

State of Virginia

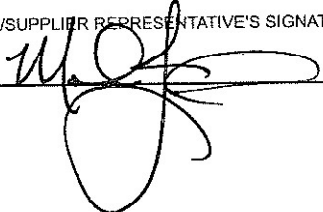
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: VA0108	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 05/17/2023
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NAME OF PROVIDER OR SUPPLIER HERITAGE HALL BLACKSTONE	STREET ADDRESS, CITY, STATE, ZIP CODE 900 S MAIN ST BLACKSTONE, VA 23824
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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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F 000	<p>Initial Comments</p> <p>An unannounced biennial State Licensure Inspection was conducted 5/15/2023 through 5/17/2023. The facility was not in compliance with the Virginia Rules and Regulations for the Licensure of Nursing Facilities. Three complaints were investigated during the survey.</p> <p>The census in this 180 licensed bed facility was 140 at the time of the survey. The survey sample consisted of 46 current resident reviews and two closed record review.</p>	F 000	<p>F001</p> <p>Director of Nursing 12 VAC5-371-200 (B.1) Cross reference to F658.</p> <p><i>Cross Reference to POC for F Tag 658</i></p> <p>Nursing Services 12 VAC 5-371-220 (B) Cross reference to F759.</p> <p><i>Cross Reference to POC for F Tag 759</i></p>	
F 001	<p>Non Compliance</p> <p>The facility was out of compliance with the following state licensure requirements:</p> <p>This RULE: is not met as evidenced by: 12VAC5-371-200 (B.1) Director of nursing. Cross reference to F658.</p> <p>12VAC5-371-220 (B) - Nursing services. Cross reference to F759.</p> <p>12VAC5-371-220 (A) (C). Nursing services. Cross reference to F688 and F689.</p> <p>12VAC5-371-250 (A.13) Resident assessment and care planning. Cross references to F554.</p> <p>12VAC5-371-250. C. Resident assessment and care planning Cross reference to F656.</p> <p>12VAC5-371-300. H.1. Pharmaceutical services Cross reference to F756.</p>	F 001	<p>12 VAC 5-371-220 (A) (C) Cross reference to F688 and F689.</p> <p><i>Cross Reference to POC for F Tag 688 and 689</i></p> <p>Resident Assessment and Care Planning. 12 VAC 5-371-250(A.13) Cross reference to F554.</p> <p><i>Cross Reference to POC for F Tag 554</i></p> <p>Resident Assessment and care planning. 12 VAC 5-371-250. C. Cross reference to 656.</p> <p><i>Cross Reference to POC for F Tag 656</i></p> <p>Pharmaceutical Services 12 VAC 5-371-300 Cross reference to F756.</p> <p><i>Cross Reference to POC for F Tag 756</i></p> <p>Completion Date: June 27, 2023</p>	

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



TITLE

ADMINISTRATOR

(X6) DATE

05/31/23

State of Virginia

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F 001	<p>Continued From page 1</p> <p>12VAC5-371-140 (E.3.A). Policies and Procedures.</p> <p>Based on staff interview and facility document review, it was determined that the facility staff failed to evidence primary source verification of a license and/or certification in accordance with the laws of the State of Virginia, for five of 25 employee records reviewed.</p> <p>The findings include:</p> <p>On 5/17/2023 at approximately 8:30 a.m., the employee records for newly hired employees within the past two years were reviewed. Review of the employee records failed to produce evidence of primary source license/certification verification on file for five of the staff members reviewed.</p> <p>The employees identified were:</p> <p>CNA (certified nursing assistant) #1's employee record was reviewed. CNA #1's employee record documented they were hired as a CNA with the facility on 6/30/2022. Further review of CNA #1's employee record failed to evidence primary source certification verification from the Virginia Department of Health Professionals prior to 5/16/2023. The primary source license verification in CNA #1's record was dated 5/16/2023.</p> <p>RN (registered nurse) #3's employee record was reviewed. RN #3's employee record documented they were hired as an RN with the facility on 5/24/2021. Further review of RN #3's employee record failed to evidence primary source license</p>	F 001	<p>12 VAC5-371-140(Ze.3.A.) Correction Action(s): C.N.A. #1, #2, #3, RN #3, LPN #5 licenses have been verified by the VA Dept. of Health Professionals on 05/17/23.</p> <p>Identification of Deficient Practice(s) and Corrective Action(s): A 100% review of all employee license verifications will be completed to check for state compliance.</p> <p>Systemic Change(s): The facility Policy and Procedure has been reviewed and no changes are warranted at this time. Human Resources Dept. will be educated on policy and procedure for license verification prior to hire date.</p> <p>Monitoring: Human Resources Dept. is responsible for compliance. The HR/Payroll employee will review all new hire verifications monthly via payroll system with an additional ten random existing employees. All discrepancies found in these audits will be corrected at time of discovery and reported to the Quality Assurance Committee's review, analysis, and recommendations for change in facility policy, procedure, and practice.</p> <p>Completion Date: 06/27/2023</p>	
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F 001	<p>Continued From page 2</p> <p>verification from the Virginia Department of Health Professionals. The employee record contained a college transcript dated 5/20/2021 and a registration for the NCLEX examination dated 5/17/2021. The record did not contain any follow up license verification.</p> <p>CNA (certified nursing assistant) #2's employee record was reviewed. CNA #2's employee record documented they were hired as a CNA with the facility on 8/26/2021. Further review of CNA #2's employee record failed to evidence primary source certification verification from the Virginia Department of Health Professionals prior to 5/16/2023. The primary source license verification in CNA #2's record was dated 5/16/2023.</p> <p>CNA (certified nursing assistant) #3's employee record was reviewed. CNA #3's employee record documented they were hired as a TNA (temporary nursing assistant) with the facility on 11/15/2021. Further review of CNA #3's employee record failed to evidence primary source certification verification from the Virginia Department of Health Professionals prior to 5/17/2023. The employee record contained a TNA completion certificate on 11/11/2021 and a photocopy of a certificate to practice as a certified nurse aide expiring 06/30/2023. The primary source certification verification in CNA #3's record was dated 5/17/2023.</p> <p>LPN (licensed practical nurse) #5's employee record was reviewed. LPN #5's employee record documented they were hired as an LPN with the facility on 5/8/2023. Further review of LPN #5's employee record failed to evidence primary source license verification from the Virginia Department of Health Professionals.</p>	F 001		
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F 001	<p>Continued From page 3</p> <p>On 5/17/2023 at 11:02 a.m., an interview was conducted with ASM (administrative staff member) #1, the administrator. ASM #1 stated that they preferred to speak for human resources due to the fact that the current staff member had only been in the role since April [2023] and was being trained by their corporate human resource staff. ASM #1 stated that they had recently filled a void in the position and the previous person was no longer employed. ASM #1 stated that they had conducted an audit in human resources in March of 2023 and found employee records that were missing required components. ASM #1 stated that they were not sure if the records had been completed because the former employee resigned a week after the audit. ASM #1 stated that license verification should be done prior to hire and annually. ASM #1 stated that they received annual notices to check licenses to ensure that they were current. The employee records listed above were reviewed with ASM #1 who stated that they would have staff look for additional information.</p> <p>On 5/17/2023 at 12:20 p.m., ASM #1 stated that they were unable to locate a primary source license verification for CNA #1 prior to 5/16/2023 and none for LPN #5. ASM #1 stated that CNA #3 had started working at the facility as an unlicensed aide on 11/15/2021 and became a CNA on 8/26/2022, but did not have any evidence of primary source verification prior to 5/17/2023. ASM #1 stated that CNA #2 had started working as an unlicensed aide and had completed the CNA program on 9/22/2021, however they did not have the primary source license verification prior to 5/16/2023. ASM #1 stated that RN #3 was hired multiple times but they did not have evidence of the primary source license</p>	F 001		
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F 001	<p>Continued From page 4</p> <p>verification. ASM #1 stated that RN #3 was no longer employed but was still working at the facility after they took the nursing boards.</p> <p>The facility's policy "Credentialing of Nursing Service Personnel" dated May 2019 documented in part, "Nursing service personnel who require a license or certification to provide resident care or treatment without direction or supervision within the scope of the individual's license or certification must present verification of such license or certification prior to or upon employment...A copy of all documents obtained during the verification and background check are file din the employee's personnel file. Such records are file din accordance with current federal and state law and facility policy to protect the confidentiality of information..."</p> <p>The state regulation 12VAC5-371-140 documented "E. Personnel policies and procedures shall include, but are not limited to: 3. An accurate and complete personnel record for each employee including: a. Verification of current professional license, registration, or certificate or completion of a required approved training course..."</p> <p>On 5/17/2023 at approximately 12:30 p.m., ASM #1, the administrator was made aware of the findings.</p> <p>No further information was provided prior to exit.</p>	F 001		