated that they did no self-administer the mestored in the room. LF typically do not lock m residents self-administ thought that it would d LPN #1 stated that the with the director of nur. On 5/2/2023 at approx (administrative staff m nursing stated that R4 self-administration ass that R41 should not har oom and they were not their medications. ASI	ns of R41's room at revealed the two bottles of on on the corner shelf bottles of Systane lubricant dow sill in the room. for R41 failed to evidence ubricant eye drops or medication or medications. a.m., an interview was licensed practical nurse) #1. Eye were required to observe enistering their medication to able to perform the task and an order for the disconsed by the factor of the disconsed practical nurse of the discon	F	761				

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
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NAME OF F	PROVIDER OR SUPPLIER	495311	B. WING			05	5/03/2023
OUR LADY OF HOPE HEALTH CENTER			1	STREET ADDRESS, CITY, STATE, ZIP CODE 13700 NORTH GAYTON ROAD RICHMOND, VA 23233			
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG		PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BI CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
	that the storage dependence on 5/2/2023 at approximate the executive director, nursing and ASM #3, were made aware of the executive director, nursing and ASM #3, were made aware of the executive director, nursing and ASM #3, were made aware of the executive director, nursing and ASM #3, were made aware of the executive director, nursing and Eacility policy, "Storage dated 12/01/07 document decided decided and provided biologicals without a Pland approval by the Information and provided biologicals without a Pland approval by the Information decided and provided biologicals without a Pland approval by the Information decided and provided biologicals without a Pland approval by the Information decided and provided and provide	de them. ASM #2 stated anded on the medication. ximately 4:05 p.m., ASM #1, ASM #2, the director of the assistant administrator he concern. was presented prior to exit. brage and Expiration of als, Syringes and Needles" hented in part, "13. torage: 13.1 Facility should bedside medications or physician/Prescriber order terdisciplinary Care Team attion. 13.2 Facility should ions or biologicals in a within the resident's room" relieve chest congestion. control symptoms but does symptoms or speed is in a class of medications works by thinning the ges to make it easier to and clear the airways. This ed from the website: yldruginfo/meds/a682494.h	F	761			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING		(X3) DATE SURVEY COMPLETED		
		495311	B. WING				C
OUR LADY OF HOPE HEALTH CENTER (VALID. SLIMMARY STATEMENT OF DESIGNATIONS OF THE PROPERTY OF		NTER		1	TREET ADDRESS, CITY, STATE, ZIP CODE 3700 NORTH GAYTON ROAD RICHMOND, VA 23233	0:	5/03/2023
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG		PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
	to secure an Albuterol observed at the bedsic On the most recent M quarterly assessment reference date) of 3/20 13 out of 15 on the Bll mental status), indicat cognitively intact for m On 5/1/2023 at 11:50 at R35's room was conditively intact for m System was observed on R35's the bed, unsecured. At the bed, unsecured was observed to the ininterview was conduct about the Albuterol inhickept the inhaler at their had "coughing spells" R35 stated that it had since they had used the Additional observations 5/1/2023 at 2:10 p.m. at revealed the Albuterol the left of the bed unset The physician orders for "albuterol sulfate HFA at (micrograms)/actuation inhalation; Every 6 How wheezing/sob (shortne)	R35), the facility staff failed inhaler (1) that was de in R35's room. DS (minimum data set), a with an ARD (assessment 8/2023, the resident scored MS (brief interview for ing the resident was taking daily decisions. a.m., an observation of the ucted. An Albuterol inhaler is nightstand to the left of A spacer (2) was observed thaler. At that time, an ed with R35. When asked taler, R35 stated that they is bedside to use when they and used it as needed. The been "a couple of days" the inhaler. S of R35's room at and 5/2/2023 at 10:30 a.m., inhaler on the nightstand to be cured. Or R35 documented in part, alternative are cost inhaler; 90 mcg and (amount): 2 puffs; curs - PRN (as needed); dx: ss of breath) *NEEDS are and keep @ bedside*;	F	761			
	The "Self-Administratio assessment for R35 da						

	OF DEFICIENCIES F CORRECTION	CIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE		E SURVEY IPLETED			
		495311	B. WING	-			С
NAME OF F	PROVIDER OR SUPPLIER	490011	B. WING	s	TREET ADDRESS, CITY, STATE, ZIP CODE	05	5/03/2023
OUR LADY OF HOPE HEALTH CENTER (X4) ID SUMMARY STATEMENT OF DEFICIENCIES		П	1:	3700 NORTH GAYTON ROAD RICHMOND, VA 23233			
(X4) ID PREFIX TAG	(EACH DEFICIENC)	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG	3200	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD B CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)		(X5) COMPLETION DATE
	inhalerBased on ansesident to self-admin YesWhere will self-astored? Resident Roo On 5/2/2023 at 2:15 p conducted with LPN (I LPN #1 stated that R3 self-administer the Alb their bedside in the roothey typically do not loresidents self-administrative self-administrative would director of nursing. On 5/2/2023 at approx (administrative staff moursing stated that the self-administered med the medications in drawbeside them. ASM #2 depended on the medications in drawbeside them. ASM #3 depended on the medications in drawbeside them. ASM #3 depended on the medications in drawbeside them. ASM #3 depended on the medications in drawbeside them. ASM #3 depended on the medications in drawbeside them. ASM #3 depended on the medications in drawbeside them. ASM #3 depended on the medications and ASM #3, tild were made aware of the No further information. Reference: (1) Albuterol is used to breathing, wheezing, soughing, and chest tig diseases such as asthrighted.	List of medications self-administer. Albuterol swers, is it appropriate for ister any medications? Idministered medications be m" .m., an interview was icensed practical nurse) #1. 5 was able to interview was icensed practical nurse) #1. the was able to interview was icensed practical nurse) #1. the was able to interview was icensed practical nurse) #1. the was able to interview was icensed practical nurse) #1. the was able to interview was icensed practical nurse) #1. the was able to interview was icensed practical nurse) #1. the was able to interview was icensed prior to exit. Interview was icensed prior to exit.	F	761			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING			(X3) DATE SURVEY COMPLETED	
		495311	B. WING				C /03/2023
NAME OF PROVIDER OR SUPPLIER OUR LADY OF HOPE HEALTH CENTER				13	TREET ADDRESS, CITY, STATE, ZIP CODE 3700 NORTH GAYTON ROAD ICHMOND, VA 23233	1 03	103/2023
(X4) ID PREFIX TAG	(EACH DEFICIENCY	ITEMENT OF DEFICIENCIES MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG		PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	E .TE	(X5) COMPLETION DATE
F 761	tml (2) If you use your inh medicine gets to your help. The spacer connormal the inhaled medicine first. Then you take two medicine into your lung a lot less medicine the into your mouth. This from the website:	nd airways). This	F	761			
<							