

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

PRINTED: 07/28/2025
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 495316	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/07/2025
NAME OF PROVIDER OR SUPPLIER LYNN CARE CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 1000 SHENANDOAH AVENUE FRONT ROYAL, VA 22630		
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F 000	INITIAL COMMENTS An unannounced Medicare/Medicaid abbreviated survey was conducted 2/7/25. Corrections are required for compliance with 42 CFR Part 483 Federal Long Term Care requirements. One complaint was investigated during the survey, VA00062540 - substantiated with deficiency. The census in this 120 certified bed facility was 113 at the time of the survey. The survey sample consisted of four current residents and two closed record reviews.	F 000		
F 580 SS=D	Notify of Changes (Injury/Decline/Room, etc.) CFR(s): 483.10(g)(14)(i)-(iv)(15) §483.10(g)(14) Notification of Changes. (i) A facility must immediately inform the resident; consult with the resident's physician; and notify, consistent with his or her authority, the resident representative(s) when there is- (A) An accident involving the resident which results in injury and has the potential for requiring physician intervention; (B) A significant change in the resident's physical, mental, or psychosocial status (that is, a deterioration in health, mental, or psychosocial status in either life-threatening conditions or clinical complications); (C) A need to alter treatment significantly (that is, a need to discontinue an existing form of treatment due to adverse consequences, or to commence a new form of treatment); or (D) A decision to transfer or discharge the resident from the facility as specified in §483.15(c)(1)(ii). (ii) When making notification under paragraph (g)(14)(i) of this section, the facility must ensure that all pertinent information specified in §483.15(c)(2)	F 580		3/25/25

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

TITLE

(X6) DATE

Electronically Signed

03/18/2025

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 580	<p>Continued From page 1</p> <p>is available and provided upon request to the physician.</p> <p>(iii) The facility must also promptly notify the resident and the resident representative, if any, when there is-</p> <p>(A) A change in room or roommate assignment as specified in §483.10(e)(6); or</p> <p>(B) A change in resident rights under Federal or State law or regulations as specified in paragraph (e)(10) of this section.</p> <p>(iv) The facility must record and periodically update the address (mailing and email) and phone number of the resident representative(s).</p> <p>§483.10(g)(15) Admission to a composite distinct part. A facility that is a composite distinct part (as defined in §483.5) must disclose in its admission agreement its physical configuration, including the various locations that comprise the composite distinct part, and must specify the policies that apply to room changes between its different locations under §483.15(c)(9).</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on staff interview, facility document review and clinical record review, it was determined the facility staff failed to notify the physician and/or responsible party when medications were not administered for three of six residents in the survey sample, Residents #1, #3, and #4.</p> <p>The findings include:</p> <p>1. For Resident #1, the facility staff failed to notify the physician and the responsible party when medications were not available for administration.</p>	F 580	<p>F580: Residents Rights</p> <ol style="list-style-type: none"> Resident #1 and #4 is discharged; no corrective action can be made. Resident #3 attending physician was notified of the medication unavailability. All residents of the facility have the potential to be affected by this deficient practice. An audit was conducted of all change of conditions for the past 30 days to ensure that proper notifications were made. DON/Designee will educate all licensed nurses on the Hill Valley policy 	

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F 580	<p>Continued From page 2</p> <p>The physician orders dated 10/22/24 documented:</p> <ol style="list-style-type: none"> 1. Pantoprazole Sodium Oral Packet 40 MG (milligrams); Give 1 packet via G-Tube (gastrostomy) one time a day for gastrostomy status. 2. Amantadine HCL (hydrochloride) Oral Solution 50 MG/5ML (milligrams per 5 milliliters); Give 10 ml via G-tube two times a day for epileptic seizures. 3. Diltiazem HCL Oral Tablet 30 MG; Give 1 tablet via G-tube two times a day for HTN (high blood pressure), hold for SBP (systolic blood pressure) < (less than) 100 or HR (heart rate) < 60. 4. Docusate Sodium Oral Liquid 50 MG/5ML; Give 10 ml via G-tube two times a day for constipation, hold for loose stools. 5. Levetiracetam Oral Solution; Give 12.5 ml via G-tube two times a day for seizures. 6. Oxybutynin Chloride Oral Tablet 5 MG; Give 1 tablet by mouth two times a day for bladder spasms. 7. Vimpat Oral Solution 10 MG/ML; Give 10 ml via G-tube two times a day for seizure. 8. Tizanidine HCL Oral Tablet 4 MG; Give 2 tablet via G-tube three times a day for spasticity. 9. Propranolol HCL Oral Solution 20 MG/5ML; Give 5 ml via G-tube every 8 hours for tachycardia, hold for HR <70. <p>The October 2024 MAR (medication administration record) documented the above orders.</p> <p>On the following dates and times, the following medications were not administered. A "9" was documented on the MAR indicating, "9" indicates "Other/See Progress Notes."</p> <ol style="list-style-type: none"> 1. Pantoprazole - 10/24/24 - 7:00 a.m. dose 2. Amantadine - 1/22/24 - 9:00 p.m. dose and 	F 580	<p>for delay in medication and notification of change.</p> <ol style="list-style-type: none"> 4. DON/Designee will audit 5 new admission charts weekly X 8 weeks to ensure that proper RP and MD notification occurred for all delay in medication. The DON/Designee will identify any trends or patterns and educate as needed. All findings will be discussed with QAPI committee monthly X 2 months for review and recommendations. 5. Date of Compliance: 3/25/2025 	

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F 580	<p>Continued From page 3</p> <p>1/23/24 - 9:00 a.m. dose</p> <p>3. Diltiazem - 1/22/24 - 9:00 p.m. dose and</p> <p>1/23/24 - 9:00 a.m. dose</p> <p>4. Docusate - 1/22/24 - 9:00 p.m. dose and</p> <p>1/23/24 at 9:00 a.m. dose</p> <p>5. Levetiracetam - 1/22/24 - 9:00 p.m. dose and</p> <p>1/23/24 - 9:00 a.m. dose</p> <p>6. Oxybutynin - 1/22/24 - 9:00 p.m. dose</p> <p>7. Vimpat - 1/22/24 - 9:00 p.m. dose; 1/23/24 - 9:00 a.m. and 9:00 p.m. dose; 1/24/24 - 9:00 a.m. dose.</p> <p>8. Tizanidine - 1/22/24 - 9:00 a.m. dose</p> <p>9. Propranolol - 1/22/24 - 10:00 p.m. dose and</p> <p>1/23/24 - 6:00 a.m. dose.</p> <p> The nurse's note dated 1/23/24 at 1:50 a.m. for all the medications for 1/22/24 9:00 p.m. or 10:00 p.m. doses documented, "On order from RX (pharmacy)."</p> <p>The nurse's note dated 1/23/24 at 5:05 a.m. documented for the Propranolol, "On order, not in Omnicell (back up pharmacy system in facility)."</p> <p>The nurse's note dated 1/23/24 at 11:09 a.m. documented for all of the medications due on 1/23/24 at 9:00 a.m., "Awaiting pharmacy. Have contacted pharmacy."</p> <p>The nurse's note dated 1/23/24 at 11:13 p.m. documented for the Vimpat, "on order."</p> <p>The nurse's note dated 1/24/24 at 1:03 p.m., documented, "On order, not available in Omnicell."</p> <p>There was no documentation the nurses called the physician and the responsible party to inform them the above medications were not administered.</p> <p> On 2/7/25 at 3:25 p.m., An interview was conducted with LPN (licensed practical nurse) #1, When asked the process for getting</p>	F 580		

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F 580	<p>Continued From page 4</p> <p>medications for a new admission, LPN #1 stated, "The nurse puts the orders into the computer and that sends them to the pharmacy. The pharmacy is in another state, and the medications don't come right away. If it's time for administration, and the medications are not here, the nurse should check the Omnicell. If it's not there they should call the pharmacy and have them sent to the facility right away. The pharmacy will contact a local pharmacy and have them sent from there, if they have them. If the medications are still not here, the nurse needs to call the nurse practitioner or after-hours provider and get orders to hold until available or get new orders for medications that we can get. The nurse needs to contact the responsible party and let them know the situation with the medications also. All of this should be documented in a progress/nurse's note".</p> <p>The facility policy, "Unavailable Medications" documented in part, "The facility must take every effort to ensure that medications are available to meet the needs of each resident...The nursing staff shall: 1. Notify the attending physician (or on-call physician when applicable) of the situation and explain the circumstances, expected availability, and alternative therapy available."</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References: (1) Pantoprazole is used to treat damage from</p>	F 580		

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F 580	<p>Continued From page 5</p> <p>gastroesophageal reflux disease (GERD), a condition in which backward flow of acid from the stomach causes heartburn and possible injury of the esophagus. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a601246.html.</p> <p>(2) Amantadine is used to treat the symptoms of Parkinson's disease (PD; a disorder of the nervous system that causes difficulties with movement, muscle control, and balance) and other similar conditions. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682064.html.</p> <p>(3) Diltiazem is used to treat high blood pressure and to control angina (chest pain). This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a684027.html.</p> <p>(4) Docusate Sodium -Stool softeners are used on a short-term basis to relieve constipation by people who should avoid straining during bowel movements because of heart conditions, hemorrhoids, and other problems. They work by softening stools to make them easier to pass. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a601113.html.</p> <p>(5) Levetiracetam is used alone and along with other medications to control partial-onset seizures (seizures that involve only one part of the brain) in adults, children, and infants 1 month of age or older. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a699059.html.</p>	F 580		

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F 580	<p>Continued From page 6</p> <p>(6) Oxybutynin is used to treat overactive bladder (a condition in which the bladder muscles contract uncontrollably and cause frequent urination, urgent need to urinate, and inability to control urination) in certain adults and children. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682141.html</p> <p>(7) Lacosamide (Vimpat) is used to control partial onset seizures (seizures that involve only one part of the brain). Lacosamide is also used in combination with other medications to control primary generalized tonic-clonic seizures. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a609028.html.</p> <p>(8) Tizanidine is used to relieve the spasms and increased muscle tone caused by multiple sclerosis (MS, a disease in which the nerves do not function properly, and patients may experience weakness, numbness, loss of muscle coordination and problems with vision, speech, and bladder control), stroke, or brain or spinal injury. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a601121.html.</p> <p>(9) Propranolol is used alone or in combination with other medications to treat high blood pressure. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682607.html.</p> <p>2. For Resident #3, the facility staff failed to notify the physician and responsible party when medications were not available for administration.</p>		F 580		

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F 580	<p>Continued From page 7</p> <p>The physician order dated 1/18/25, documented, "Banatrol plus Oral Packet (banana flakes); Give 1 packet via G - tube (gastrostomy tube) one time a day for diarrhea." The physician order dated 1/4/25, documented, "Ferrous Sulfate Oral Solution 300 Mg/5ML (milligrams per five milliliters); Give 5 ml via G-Tube one time a day every other day for anemia."</p> <p>The January 2025 and February 2025 MAR (medication administration record) documented the above orders. On 1/10/25, 1/12/25 and 1/14/25, a "9" was documented in the block for the documentation of administration of the Ferrous Sulfate at 9:00 a.m. A "9" indicates "Other/See Progress Notes." On 1/19/25 at 3:00 p.m. the Banatrol was documented with a "9" in the block for administration. On 2/7/25 at 3:00 p.m. the Banatrol was documented with a "9" in the block for administration.</p> <p>Review of the nurse's notes dated 1/10/25 at 10:38 a.m. documented, "Med (medication) not available, on order from pharmacy from EMR (electronic medical record)." The nurse's note dated 1/12/25 at 10:04 a.m. documented, "na." The nurse's note dated 1/14/25 at 1:40 p.m. documented, "Med not available, ordered through pharmacy". The nurse's note dated, 1/19/25 at 3:57 p.m. documented, "Medication unavailable, NP (nurse practitioner) notified". The nurse's note dated 2/7/25 at 10:24 a.m. documented, "Medication on order from pharmacy". There was no documentation the nurses called the physician and the responsible party to inform them the above medications were not administered.</p> <p>On 2/7/25 at 3:25 p.m., An interview was</p>	F 580		

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F 580	<p>Continued From page 8</p> <p>conducted with LPN (licensed practical nurse) #1, When asked what a nurse is to do when a medication is not available for administration, LPN #, "The nurse should check the medication cart, check the Omnicell, call the pharmacy. If still not available, the nurse should call the doctor/nurse practitioner and follow their recommendations. LPN #1 stated, after the nurse speaks to the doctor and gets orders, they need to notify the responsible party and document it all in the medical record".</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30 p.m.</p> <p>No further information was provided prior to exit.</p> <p>3. For Resident #4, the facility staff failed to notify the physician and the responsible party when medications were not available for administration.</p> <p>The physician orders dated 1/14/25, documented:</p> <ol style="list-style-type: none"> 1. Sennosides Oral Syrup 8.8 MG/5ML; Give 5 ml via G-tube at bedtime for BM (bowel movement) regimen. 2. Budesonide Inhalation Suspension 0.5 MG/2ML; Give 2 ml via trach (tracheostomy) two times a day for respiratory failure. 3. Humulin 70/30 Suspension 100UNIT/ML (insulin NPH Isophane & Regular); Inject 12 unit subcutaneously two times a day for T2DM (type 2 diabetes mellitus). 4. Glycopyrrolate Oral Tablet 1 MG; Give 1 tablet via G-tube every 8 hours for secretions. <p>The January 2025 MAR (medication</p>	F 580		

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F 580	<p>Continued From page 9</p> <p>administration record) documented the above orders.</p> <p>On the following dates and times, the following medications were not administered. A "9" was documented on the MAR indicating, "9" indicates "Other/See Progress Notes."</p> <ol style="list-style-type: none"> 1. Sennoside Oral Syrup - 1/14/25, 1/17/25, 1/18/25, and 1/19/25 at 9:00 p.m. 2. Budesonide Inhalation Suspension - 1/14/25 at 9:00 p.m. 3. Humulin 70/30 - 1/14/25 at 8:00 p.m. 4. Glycopyrrolate Oral Tablet - 1/14/25 at 10:00 p.m. and 1/15/25 at 6:00 a.m. <p>The nurse's note dated, 1/14/25 at 11:07 p.m. documented, "Sennosides Oral Syrup - On order."</p> <p>The respiratory therapist note dated, 1/14/25 at 10:52 p.m. documented, "Budesonide -Medication not available to dispense to the patient."</p> <p>The nurse's note dated, 1/14/25 at Humulin 70/30 -1:45 p.m. documented, "On order."</p> <p>The nurse's note dated 1/14/25 at 11:06 p.m. - Glycopyrrolate - "On order."</p> <p>The nurse's note dated 1/15/25 at 5:48 a.m. - Glycopyrrolate - "On order, not available in Omnicell."</p> <p>There was no documentation the nurses called the physician and the responsible party to inform them the above medications were not administered.</p> <p>An interview was conducted with LPN (licensed practical nurse) #1, on 2/7/25 at 3:25 p.m. When asked the process for getting medications for a new admission, LPN #1 stated, "The nurse puts the orders into the computer and that sends them to the pharmacy. The pharmacy is in another</p>	F 580		

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F 580	<p>Continued From page 10</p> <p>state, the medications don't come right away. If it's time for administration, and the medications are not here, the nurse should check the Omnicell. If it's not there they should call the pharmacy and have them sent to the facility right away. The pharmacy will contact a local pharmacy and have them sent from there, if they have them. If the medications are still not here, the nurse needs to call the nurse practitioner or after-hours provider and get orders to hold until available or get new orders for medications that we can get. The nurse needs to contact the responsible party and let them know the situation with the medications also. All of this should be documented in a progress/nurse's note".</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References:</p> <p>(1) Senna is in a class of medications called stimulant laxatives. It works by increasing activity of the intestines to cause a bowel movement. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a601112.html.</p> <p>(2) Budesonide belongs to a class of medications called corticosteroids. It works by decreasing swelling and irritation in the airways to allow for easier breathing. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a699056.html.</p>	F 580		

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F 580	<p>Continued From page 11</p> <p>(3) Human insulin is in a class of medications called hormones. Human insulin is used to take the place of insulin that is normally produced by the body. It works by helping move sugar from the blood into other body tissues where it is used for energy. It also stops the liver from producing more sugar. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682611.html.</p> <p>(4) Glycopyrrolate is in a class of medications called anticholinergics. It decreases stomach acid and saliva production by blocking the activity of a certain natural substance in the body. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a602014.html.</p>	F 580		
F 684 SS=D	<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.</p> <p>This REQUIREMENT is not met as evidenced by: Based on staff interview, facility document review and clinical record review, it was determined the facility staff failed to administer medications/supplements per the physician order for two of six residents in the survey sample, Residents #3 and #4.</p>	F 684	<p>F684 Quality of Care</p> <p>1. Resident #4 is discharged; no corrective action can be made. The facility failed to provide medication upon admission for Resident # 3. Residents #3</p>	3/25/25

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F 684	<p>Continued From page 12</p> <p>The findings include:</p> <p>1. For Resident #3, the facility staff failed to administer Banatrol (1) and Ferrous Sulfate (2) per the physician orders.</p> <p>The physician order dated 1/18/25, documented, "Banatrol plus Oral Packet (banana flakes); Give 1 packet via G - tube (gastrostomy tube) one time a day for diarrhea." The physician order dated 1/4/25, documented, "Ferrous Sulfate Oral Solution 300 Mg/5ML (milligrams per five milliliters); Give 5 ml via G-Tube one time a day every other day for anemia."</p> <p>The January 2025 and February 2025 MAR (medication administration record) documented the above orders. On 1/10/25, 1/12/25 and 1/14/25, a "9" was documented in the block for the documentation of administration of the Ferrous Sulfate at 9:00 a.m. A "9" indicates "Other/See Progress Notes." On 1/19/25 at 3:00 p.m. the Banatrol was documented with a "9" in the block for administration. On 2/7/25 at 3:00 p.m. the Banatrol was documented with a "9" in the block for administration.</p> <p>Review of the nurse's notes dated 1/10/25 at 10:38 a.m. documented, "Med (medication) not available, on order from pharmacy from EMR (electronic medical record)." The nurse's note dated 1/12/25 at 10:04 a.m. documented, "na." The nurse's note dated 1/14/25 at 1:40 p.m. documented, "Med not available, ordered through pharmacy." The nurse's note dated, 1/19/25 at 3:57 p.m. documented, "Medication unavailable, NP (nurse practitioner) notified." The nurse's note dated 2/7/25 at 10:24 a.m. documented,</p>	F 684	<p>attending physician were notified of missed medication administration, and no new orders were obtained.</p> <p>2. All residents of the facility have the potential to be affected by this deficient practice.</p> <p>An audit was conducted on missed medications for the past 7 days and any residents identified were corrected in accordance with the Hill Valley policy for missed medication administration.</p> <p>3. DON/Designee has educated all licensed nurses on the Hill Valley protocol on missed medication administration and notification of physician and responsible party.</p> <p>4. DON/Designee will audit all new admissions 5 X a week for 4 weeks to ensure all medications have arrived. The DON/Designee will identify any trends and or patterns and additional education will be provided on an ongoing basis. Findings will be presented to QAPI monthly X 2 months to review compliance.</p> <p>5. Date of Compliance: 3/25/2025</p>	

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F 684	<p>Continued From page 13</p> <p>"Medication on order from pharmacy."</p> <p>An interview was conducted with LPN (licensed practical nurse) #1, on 2/7/25 at 3:25 p.m. When asked what a nurse is to do when a medication is not available for administration, LPN #1 stated the nurse should check the medication cart, check the Omnicell, call the pharmacy. If still not available, the nurse should call the doctor/nurse practitioner and follow their recommendations. LPN #1 stated, after the nurse speaks to the doctor and gets orders, they need to notify the responsible party and document it all in the medical record. When asked about Banatrol and Ferrous Sulfate, LPN #1 stated the Banatrol is on the medication cart and the extra is in the clean utility room, and the Ferrous Sulfate is floor stock.</p> <p>An interview was conducted with OSM (other staff member) #1, the central supply staff member, on 2/7/25 at 4:15 p.m. When asked if they stock Banatrol, OSM #1 stated they stock it in the storage room on each unit and she has it in the central supply closet. She stated she could not remember a time when they have run out of it. Observation was made of the clean utility room on the unit where Resident #2 is, and there were 13 packs of Banatrol on the shelf.</p> <p>A second interview was conducted on 2/7/25 at 5:01 p.m. with LPN #1. She stated that she looked in the medication cart and found the Ferrous Sulfate in the cart. There was no date on the bottle of when it was opened but it was there for administration.</p> <p>The facility policy, Unavailable Medications" documented in part, "The facility must take every effort to ensure that medications are available to</p>	F 684		

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F 684	<p>Continued From page 14 meet the needs of each resident."</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30 p.m.</p> <p>No further information was provided prior to exit.</p> <p>(1) Banatrol - Manages chronic diarrhea and diarrhea from IBS-D, infections, medications, inflammatory bowel, loose stools, incontinence, C. diff, chemo and radiation, travelling and anxiety-related diarrhea. This information was obtained from the following website: https://store.medtrition.com/products/banatrol-plus</p> <p>(2) Iron (ferrous fumarate, ferrous gluconate, ferrous sulfate) is used to treat or prevent anemia (a lower than normal number of red blood cells) when the amount of iron taken in from the diet is not enough. Iron is a mineral that is available as a dietary supplement. It works by helping the body to produce red blood cells. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682778.html</p> <p>2. For Resident #4, the facility staff failed to administer Banatrol per the physician order.</p> <p>The physician order dated, 1/21/25, documented, "Banatrol plus Oral Packet (Banana Flakes); Give 1 unit via G-tube two times a day for diarrhea." The January 2025 and February 2025 MAR (medication administration record) documented the above order. On 1/24/25, a "9" was documented for the 9:00 p.m. dose. A "9"</p>	F 684		

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F 684	<p>Continued From page 15</p> <p>indicates "Other/See Progress Notes." On 2/7/25, a "5" was documented for the 9:00 a.m. dose. A "5" indicates "Hold See Progress Note."</p> <p>The nurse's note dated, 1/24/25 at 8:49 p.m. documented, "On order." The nurse's note dated, 2/7/25 at 8:56 a.m. documented, "Medication on order from pharmacy."</p> <p>An interview was conducted with LPN (licensed practical nurse) #1, on 2/7/25 at 3:25 p.m. When asked what a nurse is to do when a medication is not available for administration, LPN #1 stated the nurse should check the medication cart, check the Omnicell, call the pharmacy. If still not available, the nurse should call the doctor/nurse practitioner and follow their recommendations. LPN #1 stated, after the nurse speaks to the doctor and gets orders, they need to notify the responsible party and document it all in the medical record. When asked about Banatrol, LPN #1 stated the Banatrol is on the medication cart and the extra is in the clean utility room.</p> <p>An interview was conducted with OSM (other staff member) #1, the central supply staff member, on 2/7/25 at 4:15 p.m. When asked if they stock Banatrol, OSM #1 stated they stock it in the storage room on each unit and she has it in the central supply closet. She stated she could not remember a time when they have run out of it. Observation was made of the clean utility room on the unit where Resident #2 is, and there were 13 packs of Banatrol on the shelf.</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30</p>	F 684		

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F 684 F 755 SS=E	<p>Continued From page 16 p.m.</p> <p>No further information was provided prior to exit. Pharmacy Svcs/Procedures/Pharmacist/Records CFR(s): 483.45(a)(b)(1)-(3)</p> <p>§483.45 Pharmacy Services The facility must provide routine and emergency drugs and biologicals to its residents, or obtain them under an agreement described in §483.70(f). The facility may permit unlicensed personnel to administer drugs if State law permits, but only under the general supervision of a licensed nurse.</p> <p>§483.45(a) Procedures. A facility must provide pharmaceutical services (including procedures that assure the accurate acquiring, receiving, dispensing, and administering of all drugs and biologicals) to meet the needs of each resident.</p> <p>§483.45(b) Service Consultation. The facility must employ or obtain the services of a licensed pharmacist who-</p> <p>§483.45(b)(1) Provides consultation on all aspects of the provision of pharmacy services in the facility.</p> <p>§483.45(b)(2) Establishes a system of records of receipt and disposition of all controlled drugs in sufficient detail to enable an accurate reconciliation; and</p> <p>§483.45(b)(3) Determines that drug records are in order and that an account of all controlled drugs is maintained and periodically reconciled. This REQUIREMENT is not met as evidenced</p>	F 684 F 755		3/25/25

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F 755	<p>Continued From page 17</p> <p>by:</p> <p>Based on staff interview, facility document review, and clinical record review, it was determined the facility staff failed to ensure medications were available for administration for two of six residents in the survey sample, Residents #1 and #4.</p> <p>The findings include:</p> <p>1. For Resident #1 (R1), the facility staff failed to ensure Pantoprazole (1), Amantadine (2), Diltiazem (3), Docusate (4), Levetiracetam (5), Oxybutynin (6), Vimpat (7), Tizanidine (8) and Propranolol (9) were available for the scheduled administration times.</p> <p>The nurse's note dated 10/22/24 at 3:45 p.m. documented in part, "(R1) was admitted from nursing home via stretcher."</p> <p>The physician orders dated 10/22/24 documented:</p> <p>1. Pantoprazole Sodium Oral Packet 40 MG (milligrams); Give 1 packet via G-Tube (gastrostomy) one time a day for gastrostomy status.</p> <p>2. Amantadine HCL (hydrochloride) Oral Solution 50 MG/5ML (milligrams per 5 milliliters); Give 10 ml via G-tube two times a day for epileptic seizures.</p> <p>3. Diltiazem HCL Oral Tablet 30 MG; Give 1 tablet via G-tube two times a day for HTN (high blood pressure), hold for SBP (systolic blood pressure) < (less than) 100 or HR (heart rate) < 60.</p> <p>4. Docusate Sodium Oral Liquid 50 MG/5ML; Give 10 ml via G-tube two times a day for constipation, hold for loose stools.</p> <p>5. Levetiracetam Oral Solution; Give 12.5 ml via</p>	F 755	<p>F755 Pharmacy Services</p> <p>1. Resident #1 and #4 is discharged, and no corrective actions can be made.</p> <p>2. All new admissions of the facility have the potential to be affected by this deficient practice. An audit was conducted on missed medications for the past 7 days and any residents identified were corrected in accordance with facility policy for missed medication administration.</p> <p>3. DON/Designee has educated all licensed nurses on auditing all new admission medications and when medications are unavailable. Licensed staff will also be educated on house stock medications verses pharmacy medications.</p> <p>4. DON/Designee will audit all new admissions 5 X a week for 4 weeks to ensure all medications have arrived. The DON/Designee will identify any trends and or patterns and additional education will be provided on an ongoing basis. Findings will be presented to QAPI monthly x 2 months to review compliance</p> <p>5. Date of Compliance: 3/25/2025</p>	

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F 755	<p>Continued From page 18</p> <p>G-tube two times a day for seizures.</p> <p>6. Oxybutynin Chloride Oral Tablet 5 MG; Give 1 tablet by mouth two times a day for bladder spasms.</p> <p>7. Vimpat Oral Solution 10 MG/ML; Give 10 ml via G-tube two times a day for seizure.</p> <p>8. Tizanidine HCL Oral Tablet 4 MG; Give 2 tablet via G-tube three times a day for spasticity.</p> <p>9. Propranolol HCL Oral Solution 20 MG/5ML; Give 5 ml via G-tube every 8 hours for tachycardia, hold for HR <70.</p> <p>The October 2024 MAR (medication administration record) documented the above orders.</p> <p>On the following dates and times, the following medications were not administered. A "9" was documented on the MAR indicating, "9" indicates "Other/See Progress Notes."</p> <p>1. Pantoprazole - 10/24/24 - 7:00 a.m. dose</p> <p>2. Amantadine - 1/22/24 - 9:00 p.m. dose and 1/23/24 - 9:00 a.m. dose</p> <p>3. Diltiazem - 1/22/24 - 9:00 p.m. dose and 1/23/24 - 9:00 a.m. dose</p> <p>4. Docusate - 1/22/24 - 9:00 p.m. dose and 1/23/24 at 9:00 a.m. dose</p> <p>5. Levetiracetam - 1/22/24 - 9:00 p.m. dose and 1/23/24 - 9:00 a.m. dose</p> <p>6. Oxybutynin - 1/22/24 - 9:00 p.m. dose</p> <p>7. Vimpat - 1/22/24 - 9:00 p.m. dose; 1/23/24 - 9:00 a.m. and 9:00 p.m. dose; 1/24/24 - 9:00 a.m. dose.</p> <p>8. Tizanidine - 1/22/24 - 9:00 a.m. dose</p> <p>9. Propranolol - 1/22/24 - 10:00 p.m. dose and 1/23/24 - 6:00 a.m. dose.</p> <p>The nurse's note dated 1/23/24 at 1:50 a.m. for all the medications for 1/22/24 9:00 p.m. or 10:00 p.m. doses documented, "On order from RX</p>	F 755		

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F 755	<p>Continued From page 19 (pharmacy).</p> <p>The nurse's note dated 1/23/24 at 5:05 a.m. documented for the Propranolol, "On order, not in Omnicell (back up pharmacy system in facility)."</p> <p>The nurse's note dated 1/23/24 at 11:09 a.m. documented for all of the medications due on 1/23/24 at 9:00 a.m., "Awaiting pharmacy. Have contacted pharmacy."</p> <p>The nurse's note dated 1/23/24 at 11:13 p.m. documented for the Vimpat, "on order."</p> <p>The nurse's note dated 1/24/24 at 1:03 p.m., documented, "On order, not available in Omnicell."</p> <p>On 2/7/25 at 3:25 p.m. An interview was conducted with LPN (licensed practical nurse) #1, When asked the process for getting medications for a new admission, LPN #1 stated, "The nurse puts the orders into the computer and that sends them to the pharmacy. The pharmacy is in another state, the medications don't come right away. If it's time for administration, and the medications are not here, the nurse should check the Omnicell. If it's not there they should call the pharmacy and have them sent to the facility right away. The pharmacy will contact a local pharmacy and have them sent from there, if they have them. If the medications are still not here, the nurse needs to call the nurse practitioner or after-hours provider and get orders to hold until available or get new orders for medications that we can get. The nurse needs to contact the responsible party and let them know the situation with the medications also. All of this should be documented in a progress/nurse's note". LPN #1 stated, "The resident was admitted around 3:00 p.m., the medications should have come during the night so the resident wouldn't have missed the morning doses of their medications".</p>	F 755		

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F 755	<p>Continued From page 20</p> <p>The facility policy, "Unavailable Medications" documented in part, "The facility must take every effort to ensure that medications are available to meet the needs of each resident...The nursing staff shall: 1. Notify the attending physician (or on-call physician when applicable) of the situation and explain the circumstances, expected availability, and alternative therapy available."</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References:</p> <p>(1) Pantoprazole is used to treat damage from gastroesophageal reflux disease (GERD), a condition in which backward flow of acid from the stomach causes heartburn and possible injury of the esophagus. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a601246.html.</p> <p>(2) Amantadine is used to treat the symptoms of Parkinson's disease (PD; a disorder of the nervous system that causes difficulties with movement, muscle control, and balance) and other similar conditions. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682064.html.</p> <p>(3) Diltiazem is used to treat high blood pressure and to control angina (chest pain). This information was obtained from the following website:</p>	F 755		

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F 755	<p>Continued From page 21</p> <p>https://medlineplus.gov/druginfo/meds/a684027.html.</p> <p>(4) Docusate Sodium -Stool softeners are used on a short-term basis to relieve constipation by people who should avoid straining during bowel movements because of heart conditions, hemorrhoids, and other problems. They work by softening stools to make them easier to pass.</p> <p>This information was obtained from the following website:</p> <p>https://medlineplus.gov/druginfo/meds/a601113.html.</p> <p>(5) Levetiracetam is used alone and along with other medications to control partial-onset seizures (seizures that involve only one part of the brain) in adults, children, and infants 1 month of age or older. This information was obtained from the following website:</p> <p>https://medlineplus.gov/druginfo/meds/a699059.html.</p> <p>(6) Oxybutynin is used to treat overactive bladder (a condition in which the bladder muscles contract uncontrollably and cause frequent urination, urgent need to urinate, and inability to control urination) in certain adults and children. This information was obtained from the following website:</p> <p>https://medlineplus.gov/druginfo/meds/a682141.html</p> <p>(7) Lacosamide (Vimpat)is used to control partial onset seizures (seizures that involve only one part of the brain). Lacosamide is also used in combination with other medications to control primary generalized tonic-clonic seizures. This information was obtained from the following website:</p> <p>https://medlineplus.gov/druginfo/meds/a609028.html.</p> <p>(8) Tizanidine is used to relieve the spasms and</p>	F 755		

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F 755	<p>Continued From page 22</p> <p>increased muscle tone caused by multiple sclerosis (MS, a disease in which the nerves do not function properly and patients may experience weakness, numbness, loss of muscle coordination and problems with vision, speech, and bladder control), stroke, or brain or spinal injury. This information was obtained from the following website:</p> <p>https://medlineplus.gov/druginfo/meds/a601121.html.</p> <p>(9) Propranolol is used alone or in combination with other medications to treat high blood pressure. This information was obtained from the following website:</p> <p>https://medlineplus.gov/druginfo/meds/a682607.html.</p> <p>2. For Resident #4, the facility staff failed to ensure Sennoside (1), Budesonide (2), Humulin 70/30 (3), and Glycopyrrolate (4) were available for the scheduled administration times.</p> <p>The nurse's note dated 1/14/25 at 6:53 p.m. documented in part, "Pt (patient) arrived at facility at 1730 (5:30 p.m.) per transport."</p> <p>The physician orders dated 1/14/25, documented:</p> <ol style="list-style-type: none"> 1. Sennosides Oral Syrup 8.8 MG/5ML; Give 5 ml via G-tube at bedtime for BM (bowel movement) regimen. 2. Budesonide Inhalation Suspension 0.5 MG/2ML; Give 2 ml via trach (tracheostomy) two times a day for respiratory failure. 3. Humulin 70/30 Suspension 100UNIT/ML (insulin NPH Isophane & Regular); Inject 12 unit subcutaneously two times a day for T2DM (type 2 diabetes mellitus). 4. Glycopyrrolate Oral Tablet 1 MG; Give 1 tablet via G-tube every 8 hours for secretions. 	F 755		

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F 755	<p>Continued From page 23</p> <p>The January 2025 MAR (medication administration record) documented the above orders.</p> <p>On the following dates and times, the following medications were not administered. A "9" was documented on the MAR indicating, "9" indicates "Other/See Progress Notes."</p> <ol style="list-style-type: none"> 1. Sennoside Oral Syrup - 1/14/25, 1/17/25, 1/18/25, and 1/19/25 at 9:00 p.m. 2. Budesonide Inhalation Suspension - 1/14/25 at 9:00 p.m. 3. Humulin 70/30 - 1/14/25 at 8:00 p.m. 4. Glycopyrrolate Oral Tablet - 1/14/25 at 10:00 p.m. and 1/15/25 at 6:00 a.m. <p>The nurse's note dated, 1/14/25 at 11:07 p.m. documented, "Sennosides Oral Syrup - On order."</p> <p>The respiratory therapist note dated, 1/14/25 at 10:52 p.m. documented, "Budesonide -Medication not available to dispense to the patient."</p> <p>The nurse's note dated, 1/14/25 at Humulin 70/30 -1:45 p.m. documented, "On order."</p> <p>The nurse's note dated 1/14/25 at 11:06 p.m. - Glycopyrrolate - "On order."</p> <p>The nurse's note dated 1/15/25 at 5:48 a.m. - Glycopyrrolate - "On order, not available in Omnicell."</p> <p>On 2/7/25 at 3:25 p.m., An interview was conducted with LPN (licensed practical nurse) #1, When asked the process for getting medications for a new admission, LPN #1 stated, "The nurse puts the orders into the computer and that sends them to the pharmacy. The pharmacy is in another state, the medications don't come right away. If it's time for administration, and the</p>	F 755		

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F 755	<p>Continued From page 24</p> <p>medications are not here, the nurse should check the Omnicell. If it's not there they should call the pharmacy and have them sent to the facility right away. The pharmacy will contact a local pharmacy and have them sent from there, if they have them. If the medications are still not here, the nurse needs to call the nurse practitioner or after-hours provider and get orders to hold until available or get new orders for medications that we can get. The nurse needs to contact the responsible party and let them know the situation with the medications also. All of this should be documented in a progress/nurse's note". LPN #1 stated,"For a new admission, the medications routinely arrive during the nighttime hours".</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, regional nurse consultant, were made aware of the above concern on 2/7/25 at 5:30 p.m.</p> <p>No further information was provided prior to exit.</p> <p>References:</p> <p>(1) Senna is in a class of medications called stimulant laxatives. It works by increasing activity of the intestines to cause a bowel movement. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a601112.html.</p> <p>(2) Budesonide belongs to a class of medications called corticosteroids. It works by decreasing swelling and irritation in the airways to allow for easier breathing. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a699056.html.</p>	F 755		

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F 755	<p>Continued From page 25</p> <p>(3) Human insulin is in a class of medications called hormones. Human insulin is used to take the place of insulin that is normally produced by the body. It works by helping move sugar from the blood into other body tissues where it is used for energy. It also stops the liver from producing more sugar. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a682611.html.</p> <p>(4) Glycopyrrolate is in a class of medications called anticholinergics. It decreases stomach acid and saliva production by blocking the activity of a certain natural substance in the body. This information was obtained from the following website: https://medlineplus.gov/druginfo/meds/a602014.html.</p>	F 755		