

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495146	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/24/2022
NAME OF PROVIDER OR SUPPLIER CHOICE HEALTHCARE AT HARRISONBURG			STREET ADDRESS, CITY, STATE, ZIP CODE 94 SOUTH AVENUE HARRISONBURG, VA 22801	
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F 000	INITIAL COMMENTS An onsite abbreviated Medicare-Medicaid survey was conducted 08/23/2022 through 08/24/2022. Significant corrections are required for compliance with 42 CFR Part 483 Federal Long Term Care requirements. Three complaints were investigated during the survey. 1. VA00055966 with one allegation was substantiated with deficient practice. 2. VA0005568 with four allegations was substantiated with deficient practice. 3. VA 00054541 with two allegations was substantiated with deficient practice. The census in this 117 bed facility was 72 at the time of the survey. The survey sample consisted of two (2) closed records (Resident #1 and Resident #2) and twenty-three (23) current resident reviews (Resident #3 through Resident #25).	F 000		
F 607 SS=D	Develop/Implement Abuse/Neglect Policies CFR(s): 483.12(b)(1)-(3) §483.12(b) The facility must develop and implement written policies and procedures that: §483.12(b)(1) Prohibit and prevent abuse, neglect, and exploitation of residents and misappropriation of resident property, §483.12(b)(2) Establish policies and procedures to investigate any such allegations, and §483.12(b)(3) Include training as required at paragraph §483.95, This REQUIREMENT is not met as evidenced	F 607	Develop/Implement Abuse/Neglect Policies CFR(s): 483.12(b)(1)-(3) 1.) Facility reviewed and updated policy and procedure for Abuse, Neglect and Exploitation with implementation date, revision date, and name of who reviewed any policy revision(s). 2.) All residents with incidents, accidents, and allegations of abuse have the potential to be affected by the deficient practice. 3.) The organization's administrative team will be educated on updating and reviewing Abuse, Neglect, and Exploitation Policy. 4.) The Administrator or designee will monitor revised policy for implementation date, revision date, and name of who reviewed the policy revision(s) to ensure implementation 2 x weekly x 6 weeks then monthly times 3 months. All findings will be reported to QAPI time 3 months to review for	

			continued intervention or amendment of the plan.	
			5.) Allegation of compliance: 9-20-2022.	9-20-2022

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

Michael Stucky

TITLE

Administrator

(X6) DATE

9/7/2022

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 607	<p>Continued From page 1</p> <p>by:</p> <p>Based on staff interview, facility document review, and in the course of a complaint investigation, the facility failed to implement their Abuse, Neglect and Exploitation policy. The policy presented by the facility carried no implementation date.</p> <p>The findings were:</p> <p>In response to a request from the survey team, the Administrator provided a copy of the facility's abuse policy. On 8/23/2022, the Administrator provided a copy of the policy, titled Abuse, Neglect and Exploitation. A review of the policy found there was no implementation date, no revision date, and no name of who reviewed any policy revision(s).</p> <p>At 12:30 p.m. on 8/24/2022, a meeting was held that included the Administrator, Director of Nursing, Regional Director of Nursing, and the survey team. The Administrator was shown the Abuse, Neglect and Exploitation policy and asked if it was the facility's current abuse policy. The Administrator confirmed that the policy was the one currently in place. The Administrator also confirmed the policy did not have an implementation date.</p> <p>The policy, consisting of six pages, printed on paper bearing a "Choice Healthcare" watermark, also contained a footer that noted "Copyright 2022 The Compliance Store, LLC. All rights reserved." Asked if the policy was downloaded from the Internet, the Regional Director of Nursing said the policy was from the previous owner of the facility and was not developed by the facility or current facility ownership. The Regional</p>	F 607			

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F 607	Continued From page 2 Director of Nursing reviewed the policy and also confirmed the policy did not have an implementation date.	F 607			
F 609 SS=D	Reporting of Alleged Violations CFR(s): 483.12(c)(1)(4) §483.12(c) In response to allegations of abuse, neglect, exploitation, or mistreatment, the facility must: §483.12(c)(1) Ensure that all alleged violations involving abuse, neglect, exploitation or mistreatment, including injuries of unknown source and misappropriation of resident property, are reported immediately, but not later than 2 hours after the allegation is made, if the events that cause the allegation involve abuse or result in serious bodily injury, or not later than 24 hours if the events that cause the allegation do not involve abuse and do not result in serious bodily injury, to the administrator of the facility and to other officials (including to the State Survey Agency and adult protective services where state law provides for jurisdiction in long-term care facilities) in accordance with State law through established procedures. §483.12(c)(4) Report the results of all investigations to the administrator or his or her designated representative and to other officials in accordance with State law, including to the State Survey Agency, within 5 working days of the incident, and if the alleged violation is verified appropriate corrective action must be taken. This REQUIREMENT is not met as evidenced by: Based on staff interview, review of facility documentation, and in the course of a complaint	F 609	Reporting of Alleged Violations CFR(s): 483.12(c)(1)(4) 1.) Residents 15, 9, 7, 2, 8, 11, 10, 21, 18, 12, 19, 14, 6, 16, 13, 5, 17 and 20 had no adverse reactions. The physician and responsible parties were notified, with no further orders. 2 Facility's Administrator will audit to ensure all Facility Reportable Incidents were reported within the prior 30 days. 3 The Regional Director of Operations will complete education with the facility administrator on reporting of alleged violations. 4 The Administrator or designee will audit Facility Reported incidents 2 times weekly time 6 weeks then monthly times 3 months. All findings will be reported to QAPI times 3 months to review for continued intervention or amendment of the plan. 5 Allegation for compliance: 9-20 -2022.	9-20-2022	

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F 609	<p>Continued From page 3</p> <p>investigation, the facility failed to report an incident of missed medications, treatments, and/or procedures in a timely manner. An incident of missed medications, treatments, and/or procedures involving 19 residents was not reported to the State Survey Agency until 17 days after the date of occurrence.</p> <p>The findings were:</p> <p>On 6/27/2022, the State Survey Agency received a complaint from the Responsible Party of a facility resident alleging certain care issues. On 7/13/2022, an addendum to the complaint was received alleging residents on the A unit did not receive medications.</p> <p>During the course of investigation, the survey team learned that 18 residents, including the resident named in the original complaint, on the A Wing Front Unit did not receive medications during the evening shift on 7/9/2022.</p> <p>A list of all residents who did not receive medications, treatments, and/or procedures on 07/09/2022 was requested and provided by the facility. The list identified 18 residents on the A-Wing Front Unit who did not receive medications, treatments, and/or assessments during the evening shift on 7/9/2022. The 18 residents included the following:</p> <p>1. Resident # 2 was admitted with diagnoses that included chronic diastolic congestive heart failure, atherosclerotic heart disease, atrial fibrillation, anemia, depressive disorder, hyperlipidemia, hypertension, gout, cerebral infarction, generalized muscle weakness, cognitive communication deficit, and dementia without</p>	F 609			

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F 609	<p>Continued From page 4</p> <p>behavioral disturbance. According to the most recent Minimum Data Set (MDS), a Quarterly Review with an Assessment Reference Date (ARD) of 4/28/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively impaired with a Summary Score of 11 out of 15. Resident # 2 was discharged from the facility on 7/15/2022.</p> <p>According to a review of the Medication Administration Record (MAR) in Resident # 2's closed Electronic Health Record (EHR), the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Aspercreme Lidocaine Patch 4% - Apply to left knee topically one time a day for pain and remove per schedule. The patch was not signed off a being removed on 7/9/2022.</p> <p>Mirtazapine Tablet 7.5 mg (milligrams) - Give 7.5 mg by mouth at bedtime for depression.</p> <p>Pravastatin Sodium Tablet 20 mg - Give 1 tablet by mouth at bedtime for hypercholesterolemia.</p> <p>Docusate Sodium Capsule 100 mg - Give 1 capsule by mouth two times a day for constipation.</p> <p>Memantine HCL Tablet 5 mg - Give 1 tablet by mouth two times a day for dementia.</p> <p>Buspirone HCL Tablet 15 mg - Give 15 mg by mouth three times a day for anxiety.</p> <p>Witch Hazel Pad - Apply to rectum topically three times a day for hemorrhoid.</p> <p>Check vital signs (temperature and O2 saturation) every shift.</p> <p>Apply skin prep to R (right) great toe and second toe at bedtime for DTI (Deep Tissue Injury).</p> <p>BLE (Bilateral Lower Extremities) elevated every shift for increased edema.</p>	F 609		

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F 609	<p>Continued From page 5</p> <p>Make sure resident has bilateral hearing aide in every shift for HOH (Hard of Hearing).</p> <p>2. Resident # 5 was admitted with diagnoses that included atrial fibrillation, hypertension, anxiety disorder, dementia with behavioral disturbance, gastroesophageal reflux disease, generalized muscle weakness, cognitive communication deficit, chronic diastolic congestive heart failure, and wedge compression fracture of second lumbar vertebra. According to a Medicare 5-Day MDS with an ARD of 6/15/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively impaired with a Summary Score of 9 out of 15.</p> <p>According to a review of the MAR in Resident # 5's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Atorvastatin Calcium Tablet 40 mg - Give 1 tablet by mouth at bedtime for hyperlipidemia. Seroquel Tablet 50 mg - Give 50 mg by mouth at bedtime for dementia with delirium. Sertraline HCL Tablet 25 mg - Give 1 tablet by mouth at bedtime for depression with 50 mg to equal 75 mg. Sertraline HCL Tablet 50 mg - Give 1 tablet by mouth at bedtime for antidepressant with 25 mg to equal 75 mg. Artificial Tears Solution 0.2-0.21% - Instill 1 drop in both eyes two times a day for dry eyes. Famotidine Tablet 20 mg - Give 1 tablet by mouth two times a day for GERD (gastroesophageal reflux disease). Potassium Chloride Liquid 20 meq/15ml (milliequivalents per milliliter) - Give 20 meq by mouth two times a day for hypokalemia.</p>	F 609		

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F 609	<p>Continued From page 6</p> <p>Propylene Glycol Solution 0.5% - Instill 1 drop in both eyes two times a day for dry eyes. Tylenol Extra Strength Tablet 500 mg - Give 500 mg by mouth two times a day for pain. Vital signs (temperature and O2 saturation) three times a day to affected area topically every day and evening shift for skin care. Remove Lidoderm patch at bedtime. Vital signs (temperature and O2 saturation) three times a day. Venelex Ointment - Apply to affected area topically every day and evening shift for skin care.</p> <p>3. Resident # 6 was admitted with diagnoses that included osteoarthritis, anxiety disorder, hypertension, chronic pain syndrome, hyperlipidemia, morbid obesity, bacteremia, generalized muscle weakness, and dysphagia. According to the most recent MDS, a Quarterly Review with an ARD of 7/23/2022, the resident was assessed under Section C (Cognitive Patterns) as being cognitively intact with a Summary Score of 15 out of 15.</p> <p>According to a review of the MAR in Resident # 6's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Vital signs (temperature and O2 saturation) three times a day. Remove TED hose/compression stockings in PM as resident tolerates at bedtime. Nystatin Powder 10000 Unit/gm (Units per gram) - Apply to affected area topically every day and evening shift for Fungus Candida. Preparation H - Apply to hemorrhoids BID (two times a day) for 14 day every day and evening shift for hemorrhoids until 7/20/2022.</p>	F 609			

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F 609	<p>Continued From page 7</p> <p>Sarna Lotion 0.5% - Apply to inner thighs topically every day and evening shift for itching.</p> <p>Venelex Ointment - Apply to heels and buttocks topically every day and evening shift for treatment.</p> <p>4. Resident # 7 was admitted with diagnoses that included emphysema, cerebrovascular disease, renal dialysis, generalized muscle weakness, dysphagia, malaise, cellulitis of the left and right lower limbs, acute diastolic congestive heart failure, hypothyroidism, gastroesophageal reflux disease, chronic kidney disease, chronic respiratory failure, encephalopathy, and type 2 diabetes mellitus. According to a Medicare 5-Day MDS with an ARD of 8/12/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively intact with a Summary Score of 15 out of 15.</p> <p>According to a review of the MAR in Resident # 7's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Atorvastatin Calcium Tablet 40 mg - Give 1 tablet by mouth at bedtime for cholesterol.</p> <p>Gabapentin Capsule 400 mg - Give 1 capsule by mouth at bedtime for neuropathy.</p> <p>Lactinex Tablet Chewable - Give 2 tablets by mouth two times a day for probiotic.</p> <p>Reglan Tablet 5 mg - Give 1 tablet by mouth three times a day for peristaltis.</p> <p>Vital signs (pulse, respiration, blood pressure) three times a day.</p> <p>Glucoscan (blood sugar check) before meals and at bedtime four times a day for diabetes mellitus.</p> <p>Insulin Lispro 100 Unit/ml solution pen-injector - Inject as per sliding scale...subcutaneously before</p>	F 609		

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F 609	<p>Continued From page 8</p> <p>meals and at bedtime for diabetes. (NOTE: The amount of insulin given per sliding scale is dependent on the results of the Glucoscan.) Midodrine HCL Tablet 10 mg - Give 1 tablet by mouth four times a day for heart rate. Change water to bipap at night before use at bedtime for bipap. Miconazole Nitrate Cream 2% - Apply to abdominal folds topically two times a day for yeast growth. Nystatin Powder 100000 Unit/gm - Apply to skin folds, peri area topically every day and evening shift.</p> <p>5. Resident # 8 was admitted with diagnoses that included hypertension, dizziness and giddiness, dyspnea, malignant neoplasm of right bronchus or lung, hypo-osmolality, hyponatremia, type 2 diabetes mellitus, malignant pleural effusion, malaise, and age related cognitive decline. According to a Medicare 5-Day MDS with an ARD of 7/10/2022, the resident was assessed under Section C (Cognitive Patterns) as having short and long term memory problems with moderately impaired daily decision making skills. Resident # 8 was discharged to the hospital on 7/21/2022.</p> <p>According to a review of the MAR in Resident # 8's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Atorvastatin Calcium Tablet 80 mg - Give 1 tablet by mouth at bed time for hyperlipidemia. Fexofenadine HCL Tablet 180 mg - Give 1 tablet by mouth at bedtime for allergies. Gabapentin Capsule 300 mg - Give 2 capsules by mouth at bedtime for neuropathy. Venelex Ointment - Apply to buttocks topically</p>	F 609			

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F 609	<p>Continued From page 9</p> <p>every day and evening shift for skin protection. Oxygen Therapy - Oxygen at 2LPM (liters per minute) via NC (nasal cannula) continuously every shift for lung cancer to keep sats > 90%</p> <p>6. Resident # 9 was admitted with diagnoses that included anxiety disorder, hypothyroidism, generalized muscle weakness, hypertension, depressive disorder, edema, chronic pain, polyneuropathy, anemia, chronic kidney disease, polyosteoarthritis, osteoporosis, age related macular degeneration, myoclonus, and nightmare disorder. According to the most recent MDS, a Quarterly Review with an ARD of 7/1/2022, the resident was assessed under Section C (Cognitive Patterns) as having independent skills for daily decision making.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Morphine Sulfate ER Tablet Extended Release 15 mg - Give 1 tablet by mouth every 12 hours for pain. Tamsulosin HCL Capsule 0.4 mg - Give 0.4 mg by mouth at bedtime for urinary frequency. Docusate Sodium Capsule 100 mg - Give 100 mg by mouth every 12 hours for constipation. Buspirone HCL Tablet - Give 20 mg by mouth three times a day for anxiety. Vital signs (temperature, O2 saturation) three times a day. Aquaphor - Apply to bilateral arms/legs at bedtime for dry skin. Calmoseptine Ointment 0.44-20.6 % - Apply to coccyx topically every shift for dermatitis. Air mattress to bed - Check functioning every</p>	F 609		

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F 609	<p>Continued From page 10 shift - Check setting every shift.</p> <p>7. Resident # 10 in the survey sample was admitted with diagnoses that included gastroesophageal reflux disease, hypertension, anxiety disorder, chronic obstructive pulmonary disease, altered mental status, generalized muscle weakness, cognitive communication deficit, dementia with behavioral disturbance, hallucinations, and malaise. According to a Medicare 5-Day MDS with an ARD of 5/25/2022, the resident was assessed under Section C (Cognitive Patterns) as being cognitively intact with a Summary Score of 15 out of 15.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Senna Tablet 8.6 mg - Give 1 tablet by mouth at bedtime for constipation. Vital signs (pulse, respiration, blood pressure) three times a day. Weekly skin assessment/Weekly summary assessment every evening shift every Saturday. (NOTE: 7/9/2022 was a Saturday.) Nystatin Cream 100000 Unit/gm - Apply 1 application transdermally two times a day for rash.</p> <p>8. Resident # 11 in the survey sample was admitted with diagnoses that included generalized muscle weakness, polyneuropathy, gastroesophageal reflux disease, lumbago and sciatica, obesity, hypertension, chronic kidney disease, type 2 diabetes mellitus, diastolic congestive heart failure, and malaise. According to the most recent Annual MDS with an ARD of</p>	F 609			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495146	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/24/2022
NAME OF PROVIDER OR SUPPLIER CHOICE HEALTHCARE AT HARRISONBURG		STREET ADDRESS, CITY, STATE, ZIP CODE 94 SOUTH AVENUE HARRISONBURG, VA 22801		
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F 609	<p>Continued From page 11</p> <p>8/6/2022, the resident was assessed under Section C (Cognitive Patterns) as being cognitively intact with a Summary Score of 13 out of 15.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Melatonin Tablet 3 mg - Give 3 mg by mouth at bedtime for insomnia. Trazodone HCL Tablet 100 mg - Give 100 mg by mouth at bedtime for insomnia. Zinc Barrier Cream - Apply to bilateral buttocks/peri area every shift. O2 at 2L via NC to keep sats >89%. HOB (Head of Bed) >30 degrees at all times as resident) will allow every shift for comfort.</p> <p>9. Resident # 12 in the survey sample was admitted with diagnoses that included hypertension, dementia without behavioral disturbance, anxiety disorder, depressive disorder, osteoarthritis, gastroesophageal reflux disease, insomnia, atherosclerotic heart disease, generalized muscle weakness, hyperlipidemia, dysphagia, and type 2 diabetes mellitus. According to the most recent MDS, a Quarterly Review with an ARD of 7/4/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively impaired with a Summary Score of 12 out of 15.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p>	F 609		

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F 609	<p>Continued From page 12</p> <p>Gabapentin Capsule 100 mg - Give 2 capsules by mouth three times a day for neuropathy.</p> <p>Phenazopyridine HCL Tablet 100 mg - Give 200 mg by mouth three times a day for dysuria, bladder spasms for 2 days. (NOTE: The medication was scheduled for two days 7/8/2022 and 7/9/2022.)</p> <p>Montelukast Sodium Tablet 10 mg - Give 1 tablet by mouth at bedtime for allergies.</p> <p>Artificial Tears Solution 0.1-0.3% - Instill 1 drop in both eyes two times a day for dry eyes.</p> <p>Ipratropium-Albuterol Solution 0.5-2.5 mg/3ml - 3ml inhale orally via nebulizer two times a day for COPD.</p> <p>Sodium Chloride Nebulization Solution 3% - 3 ml inhale orally via nebulizer two times a day for COPD.</p> <p>Symbicort 160-4.5 mcg/act Aerosol - 2 puffs inhale orally two times a day for COPD.</p> <p>Occusoft lid scrub pads to bilateral upper and lower eye lids two times a day every day and evening shift for blepharitis.</p> <p>Vital signs (temperature, O2 saturation) three times a day every shift.</p> <p>Weekly skin assessment every evening shift every Saturday. (NOTE: 7/9/2022 was a Saturday.)</p> <p>10. Resident #13 was admitted to the facility with the following diagnoses including but not limited to: hypertension, left lower quadrant pain, type 2 diabetes mellitus, and depression. A medicare 5-day MDS (minimum data set) with an ARD (assessment reference date) of 08/15/2022 (post hospital admission) assessed Resident #13 as severely impaired with a cognitive summary score of "7".</p> <p>Review of the physician orders included but were</p>	F 609			

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F 609	<p>Continued From page 13</p> <p>not limited to:</p> <ul style="list-style-type: none"> *Aspirin EC (enteric coated) delayed release 81 mg... one tablet one time a day for pain; *Insulin Glargine Solution Pen Injector 100 unit/ml, Inject 34 units subcutaneously at bedtime for diabetes; *Carvedilol Tablet 6.25 mg Give 1 tablet by mouth two times a day for heart failure; *Tylenol Extra Strength 500 mg, Give two tablets every 12 hours for pain; *Guafenesin Liquid 100 mg/5 ml, Give 20 ml by mouth three times a day for cough, chronic respiratory failure; *Lactobacillus Give 4 tablets by mouth three times a day for supplement; *Pregabaline Capsule 75 mg Give 1 capsule by mouth three times a day for pain; *Vital Signs...three times a day every shift for monitoring...; *Terbinafine Cream 1% Apply to affected area topically every day and evening shift... *Venelex Ointment Apply to affected area topically every day and evening shift. <p>Review of the July MAR (medication administration record) and TAR (treatment administration record) revealed that none of the above physician ordered meds or treatments had been given as ordered/carried out on the evening shift of 07/09/2022</p> <p>11. Resident #14 was admitted to the facility with the following diagnoses, including but not limited to: Chronic kidney disease stage 3, encephalopathy, asthma, diabetes mellitus, hypertension, and dementia. A quarterly MDS with an ARD date of 07/29/2022 assessed Resident #14 as severely impaired with a cognitive summary score of "3".</p>	F 609			

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F 609	<p>Continued From page 14</p> <p>Review of the physician's orders included but were not limited to: *Aspirin 325 mg one time a day for blood thinner; *Gabapentin 300 mg Give 4 capsules by mouth one time a day for neuropathy; *Lipitor 20 mg Give 20 mg one time a day for cholesterol; *Metformin 500 mg Give 1000 mg by mouth two times a day for diabetes; *Mucinex Extended Release 12 hour 600 mg. Give 600 mg by mouth two times a day for congestion; *Senna Tablet 8.6 mg. Give one tablet by mouth two times a day for constipation; *Albuterol Nebulization Solution (2.5 mg/3 ml)...inhale orally via nebulizer three times a day for shortness of breath; *Finger stick blood sugar before meals and at bedtime for dm (diabetes mellitus); *Record Foley output QS (every shift). Alert MD if diminished output noted; *Zinc Oxide 10% apply to left buttock topically every shift for pressure wound; *T and O2 (temperature and oxygen) every shift for covid monitoring.</p> <p>Review of the July MAR and TAR revealed that none of the above physician ordered meds or treatments had been given/carried out as ordered on the evening shift of 07/09/2022.</p> <p>12. Resident #15 was admitted to the facility with the following diagnoses including but not limited to: personality disorder, epilepsy, and spastic hemiplegic cerebral palsy. An MDS with an ARD of 07/08/2022, assessed Resident #15 as cognitively intact with a summary score of "15".</p>	F 609			

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F 609	<p>Continued From page 15</p> <p>Review of the physician orders included, but was not limited to: *Artificial tears...1 drop both eyes at bedtime for dry eyes; *Melatonin 3 mg Give 2 tablets by mouth at bedtime for sleep; *Phenobarbital Tablet 100 mg Give 1 tablet by mouth at bedtime for convulsions; *Phenytoin Sodium extended capsule 100 mg Give 3 capsules by mouth at bedtime for convulsions; *Topiramate Tablet 50 mg. Give 2 tablets by mouth at bedtime for convulsions; *Trazadone 150 mg. Give 0.5 tablet by mouth at bedtime for depression; *Docusate 100 mg. Give 1 capsule by mouth two times a day for constipation; *Eye drops Allergy Relief Instill 1 drop in both eyes two times a day for allergies; *Potassium Chloride ER 10 meq. Give 4 capsules by mouth two times a day for hypokalemia; *Buspirone 10 mg. Give 2 tablets by mouth three times a day for anxiety; *Acetaminophen 325 mg. Give 2 tablets by mouth four times a day for lower back pain; *Senna Lotion-Apply to bilateral Lower legs twice a day for dry skin.</p> <p>Review of the July MAR (medication administration record) and TAR (treatment administration record) revealed that none of the above physician ordered meds or treatments had been given/carried out as ordered on the evening shift of 07/09/2022.</p> <p>13. Resident #15 was interviewed on 08/24/2022 at approximately 11:30 a.m. regarding the missed</p>	F 609		
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F 609	<p>Continued From page 16</p> <p>medications on 07/09/2022. She was asked if she remembered not getting her meds. She stated, "Yes, I remember, I was concerned." She was asked if she had experienced a seizure that night, pain, or any ill effects from not getting her medications. She stated, "No, I didn't have a seizure, but I felt like I might...My whole body just didn't feel right...I told the next nurse I didn't get my meds, she didn't give them to me either...my nervous system was turned a different way because of it."</p> <p>14. Resident #16 was admitted to the facility with the following diagnoses including but not limited to: malignant neoplasm of the anus, heart failure, pulmonary hypertension, and atrial fibrillation. An annual MDS with an ARD of 07/07/2022 assessed Resident #16 as cognitively intact with a summary score of "15".</p> <p>Review of the physician's orders included but were not limited to: *Dibucain ointment 1% Apply to rectum topically every day and evening shift for rectal pain; *Vital Signs three times a day every shift; *Udderly Smooth cream to hands and feet twice a day, every day and evening shift to prevent hand/foot syndrome; *Zinc Barrier to ABD (abdominal folds) and peri area every day and evening shift for protection/prevention.</p> <p>Review of the July MAR and TAR revealed that none of the above physician ordered meds or treatments had been given/carried out as ordered on the evening shift of 07/09/2022.</p> <p>Resident #22 was interviewed on 08/24/2022 at</p>	F 609			

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F 609	<p>Continued From page 17</p> <p>approximately 11:35 a.m. regarding the missed medications/treatments on 07/09/2022. She stated that she did not remember the omission.</p> <p>15. Resident #17 was admitted to the facility with diagnoses that included muscle weakness, macular degeneration, hypertension, hyperlipidemia, dysphagia, Parkinson's disease, depression, dementia with behaviors, and anxiety. The most recent MDS dated 08/16/2022 assessed Resident #17 has being severely impaired for daily decision making and having long and short term memory problems.</p> <p>Resident #17's clinical record documented July 2022 physician orders that included the following assessments, medications and/or treatments.</p> <p>Vital signs QS (every shift) for protocol Wanderguard check placement every shift for safety Buspirone HCl 15 MG give 1 tablet by mouth 3 times a day for anxiety Lipitor Tablet 20 MG give 1 tablet by mouth one time a day for dislipidemia Polyethylene Glycol 3350 powder 17 GM. give 1 scoop by moth one time a day for constipation mix with 6-8 oz liquid PreserVision AREDS Capsule give 1 capsule by mouth 2 times a day for macular degeneration Seroquel Tablet 25 MG give 1 tablet by mouth 2 times a day for depression Sinemet CR Tablet Extended Release give 1 tablet by mouth one time a day for Parkinson's</p> <p>Resident #17's MAR did not include verification that the vitals were completed as ordered, the Wanderguard placement checked, nor documented the above medications were</p>	F 609			

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F 609	<p>Continued From page 18</p> <p>administered on the evening of 07/09/2022 as ordered/scheduled.</p> <p>16. Resident #18 was admitted to the facility with diagnoses that included long-term use of insulin, hemiplegia, hyperlipidemia, depression, mood disorder, hypertension, muscle weakness, anemia, aphasia, polyneuropathy, and type 2 diabetes. The most recent MDS dated 08/01/2022 assessed Resident #18 as severely impaired for daily decision making with a score of 0 out 15.</p> <p>Resident #18's clinical record documented July 2022 physician orders that included the following assessments, medications and/or treatments:</p> <p>Air Mattress to bed, check q (every) shift to ensure air mattress functioning properly and settings is appropriate for weight every shift for Pressure Wound</p> <p>Apply Greers goo to sacral area two times a day for skin protection</p> <p>List below the CPAP settings Low8/High 20, Ramp (start/time) 5/30, Flex/EPR 3 every day and evening shift for sleep apnea.</p> <p>Vital Signs q (every) shift T/O2 (temperature/O2) every shift for covid protocol.</p> <p>Zine Barrier Cream - Apply to Bilateral buttocks/peri area q (every) shift and prn (as needed) every shift for protection/prevention (reoccurring MASD).</p> <p>Gabapentin Capsule 300 mg give 1 tablet by mouth two times a day for neuropathy</p> <p>Levetiracetam Tablet 750 mg give 1 tablet by mouth two times a day for seizures</p> <p>Metoprolol Tartrate Tablet 25 mg give 1 tablet by mouth two times a day for hypertension</p> <p>Rosuvastatin Calcium Tablet 20 mg, give 20 mg</p>	F 609			

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F 609	<p>Continued From page 19 by mouth at bedtime for hyperlipidemia</p> <p>Resident #18's treatment administration record (TAR) and medication administration record (MAR) did not include verification that the assessments and treatments were completed as ordered nor documented the above medications were administered on the evening of 07/09/2022 as ordered/scheduled.</p> <p>17. Resident #19 was admitted to the facility with diagnoses that included, hyperlipidemia, hypertension, bilateral cataracts, bilateral glaucoma, type 2 diabetes, and, long-term use of insulin. The most recent MDS dated 08/14/2022 assessed Resident #19 as moderately impaired for daily decision making, having short term memory problems.</p> <p>Resident #19's clinical record documented July 2022 physician orders that included the following assessments and medications.</p> <p>Vital signs (temp/O2 sats) three times a day every shift for protocol. Brimonidine Tartrate Solution 2% instill 1 drop in both eyes two times a day for glaucoma q (every) 12 hours Cosopt PF Solution 2-0.5% Instill 1 drop in both eyes two times a day for glaucoma Lantus SoloStar 100 unit/ml pen/injector - inject 70 units subcutaneously at bedtime for type 2 diabetes Latanoprost Solution 0.005% instill 1 drop in both eyes at bedtime for glaucoma Rhopressa Solution 0.02% instill 1 drop in both eyes at bed time for glaucoma</p> <p>Resident #19's MAR did not include verification</p>	F 609		

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F 609	<p>Continued From page 20</p> <p>that the vitals were completed as ordered not documented the above medications were administered on the evening of 07/09/2022 as ordered/scheduled.</p> <p>18. Resident #20 was admitted to the facility with diagnoses that included intellectual disabilities, heart disease, hyperlipidemia, hypertension, hypothyroidism, GERD, edema, and muscle weakness. The most recent MDS dated 06/28/2022 assessed Resident #20 as moderately impaired for daily decision making with a score of 12 out of 15.</p> <p>Resident #20's clinical record documented July 2022 physician orders that included the following assessments, medications, and treatments.</p> <p>Remove TED Hose/Compression Stockings in PM as resident tolerates every evening shift Temperature and Oxygen saturation QS (every shift) per facility protocol Rosuvastatin Calcium Tablet 5 mg give 1 tablet by mouth one time a day for lipid control</p> <p>Resident #20's treatment administration record (TAR) and medication administration record (MAR) did not include verification that ted hose were removed as ordered, the temperature/oxygen stats were taken, nor documented that above medication was administered on the evening of 07/09/2022 as ordered/scheduled.</p> <p>On 08/24/2022, two attempts to interview Resident #20 were unsuccessful as the resident was sleep.</p> <p>19. Resident #21 was admitted to the facility with</p>	F 609		

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F 609	<p>Continued From page 21</p> <p>diagnoses that included GERD, macular degeneration, depression glaucoma, dysphasia, dementia with behavioral disturbance, muscle weakness, and hypertension. The most recent MDS dated 07/14/2022 assessed Resident #21 as severely impaired for daily decision making with a score of 2 out of 15.</p> <p>Resident #21's clinical record documented July 2022 physician orders that included the following medications.</p> <p>Buspirone HCl Tablet 15 mg give 1 tablet by mouth 3 times per day for anxiety Buspirone HCl Tablet 5 mg give 1 tablet by mouth 3 times per day for anxiety Cosopt PF Solution 2-0.5% instill 1 drop in both eyes two times a day Latanoprost Solution 0.005% instill 1 drop in both eyes at bedtime for glaucoma Lorazepam Tablet 0.5 MG. Give 0.5 mg by mouth every 8 hours for anxiety Lotemax Gel 0.5% instill 1 drop in both eyes two times a day for dry eyes Metoprolol Tartrate Tablet give 12.5 milligram by mouth two times a day for hypertension Mirtazapine Tablet 30 MG give 1 tablet by mouth one time a day for depression Muro 128 Solution 2% instill 1 drop in both eyes two times a day for dry eyes Omeprazole 20 MG Capsule delayed release Give 1 capsule by mouth one time a day for GERD Rhopressa Solution 0.02% instill 1 drop in both eyes at bedtime for glaucoma Tramadol HCl Tablet 50 MG give 0.5 tablet by mouth two times a day for pain</p> <p>Resident #21's MAR did not document that the</p>	F 609			

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F 609	<p>Continued From page 22</p> <p>above medications were administered as on the evening of 07/09/2022 as ordered/scheduled.</p> <p>On 08/23/2022 at approximately 2:15 p.m., a meeting was held with the administrator, the DON, the MDS (minimum data set) nurse and the regional nurse consultant. During the meeting OS (other staff) #1 who did the schedule for the facility was called in to the room. Specifically discussed was an incident that occurred on 07/09/2022 when residents were not given their medications, treatments, or supplements during the 3-11 shift.</p> <p>On 8/23/2022, the Administrator was asked if a Facility Reported Incident (FRI) was sent to the State Survey Agency regarding the incident on 7/9/2022. In response, the Administrator provided two documents. The first was an email from the Administrator to the State Survey Agency with a very brief summary of the occurrence, and a question of if a FRI should be submitted. The response from the State Survey Agency was that a FRI should be submitted.</p> <p>The second document was a FAX Cover Sheet with a date/time stamp of 07/26/22 at 15:07 (3:07 p.m.), that included a two page FRI. According to the FRI, an agency LPN (Licensed Practical Nurse) failed to administer medications to 19 residents during the evening shift on 7/9/2022. (NOTE: During invstigation, the number of residents was reduced to 18.)</p> <p>The report date on the FRI was back dated to 7/9/2022. According to the report, the Responsible Party and Physician was notified on 7/11/2022, APS (Adult Protective Services) on</p>	F 609			

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F 609	<p>Continued From page 23</p> <p>7/13/2022, and DHP (Department of Health Professions) on 7/26/2022. The FRI was dated as completed on 7/12/2022. There was no final report included with the FRI. The FRI form was signed by the Administrator and dated 7/26/2022.</p> <p>On 08/23/2022 at approximately 2:15 p.m., a meeting was held with the Administrator, the DON (Director of Nursing), the MDS (Minimum Data Set) nurse, and the Regional Nurse Consultant. During the meeting OS (other staff) #1 who did the schedule for the facility was called in to the room. Specifically discussed was an incident that occurred on 07/09/2022 when residents were not given their medications, treatments, or supplements during the 3-11 shift.</p> <p>The Administrator stated, "We had an agency nurse here, the nurse that was supposed to relieve her wasn't on time. She was supposed to be here at 7:00 p.m. The nurse that was here didn't give the eight or nine o'clock meds."</p> <p>The DON and the Administrator were asked if anyone had notified them the night of the incident. They both stated no. The Administrator stated, "That was a Saturday, I came in here on Sunday for another staffing issue and heard a little something about it, but I really didn't know the extent until Monday. I sent something to the office (Office of Licensure and Certification/State Survey Agency)." The Administrator was unclear as to when something was sent to the State Survey Agency.</p> <p>The FRI of the incident was sent 17 days after the incident occurred, and only at the direction of the State Survey Agency. The was no final report submitted by the facility.</p>	F 609			

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F 677 SS=E	<p>ADL Care Provided for Dependent Residents CFR(s): 483.24(a)(2)</p> <p>§483.24(a)(2) A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene; This REQUIREMENT is not met as evidenced by: Based on resident interview, staff interview and facility document review during a compliant investigation, the facility staff failed to provide oral care for 1 of 25 in the survey sample and failed to provide incontinence care for 2 of 25 residents in the survey sample. Resident #3 was not provided oral care as ordered by the physician and was not provided incontinence care. Resident 2 was not provided incontinence care.</p> <p>The findings include:</p> <p>1a. Resident #3 was admitted to the facility with diagnoses that included peripheral vascular disease, type 2 diabetes, pain, anemia, stage 2 chronic kidney disease, visual loss, dementia with behavioral disturbance, depression, anxiety, constipation, hemiplegia, hypertension, dysphagia, hospice care, and GERD.</p> <p>The most recent minimum data set (MDS) dated 08/15/2022 was a quarterly and assessed Resident #3 as moderately impaired for daily decision making with a score of 12 out of 15. Under Section G - Functional Status, the MDS assessed Resident #3 has being total dependent with one person assistance for toileting, transfers, personal hygiene, and bathing; extensive assistance with one person assistance for dressing, bed mobility, and locomotion. Under Section H - Bowel/Bladder, the MDS assessed</p>	F 677	<p>ADL Care Provided for Dependent Residents CFR(s): 483.24(a)(2)</p> <ol style="list-style-type: none"> 1.) Resident # 3 has received oral care. Resident # 3 also received incontinence care the day of survey. 2.) 100% audit of residents shall be done. Residents will be identified for their incontinence and oral care needs and accurate documentation. 3.) The Director of Nursing or designee will complete education with all nursing staff on providing ADL care for dependent residents and accurately documenting residents with incontinence and oral care. 4.) The Director of Nursing or designee shall complete audit on incontinence and oral care and accurate documentation. Audits will be conducted 2 times weekly for 6 weeks then weekly times 3 months all finding will be reported to QAPI times 3 months to review for continued intervention or amendment of the plan. 5.) Allegation of compliance: 9-20-2022. 	9-20-2022	

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F 677	<p>Continued From page 25</p> <p>Resident #3 as always incontinent for bowel and bladder. Under Section K - Swallowing/Nutritional Approach, the MDS documented Resident #3 received nutrition via tube feeding.</p> <p>On 08/23/2022 at 11:35 a.m., Resident #3 was observed laying in bed in her room. Resident #3 was interviewed about the complaint allegations. Resident #3 stated, "yeah I did have a problem where they weren't cleaning my mouth and tongue, but my daughter got it straight with the doctor and the nurses." Resident #3 was asked how often did staff provide oral care. Resident #3 stated, "I think it's supposed to be three times a day." Resident #3 was asked if she had experienced any more problems with not receiving the ordered oral care. Resident #3 stated, "no, my daughter is here everyday and they no better now...."</p> <p>On 08/23/2022 Resident #3's clinical record was reviewed. Observed on the February 2022 physician orders was the following order: "Nurse to perform mouth care three times a day for mouth care wet toothbrush and comb the tongue, brush the roof of mouth; resident to spit out, do not swallow, apply small amount of toothpaste and repeat, have resident spit out excess saliva. Start Date: 12/01/2021."</p> <p>Resident #3's care plans were reviewed and included a focus area for dental health that included goals and interventions that was created/initiated on 10/19/2020. Focus: "(Resident #3) has dental health problems r/t (related to) natural teeth fragments. Goals: "(Resident #3) will be free of infection, pain, or bleeding in the oral cavity by review date." Interventions: "Monitor/document/report PRN any</p>	F 677		
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F 677	<p>Continued From page 26</p> <p>s/sx of oral/dental problems needing attention, Pain (gums, toothache, palate), Abscess, Debris in mouths, Lips cracked or bleeding, teeth missing, loose, broken, eroded, decayed. Tongue (black, coated, inflamed, white, smooth). Ulcers in mouth, Lesions. Provide mouth care as ordered."</p> <p>Resident #3's clinical record included a progress note from the Physician Assistant (PA) for a visit dated 02/09/2022. The progress noted documented, "... Chief Complaint/Nature of Presenting Problem: Evaluate tongue.... The patient's daughter is upset that she has thick white plaques on her tongue. Patient is edentulous with lower lip protrusion. Patient continues to demonstrate hypersecretion, which may be a function of a decreased ability to swallow. Secretions managed at this time. The patient's tongue does have a thick, white, plaque, though aggressive mouth care has been applied several times since initial complaint. "</p> <p>Resident #3 was assessed and diagnosed with oral candida (oral thrush). The PA prescribed Diflucan 200 mg via PEG tube for 7 days and Nystatin oral mouth solution with orders to swish and swallow 100 units/ml and paint on the tongue 4 times per day for 10 days and continue mouth care every shift.</p> <p>On 08/23/2022, the facility's administrator was asked for the any complaint/grievance investigations related to Resident #3. A review of the facility's complaint/grievances follow-up documented on 02/08/2022 Resident #3's daughter/RP reported to the administrator that oral care was not done as ordered by the physician, however she had been advised the</p>	F 677		
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F 677	<p>Continued From page 27</p> <p>clinical record documented the oral care was done. The follow-up form documented Resident #3 reported to her daughter/RP that oral care was last done on night shift (02/07/2022) and had not been done since. The follow-up documented on 02/08/2022, the first shift nurse (RN #1) who was assigned to provide routine care for Resident #3 went to Resident #3's room to provide oral care, however Resident #3 was out of the room at the Resident Council meeting and remained out of the room until after RN #1 left work for the day. The follow-up documented nurses were educated regarding oral care and proper procedures for record entry and to only record treatments as being done once completed. The follow-up form documented Resident #3's mouth was observed and the "tongue had a whitish color."</p> <p>Resident #3's medication administration record (MAR) was reviewed for February 2022. The MAR documented on 02/08/2022 at 1400 (2:00 p.m.) the assigned nurse (RN #1) signed off stating she had completed the oral care as ordered by the physician.</p> <p>On 08/24/2022 at 8:30 a.m., the scheduler (OS #1) was interviewed to determine the name of the nurse who signed/ documented the oral care was completed on 02/08/2022 at 2:00 p.m. OS #1 provided the name of RN #1 and stated she had been approached by Resident #3's RP/daughter about the incident. OS #1 stated, "I remember the incident because I was here working that day and the daughter was very upset because she found what appeared to be thrush in the Resident's mouth and tongue." OS #1 continued and stated, "(Resident #3's daughter) told me that the second shift incoming nurse (RN #2) told her that RN #1 had documented the oral care was done when it</p>	F 677			

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F 677	<p>Continued From page 28</p> <p>actually wasn't done. The daughter became upset and said this probably wasn't the first time and this was falsification. I later found out that (Resident #3) was at the group meeting and other activities when RN #1 went to the room to perform oral care. Resident #3 never came back to her room before RN #1 got off, so the oral care was never done. We did find out that RN #1 signed off with the intention of doing the oral care, but she never did it and left for the day."</p> <p>On 08/24/2022 at 9:38 a.m. RN #1 was interviewed about the incident. RN #1 stated, "yes it was my fault. I signed off on the MAR that the oral care was done with intention of doing it, but (Resident #3) was at the group meeting when I went to complete the oral care. She never came back to her room before I got off that afternoon and I forgot to go back and strikeout on the MAR to show that the oral care wasn't done." RN #1 was asked if she reported this to the second shift incoming nurse (RN #2). RN #1 stated, "I honestly can't remember. I would think I did, but I don't remember for sure." RN #1 stated, "we had an in-service on oral care and the importance of documenting after treatments and care are provided and not before."</p> <p>The second shift incoming nurse (RN #2) was no longer employed by the facility and could not be interviewed.</p> <p>The facility presented staff education on oral care provided "week of 2/20/22". The education documented: "Oral care to be provided with AM (morning) and HS (evening) CARE, this is stated requirement." "This is for every resident, every shift, every day, no exceptions."</p>	F 677			

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F 677	<p>Continued From page 29</p> <p>"If oral care is scheduled on TAR (treatment administration record) for specific resident, this is family requested and should be completed BEFORE signing off on TAR. If you document before completed, this is considered falsifying documentation."</p> <p>On 08/24/2022 at 12:20 p.m., the above findings were reviewed with the facility's administration team that included the administrator, DON, MDS coordinator and corporate consultant.</p> <p>This is a complaint deficiency.</p> <p>1b. On 08/23/2022 at 11:35 a.m., Resident #3 was observed laying in bed in her room and was interviewed if the staff assisted with ADL care. Resident #3 stated, "they don't have enough help. You ring your bell and it takes forever for someone to come help you. My daughter and granddaughter come every day so they check to make sure I'm changed and dry." Resident #3 was asked if she required assistance with toileting, dressing and personal hygiene. Resident #3 stated, "yes, I can only see out one eye and I can't use my left arm. They come in here, but sometimes by the time they come I'm wet to the sheets." Observed next to Resident #3's bed was an opened package of incontinent briefs. Resident #3 was asked if she used the briefs. Resident #3 stated, "yes, I wear them. But if they take too long to change me I soak through them...." Resident #3 was asked if staff changed the linens on her bed. Resident #3 stated, "yes, but not like they should. Sometimes the hospice people will change them when they come..."</p> <p>Resident #3's clinical record was reviewed. Observed on the care plans was a focus area</p>	F 677			

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F 677	<p>Continued From page 30</p> <p>including goals and interventions, "...Incontinent of bowel and bladder and at risk for complications created on 10/19/2020." Goals: "(Resident #3) will remain free from skin breakdown due to incontinence and brief use through the review date." Interventions: "BRIEF USE: (Resident #3) wears briefs, check and change as needed....."</p> <p>An additional care plan focused on "ADL Self Care Performance" documented goals and interventions to assist Resident #3 with toileting, transfers, bathing, bed mobility, personal hygiene, and dressing, each documenting Resident #3 required 1-2 person physical assistance for ADL care.</p> <p>On 08/23/2022, the facility's administrator was asked for the any complaint/grievance investigations related to Resident #3. A review of the complaint/grievance follow-up form documented on 02/20/2022 the facility's administrator was notified by Resident #3's granddaughter who arrived at 12:45 p.m. and stated, "incontinent care had not been provided soon enough - not if patient was being checked every two hours. Patient beddings were wet. Pads were 'soaking wet' as per grandmother. Noted: urine odor was strong in room."</p> <p>The follow-up documented Resident #3's assigned nurse (LPN #5) reported during the 7:00 a.m. shift report that Resident #3 had not voided. At 9:30 a.m., Resident #3's assigned nurse checked on Resident #3, who declined to be changed. At 11:30 a.m., CNA #4 checked on Resident #3 and asked if she wanted to be changed and the resident said "no." CNA #4 reported she did not visually check see if Resident #3 needed changing by pulling back the</p>	F 677			

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F 677	<p>Continued From page 31 sheets and did not notice a urine odor.</p> <p>The follow-up documented the facility provided staff members education on incontinence care including checking the resident visually rather than just asking the resident and to note if there were urine odors present as a sign of incontinence care needed.</p> <p>On 08/24/2022 at 9:15 a.m., CNA #4 was interviewed regarding the complaint allegations. CNA #4 stated, "the nurse (LPN #5) went in earlier and asked (Resident #3) if she was wet and she said no. I don't remember the exact time, maybe 30 minutes to an hour later, Resident #3's call light was going off so I went to check on her and she said she accidentally hit the call bell. I asked her if she needed changing and she said no. I should have visually checked myself instead of just asking her. I took her for her word because she is pretty aware. It was a little later that her granddaughter came to visit and said the sheets were wet and the mattress was soaked." CNA #4 was asked what did she observe when she was notified by the granddaughter that Resident #3 needed incontinence care. CNA #4 stated, "(Resident #3) was wet and it had soaked through the brief and onto the sheets, but the mattress wasn't soaked through like the granddaughter stated." CNA #4 was asked how often should the residents be checked. CNA #4 stated, "at least every 2 hours or more frequently if needed depending on the resident. I know I should have checked her when I went in the first time, but I took her for her word that she had not voided at that time."</p> <p>The first shift assigned nurse (LPN #5) was no longer employed by the facility and could not be</p>	F 677			

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F 677	<p>Continued From page 32 interviewed.</p> <p>On 08/24/2022 at 12:20 p.m., the above findings were reviewed with the facility's administration team that included the administrator, DON, MDS coordinator and corporate consultant. The DON was asked what was the expectation regarding rounding, checks and providing incontinent care. The DON stated, "rounding should be at least every 2 hours with incontinence care to be provided during this time or PRN (as needed) depending on the individual resident."</p> <p>This is a complaint deficiency.</p> <p>2. On 08/23/2022 at approximately 11:30 a.m., during initial tour of the facility Resident #4 was observed sitting in a wheelchair in her room. She was interviewed about her life and care at the facility. She stated, "They don't have enough help here." When she was asked to elaborate on that statement she said, "Right now, I need to be changed. I'm wet." She lifted up her left leg and the back of her pants leg was wet. "I haven't been changed since six o'clock this morning. I take a fluid pill. I know it's a lot to get me back in the bed because they have to use the lift...now it's lunchtime and they can't change you during lunch, they have to pass out the trays." She was asked is she was going to the dining room for</p>	F 677			

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F 677	<p>Continued From page 33</p> <p>lunch. She stated, "No, I'm not going with these wet pants, it's too cold up there for that." She was asked if she had been changed and her pants were dry if she would go to the dining room. She stated, "Oh yeah, I would go."</p> <p>CNA (Certified nursing assistant) #1 who was assigned to Resident #4 was interviewed at approximately 11:45 a.m. She was asked when Resident #4 had been changed. She stated, "She was in an activity when I went down there...I know she's back now but we have to pass out trays. I'll change her after lunch."</p> <p>Resident #4 was admitted to the facility with the following diagnoses including but not limited to: hypertension, heart failure, congestive heart failure, hyperlipidemia, and type 2 diabetes. An annual MDS (minimum data set) with an ARD (assessment reference date) of 06/12/2022 was assessed Resident #4 as cognitively intact with a summary score of "15".</p> <p>A meeting was held with the DON (director of nursing) the administrator, the regional director of nursing, and LPN (licensed practical nurse) #4 on 08/24/2022 at approximately 12:10 p.m. The above information was discussed the DON was asked what the expectation was for changing residents who were incontinent. She stated, "Everyone should be changed as needed and checked every two hours... The residents are changed at the end of the night shift, then the day shift should make rounds and change everyone again after breakfast between 8 and 9, and then again after lunch."</p> <p>No further information was obtained prior to the exit conference on 08/24/2022.</p>	F 677			

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F 684 SS=E	<p>Quality of Care CFR(s): 483.25</p> <p>§ 483.25 Quality of care Quality of care is a fundamental principle that applies to all treatment and care provided to facility residents. Based on the comprehensive assessment of a resident, the facility must ensure that residents receive treatment and care in accordance with professional standards of practice, the comprehensive person-centered care plan, and the residents' choices. This REQUIREMENT is not met as evidenced by: Based on complaint investigation, clinical record review, and staff interviews, the facility failed to follow physician orders for 18 of 25 residents in the survey sample. Resident # 2, and Residents # 5 through # 21 were not administered medications and/or treatments, and assessments were not conducted as ordered by the physician.</p> <p>The findings include: On 08/23/2022 at approximately 2:15 p.m., a meeting was held with the Administrator, DON (Director of Nursing), MDS (Minimum Data Set) nurse, and the Regional Nurse Consultant. During the meeting OS (other staff) #1 who did the scheduling for the facility, was called in to the room. Specifically discussed was an incident that occurred on 07/09/2022 when residents were not given their medications, treatments, or supplements during the 3-11 shift.</p> <p>The Administrator stated, "We had an agency nurse here. The nurse that was supposed to relieve her wasn't on time. She was supposed to be here at 7:00 p.m. The nurse that was here didn't give the eight or nine o'clock meds."</p>	F 684	<ol style="list-style-type: none"> Residents 9, 7, 2, 8, 11,12,15,18,19, 14, 6, 16, 13, 5, 17, 21, 22 and 20 had md and responsible parties were notified, no further orders. LPN UM was provided education on quality of care and following physician orders and weekly skin assessments. Director of Nursing will complete an audit of physician orders and skin assessments. The Director of Nursing or designee will provide education to Licensed staff on quality of care following physician's orders and weekly skin assessments. The Director of Nursing will audit physician's orders and skin assessments 2 times weekly times 6 weeks then monthly times 3 months. All findings will be presented to QAPI times 3 months to review for continued intervention or amendment of the plan. Allegation of compliance: 9-20-2022. 	9-20-2022

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F 684	<p>Continued From page 35</p> <p>The MDS nurse stated, "The nurse that was here was only working 3:00 p.m. to 7:00 p.m. The other nurse, who was agency too, didn't get here until 9:30 or 10:00. The nurse that was here just sat at the nurse's station."</p> <p>According to the As Worked Schedule for 07/09/2022, an "On call" supervisor LPN (licensed practical nurse) #1 was listed. The DON was asked what the expectation of the on-call nurse was. She stated, "They should have their phone with them, answer it, and be available to come in if needed."</p> <p>OS #1 was interviewed beginning at approximately 2:40 p.m. on 8/23/2022. She stated that the nurse scheduled to work 3:00 p.m. to 7:00 p.m., had told her she could only work four hours and needed to leave at 7:00. "She was just helping us out and I was trying to fill the holes on the schedule...(Name of nurse working 3:00 -7:00) was mad because the nurse who was supposed to relieve her lives two hours away and is always an hour or more late for work."</p> <p>A list of all residents who did not receive medications, treatments, and/or procedures on 07/09/2022 was requested and provided by the facility.</p> <p>On 08/24/2022 at 8:25 a.m. LPN #1, the On-Call Nursing Supervisor, was interviewed. She stated she had gotten a call around 8:00 p.m. on 07/09/2022 from the nurse who was working 3-7. She said the nurse who was relieving her wasn't here and she's usually an hour to an hour and a half late. I called the agency and they said she was on her way. It was my first time on call and I</p>	F 684			

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F 684	<p>Continued From page 36</p> <p>didn't have a computer at home so I couldn't see the schedule. (Name of nurse working 3-7) called me back and it was almost 9:00 p.m., her relief still wasn't here. I texted (OS #1) and told her I (LPN # 1) was probably going to have to come in. I called (Name of nurse working 3-7) back, she was mad, she said "(Name of nurse relieving her) is always late. She got here a little after 10:00."</p> <p>LPN # 1 was asked why she didn't come in to relieve the nurse who was working. She stated, "If we have a call off and there's no one to fill it, I come in. I called the agency and they kept saying she was almost here. I didn't know she was going to be that late."</p> <p>A list of all residents who did not receive medications, treatments, and/or procedures on 07/09/2022 was requested and provided by the facility. The list identified 18 residents on the A Wing Front Unit who did not receive medications, treatments, and/or assessments during the evening shift on 7/9/2022. The 18 residents included the following:</p> <ol style="list-style-type: none"> 1. Resident # 2 was admitted with diagnoses that included chronic diastolic congestive heart failure, atherosclerotic heart disease, atrial fibrillation, anemia, depressive disorder, hyperlipidemia, hypertension, gout, cerebral infarction, generalized muscle weakness, cognitive communication deficit, and dementia without behavioral disturbance. According to the most recent Minimum Data Set (MDS), a Quarterly Review with an Assessment Reference Date (ARD) of 4/28/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively impaired with a Summary 	F 684			

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F 684	<p>Continued From page 37</p> <p>Score of 11 out of 15. Resident # 2 was discharged from the facility on 7/15/2022.</p> <p>According to a review of the Medication Administration Record (MAR) in Resident # 2's closed Electronic Health Record (EHR), the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Aspercreme Lidocaine Patch 4% - Apply to left knee topically one time a day for pain and remove per schedule. the patch was not signed off a being removed on 7/9/2022.</p> <p>Mirtazapine Tablet 7.5 mg (milligrams) - Give 7.5 mg by mouth at bedtime for depression.</p> <p>Pravastatin Sodium Tablet 20 mg - Give 1 tablet by mouth at bedtime for hypercholesterolemia.</p> <p>Docusate Sodium Capsule 100 mg - Give 1 capsule by mouth two times a day for constipation.</p> <p>Memantine HCL Tablet 5 mg - Give 1 tablet by mouth two times a day for dementia.</p> <p>Buspirone HCL Tablet 15 mg - Give 15 mg by mouth three times a day for anxiety.</p> <p>Witch Hazel Pad - Apply to rectum topically three times a day for hemorrhoid.</p> <p>Check vital signs (temperature and O2 saturation) every shift.</p> <p>Apply skin prep to R (right) great toe and second toe at bedtime for DTI (Deep Tissue Injury).</p> <p>BLE (Bilateral Lower Extremities) elevated every shift for increased edema.</p> <p>Make sure resident has bilateral hearing aides in every shift for HOH (Hard of Hearing).</p> <p>COMPLAINT DEFICIENCY</p> <p>2. Resident # 5 was admitted with diagnoses that</p>	F 684			

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F 684	<p>Continued From page 38</p> <p>included atrial fibrillation, hypertension, anxiety disorder, dementia with behavioral disturbance, gastroesophageal reflux disease, generalized muscle weakness, cognitive communication deficit, chronic diastolic congestive heart failure, and wedge compression fracture of second lumbar vertebra. According to a Medicare 5-Day MDS with an ARD of 6/15/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively impaired with a Summary Score of 9 out of 15.</p> <p>According to a review of the MAR in Resident # 5's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Atorvastatin Calcium Tablet 40 mg - Give 1 tablet by mouth at bedtime for hyperlipidemia. Seroquel Tablet 50 mg - Give 50 mg by mouth at bedtime for dementia with delirium. Sertraline HCL Tablet 25 mg - Give 1 tablet by mouth at bedtime for depression with 50 mg to equal 75 mg. Sertraline HCL Tablet 50 mg - Give 1 tablet by mouth at bedtime for antidepressant with 25 mg to equal 75 mg. Artificial Tears Solution 0.2-0.21% - Instill 1 drop in both eyes two times a day for dry eyes. Famotidine Tablet 20 mg - Give 1 tablet by mouth two times a day for GERD (gastroesophageal reflux disease). Potassium Chloride Liquid 20 meq/15ml (milliequivalents per milliliter) - Give 20 meq by mouth two times a day for hypokalemia. Propylene Glycol Solution 0.5% - Instill 1 drop in both eyes two times a day for dry eyes. Tylenol Extra Strength Tablet 500 mg - Give 500 mg by mouth two times a day for pain.</p>	F 684		

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F 684	<p>Continued From page 39</p> <p>Vital signs (temperature and O2 saturation) three times a day to affected area topically every day and evening shift for skin care. Remove Lidoderm patch at bedtime. Vital signs (temperature and O2 saturation) three times a day. Venelex Ointment - Apply to affected area topically every day and evening shift for skin care.</p> <p>3. Resident # 6 was admitted with diagnoses that included osteoarthritis, anxiety disorder, hypertension, chronic pain syndrome, hyperlipidemia, morbid obesity, bacteremia, generalized muscle weakness, and dysphagia. According to the most recent MDS, a Quarterly Review with an ARD of 7/23/2022, the resident was assessed under Section C (Cognitive Patterns) as being cognitively intact with a Summary Score of 15 out of 15.</p> <p>According to a review of the MAR in Resident # 6's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Vital signs (temperature and O2 saturation) three times a day. Remove TED hose/compression stockings in PM as resident tolerates at bedtime. Nystatin Powder 10000 Unit/gm (Units per gram) - Apply to affected area topically every day and evening shift for Fungus Candida. Preparation H - Apply to hemorrhoids BID (two times a day) for 14 day every day and evening shift for hemorrhoids until 7/20/2022. Sarna Lotion 0.5% - Apply to inner thighs topically every day and evening shift for itching. Venelex Ointment - Apply to heels and buttocks topically every day and evening shift for</p>	F 684		
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F 684	<p>Continued From page 40 treatment.</p> <p>4. Resident # 7 was admitted with diagnoses that included emphysema, cerebrovascular disease, renal dialysis, generalized muscle weakness, dysphagia, malaise, cellulitis of the left and right lower limbs, acute diastolic congestive heart failure, hypothyroidism, gastroesophageal reflux disease, chronic kidney disease, chronic respiratory failure, encephalopathy, and type 2 diabetes mellitus. According to a Medicare 5-Day MDS with an ARD of 8/12/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively intact with a Summary Score of 15 out of 15.</p> <p>According to a review of the MAR in Resident # 7's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Atorvastatin Calcium Tablet 40 mg - Give 1 tablet by mouth at bedtime for cholesterol. Gabapentin Capsule 400 mg - Give 1 capsule by mouth at bedtime for neuropathy. Lactinex Tablet Chewable - Give 2 tablets by mouth two times a day for probiotic. Reglan Tablet 5 mg - Give 1 tablet by mouth three times a day for peristaltis. Vital signs (pulse, respiration, blood pressure) three times a day. Glucoscan (blood sugar check) before meals and at bedtime four times a day for diabetes mellitus. Insulin Lispro 100 Unit/ml solution pen-injector - Inject as per sliding scale...subcutaneously before meals and at bedtime for diabetes. (NOTE: The amount of insulin given per sliding scale is dependent on the results of the Glucoscan.) Midodrine HCL Tablet 10 mg - Give 1 tablet by</p>	F 684			

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F 684	<p>Continued From page 41</p> <p>mouth four times a day for heart rate. Change water to bipap at night before use at bedtime for bipap. Miconazole Nitrate Cream 2% - Apply to abdominal folds topically two times a day for yeast growth. Nystatin Powder 100000 Unit/gm - Apply to skin folds, peri area topically every day and evening shift.</p> <p>5. Resident # 8 was admitted with diagnoses that included hypertension, dizziness and giddiness, dyspnea, malignant neoplasm of right bronchus or lung, hypo-osmolality, hyponatremia, type 2 diabetes mellitus, malignant pleural effusion, malaise, and age related cognitive decline. According to a Medicare 5-Day MDS with an ARD of 7/10/2022, the resident was assessed under Section C (Cognitive Patterns) as having short and long term memory problems with moderately impaired daily decision making skills. Resident # 8 was discharged to the hospital on 7/21/2022.</p> <p>According to a review of the MAR in Resident # 8's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Atorvastatin Calcium Tablet 80 mg - Give 1 tablet by mouth at bed time for hyperlipidemia. Fexofenadine HCL Tablet 180 mg - Give 1 tablet by mouth at bedtime for allergies. Gabapentin Capsule 300 mg - Give 2 capsules by mouth at bedtime for neuropathy. Venelex Ointment - Apply to buttocks topically every day and evening shift for skin protection. Oxygen Therapy - Oxygen at 2LPM (liters per minute) via NC (nasal cannula) continuously every shift for lung cancer to keep sats > 90%</p>	F 684			

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F 684	<p>Continued From page 42</p> <p>6. Resident # 9 was admitted with diagnoses that included anxiety disorder, hypothyroidism, generalized muscle weakness, hypertension, depressive disorder, edema, chronic pain, polyneuropathy, anemia, chronic kidney disease, polyosteoarthritis, osteoporosis, age related macular degeneration, myoclonus, and nightmare disorder. According to the most recent MDS, a Quarterly Review with an ARD of 7/1/2022, the resident was assessed under Section C (Cognitive Patterns) as having independent skills for daily decision making.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Morphine Sulfate ER Tablet Extended Release 15 mg - Give 1 tablet by mouth every 12 hours for pain.</p> <p>Tamsulosin HCL Capsule 0.4 mg - Give 0.4 mg by mouth at bedtime for urinary frequency.</p> <p>Docusate Sodium Capsule 100 mg - Give 100 mg by mouth every 12 hours for constipation.</p> <p>Buspirone HCL Tablet - Give 20 mg by mouth three times a day for anxiety.</p> <p>Vital signs (temperature, O2 saturation) three times a day.</p> <p>Aquaphor - Apply to bilateral arms/legs at bedtime for dry skin.</p> <p>Calmoseptine Ointment 0.44-20.6 % - Apply to coccyx topically every shift for dermatitis.</p> <p>Air mattress to bed - Check functioning every shift - Check setting every shift.</p> <p>7. Resident # 10 in the survey sample was admitted with diagnoses that included</p>	F 684			

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F 684	<p>Continued From page 43</p> <p>gastroesophageal reflux disease, hypertension, anxiety disorder, chronic obstructive pulmonary disease, altered mental status, generalized muscle weakness, cognitive communication deficit, dementia with behavioral disturbance, hallucinations, and malaise. According to a Medicare 5-Day MDS with an ARD of 5/25/2022, the resident was assessed under Section C (Cognitive Patterns) as being cognitively intact with a Summary Score of 15 out of 15.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Senna Tablet 8.6 mg - Give 1 tablet by mouth at bedtime for constipation. Vital signs (pulse, respiration, blood pressure) three times a day. Weekly skin assessment/Weekly summary assessment every evening shift every Saturday. (NOTE: 7/9/2022 was a Saturday.) Nystatin Cream 100000 Unit/gm - Apply 1 application transdermally two times a day for rash.</p> <p>8. Resident # 11 in the survey sample was admitted with diagnoses that included generalized muscle weakness, polyneuropathy, gastroesophageal reflux disease, lumbago and sciatica, obesity, hypertension, chronic kidney disease, type 2 diabetes mellitus, diastolic congestive heart failure, and malaise. According to the most recent Annual MDS with an ARD of 8/6/2022, the resident was assessed under Section C (Cognitive Patterns) as being cognitively intact with a Summary Score of 13 out of 15.</p>	F 684			

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NAME OF PROVIDER OR SUPPLIER CHOICE HEALTHCARE AT HARRISONBURG	STREET ADDRESS, CITY, STATE, ZIP CODE 94 SOUTH AVENUE HARRISONBURG, VA 22801
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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) COMPLETION DATE
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F 684	<p>Continued From page 44</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Melatonin Tablet 3 mg - Give 3 mg by mouth at bedtime for insomnia. Trazodone HCL Tablet 100 mg - Give 100 mg by mouth at bedtime for insomnia. Zinc Barrier Cream - Apply to bilateral buttocks/peri area every shift. O2 at 2L via NC to keep sats >89%. HOB (Head of Bed) >30 degrees at all times as res(ident) will allow every shift for comfort.</p> <p>9. Resident # 12 in the survey sample was admitted with diagnoses that included hypertension, dementia without behavioral disturbance, anxiety disorder, depressive disorder, osteoarthritis, gastroesophageal reflux disease, insomnia, atherosclerotic heart disease, generalized muscle weakness, hyperlipidemia, dysphagia, and type 2 diabetes mellitus. According to the most recent MDS, a Quarterly Review with an ARD of 7/4/2022, the resident was assessed under Section C (Cognitive Patterns) as being moderately cognitively impaired with a Summary Score of 12 out of 15.</p> <p>According to a review of the MAR in Resident # 9's EHR, the following medications, treatments, and/or procedures were not performed during the evening shift on 7/9/2022:</p> <p>Gabapentin Capsule 100 mg - Give 2 capsules by mouth three times a day for neuropathy. Phenazopyridine HCL Tablet 100 mg - Give 200 mg by mouth three times a day for dysuria,</p>	F 684		
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495146	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/24/2022
NAME OF PROVIDER OR SUPPLIER CHOICE HEALTHCARE AT HARRISONBURG			STREET ADDRESS, CITY, STATE, ZIP CODE 94 SOUTH AVENUE HARRISONBURG, VA 22801		
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F 684	<p>Continued From page 45</p> <p>bladder spasms for 2 days. (NOTE: The medication was scheduled for two days 7/8/2022 and 7/9/2022.)</p> <p>Montelukast Sodium Tablet 10 mg - Give 1 tablet by mouth at bedtime for allergies.</p> <p>Artificial Tears Solution 0.1-0.3% - Instill 1 drop in both eyes two times a day for dry eyes.</p> <p>Ipratropium-Albuterol Solution 0.5-2.5 mg/3ml - 3ml inhale orally via nebulizer two times a day for COPD.</p> <p>Sodium Chloride Nebulization Solution 3% - 3 ml inhale orally via nebulizer two times a day for COPD.</p> <p>Symbicort 160-4.5 mcg/act Aerosol - 2 puffs inhale orally two times a day for COPD.</p> <p>Occusoft lid scrub pads to bilateral upper and lower eye lids two times a day every day and evening shift for blepharitis.</p> <p>Vital signs (temperature, O2 saturation) three times a day every shift.</p> <p>Weekly skin assessment every evening shift every Saturday. (NOTE: 7/9/2022 was a Saturday.)</p> <p>2. Resident #13 was admitted to the facility with the following diagnoses including but not limited to: hypertension, left lower quadrant pain, type 2 diabetes mellitus, and depression. A medicare 5-day MDS (minimum data set) with an ARD (assessment reference date) of 08/15/2022 (post hospital admission) assessed Resident #13 as severely impaired with a cognitive summary score of "7".</p> <p>Review of the physician orders included but were not limited to: *Aspirin EC (enteric coated) delayed release 81</p>	F 684			

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

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NAME OF PROVIDER OR SUPPLIER CHOICE HEALTHCARE AT HARRISONBURG			STREET ADDRESS, CITY, STATE, ZIP CODE 94 SOUTH AVENUE HARRISONBURG, VA 22801		
(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) COMPLETION DATE	
F 684	<p>Continued From page 46</p> <p>mg...give one tablet one time a day for pain; *Insulin Glargine Solution Pen Injector 100 unit/ml, Inject 34 units subcutaneously at bedtime for diabetes; *Carvedilol Tablet 6.25 mg Give 1 tablet by mouth two times a day for heart failure; *Tylenol Extra Strength 500 mg, Give two tablets every 12 hours for pain; *Guafenesin Liquid 100 mg/5 ml, Give 20 ml by mouth three times a day for cough, chronic respiratory failure; *Lactobacillus Give 4 tablets by mouth three times a day for supplement; *Pregabalin Capsule 75 mg Give 1 capsule by mouth three times a day for pain; *Vital Signs...three times a day every shift for monitoring...; *Terbinafine Cream 1% Apply to affected area topically every day and evening shift... *Venelex Ointment Apply to affected area topically every day and evening shift..</p> <p>Review of the July MAR (medication administration record) and TAR (treatment administration record) revealed that none of the above physician ordered meds or treatments had been given as ordered/carried out on the evening shift of 07/09/2022.</p> <p>- Resident #14 was admitted to the facility with the following diagnoses, including but not limited to: Chronic kidney disease stage 3, encephalopathy, asthma, diabetes mellitus, hypertension, and dementia. A quarterly MDS with an ARD date of 07/29/2022 assessed Resident #14 as severely impaired with a cognitive summary score of "3".</p> <p>Review of the physicians orders included but</p>	F 684			