

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL040009	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B WING: _____	(X3) DATE SURVEY COMPLETED 12/06/2013
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NAME OF PROVIDER OR SUPPLIER SOZO FAMILY CARE HOME	STREET ADDRESS CITY STATE ZIP CODE 2757 MEWBORN CHURCH ROAD SNOW HILL, NC 28580
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
C 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 12/3/2013 with an exit conference via telephone on 12/6/2013	C 000		
C 246	10A NCAC 13G .0902(b) Health Care 10A NCAC 13G .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to assure referral was made for 3 of 3 sampled residents (Residents #1, #2, #3) to meet the routine health care needs related to vital sign readings obtained by the facility The findings are: 1. Review of Resident #1's current FL-2 dated 4/3/2013 revealed: -Diagnoses included Schizophrenia, Diabetes Type II, Hypertension, Obesity, Renal and Ureteral Disorder. Record review revealed no physician order for blood pressure monitoring a. Record review of facility Vital Chart forms for Resident #1 revealed documentation of blood pressure readings as follows: -11/2/2013 blood pressure of 132/78, -11/9/2013 blood pressure of 189/78, -11/10/2013 blood pressure of 133/87, -11/11/2013 blood pressure of 123/92, -11/12/2013 blood pressure of 126/95, -11/14/2013 blood pressure of 130/111,	C 246		



Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *[Signature]*

TITLE *Administrator* (X6) DATE 1/10/2014

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C 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 12/3/2013 with an exit conference via telephone on 12/6/2013.	C 000		
C 246	<p>10A NCAC 13G .0902(b) Health Care</p> <p>10A NCAC 13G .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents.</p> <p>This Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to assure referral was made for 3 of 3 sampled residents (Residents #1, #2, #3) to meet the routine health care needs related to vital sign readings obtained by the facility.</p> <p>The findings are:</p> <p>1. Review of Resident #1's current FL-2 dated 4/3/2013 revealed: -Diagnoses included Schizophrenia, Diabetes Type II, Hypertension, Obesity, Renal and Ureteral Disorder</p> <p>Record review revealed no physician order for blood pressure monitoring.</p> <p>a. Record review of facility Vital Chart forms for Resident #1 revealed documentation of blood pressure readings as follows: -11/2/2013 blood pressure of 132/78, -11/9/2013 blood pressure of 189/78, -11/10/2013 blood pressure of 133/87, -11/11/2013 blood pressure of 123/92, -11/12/2013 blood pressure of 126/95, -11/14/2013 blood pressure of 130/111,</p>	C 246		

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TITLE

(X6) DATE

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C 246	<p>Continued From page 1</p> <p>-11/15/2013 blood pressure of 131/75, -11/24/2013 blood pressure of 97/80, -11/27/2013 blood pressure of 70/56, and -11/28/2013 blood pressure of 135/82.</p> <p>(According to the American Heart Association, normal blood pressure with a systolic (top) number above 130, and a diastolic (bottom) number above 90 is considered high blood pressure.)</p> <p>Review of Resident #1's record revealed there was no documentation the resident's physician was notified of the high and low blood pressure readings obtained by the facility</p> <p>b. Record review of facility Vital Chart forms for November 2013 for Resident #1 revealed 12 of 23 documented heart rate readings with ranges of 82 - 117. Examples are as follows: -11/9/2013 heart rate of 87, -11/10/2013 heart rate of 90, -11/12/2013 heart rate of 91, -11/13/2013 heart rate of 110, -11/15/2013 heart rate of 85, -11/24/2013 heart rate of 117, -11/25/2013 heart rate of 87, and -11/28/2013 heart rate of 92</p> <p>(According to the American Heart Association, a normal resting heart rate is considered to be about 60-80 beats per minute).</p> <p>Telephone interview with the physician's secretary on 12/6/2013 at 9:00am revealed: -Resident #1 was last seen by the physician on 10/7/2013. -The secretary did not see anything in the physician office notes from the facility about vital signs.</p>	C 246	 <p>Resident #1 vitals have been sent to the MD on 12/19/2013 for review. Any reading of BP higher than 130/90 will be documented and faxed for review to MD. Any HR higher than 80 beats per minute will be documented and faxed to MD.</p>	

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C 246	<p>Continued From page 2</p> <p>-The secretary thought the physician may know but did not note anything in the resident's record -The physician or office nurse was not available for interview</p> <p>Following record review and observation of Resident #1 on 12/3/2013, she was determined not to be interviewable.</p> <p>Refer to interview with the Administrator on 12/3/2013 at 2:30pm.</p> <p>Refer to interview with the night shift staff on 12/3/2013 at 3:00pm.</p> <p>Refer to interview with the Supervisor-In-Charge on 12/3/2013 at 3:50pm.</p> <p>2. Review of Resident #2's current FL-2 dated 12/28/2012 revealed: -Diagnoses included Paranoid Schizophrenia Record review revealed no physician order for blood pressure monitoring.</p> <p>Record review of facility Vital Chart forms for Resident #2 revealed documentation of blood pressure readings as follows: -11/7/2013 blood pressure of 98/62, -11/9/2013 blood pressure of 89/48, -11/10/2013 blood pressure of 96/62, -11/12/2013 blood pressure of 83/54, -11/13/2013 blood pressure of 89/49, -11/14/2013 blood pressure of 94/53, -11/20/2013 blood pressure of 98/58, -11/23/2013 blood pressure of 92/57, -11/25/2013 blood pressure of 96/61, and -11/26/2013 blood pressure of 99/58.</p> <p>Review of Resident #2's record revealed there was no documentation the resident's physician</p>	C 246	<p>Resident #2 MD has been notified of vital readings. MD wants to be notified of BP over 130/90</p>	
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C 246	<p>Continued From page 3</p> <p>was notified of the low blood pressure readings obtained by the facility.</p> <p>Interview with the night shift staff person on 12/3/2013 at 3:00pm revealed:</p> <ul style="list-style-type: none"> -Resident #2's blood pressure was low because the resident exercised all the time. -Resident #2 had not presented with any symptoms of low blood pressure. -Resident #2 was always watched to see if "anything out of the ordinary" was going on with the resident or the resident acted "out of character". -The night shift staff considered "out of the ordinary" and "out of character" to be dizziness or unsteady on feet. <p>Resident #2 refused to be interviewed on 12/3/2013.</p> <p>Observations of Resident #2 on 12/3/2013 at intervals throughout the day revealed the resident ambulated without assistance and voiced no complaints.</p> <p>Telephone interview with the physician's secretary on 12/6/2013 at 9:10am revealed:</p> <ul style="list-style-type: none"> -Resident #2 was last seen by the physician on 5/9/2013. -The secretary did not see anything in the physician office notes from the facility about low blood pressures. -The secretary did not know at what blood pressure reading the physician would want to be contacted. -The physician or office nurse was not available for interview. <p>Refer to interview with the Administrator on 12/3/2013 at 2:30pm.</p>	C 246		

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C 246	<p>Continued From page 4</p> <p>Refer to interview with the night shift staff on 12/3/2013 at 3:00pm.</p> <p>Refer to interview with the Supervisor-In-Charge on 12/3/2013 at 3:50pm.</p> <p>3. Review of Resident #3's current FL-2 dated 8/16/2013 revealed: -Diagnoses included Hypertension, Coronary Artery Disease, Bradycardia, Syncope, and Paranoid Schizophrenia. - Physician order for daily blood pressure monitoring</p> <p>a. Record review of facility Vital Chart forms for October 2013 for Resident #3 revealed documented blood pressure readings with systolic ranges of 87 - 175 and diastolic ranges of 49 - 96. Examples are as follows: -10/2/2013 blood pressure of 164/96, -10/8/2013 blood pressure of 157/81, -10/11/2013 blood pressure of 87/49, -10/15/2013 blood pressure of 169/85, -10/16/2013 blood pressure of 170/98, -10/27/2013 blood pressure of 183/91, and -10/28/2013 blood pressure of 175/76</p> <p>Record review of facility Vital Chart forms for November 2013 for Resident #3 revealed documented blood pressure readings with systolic ranges of 114 - 182 and diastolic ranges of 56 - 97. Examples are as follows: -11/1/2013 blood pressure of 154/93, -11/7/2013 blood pressure of 156/82, -11/11/2013 blood pressure of 165/97, -11/12/2013 blood pressure of 160/85, -11/14/2013 blood pressure of 183/91, -11/15/2013 blood pressure of 182/90, -11/24/2013 blood pressure of 134/95, and</p>	C 246	<p>Parameters from MD is to be notified if BP is over 200/90. And continue to check daily</p>	

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C 246	<p>Continued From page 5</p> <p>-11/30/2013 blood pressure of 164/85</p> <p>(According to the American Heart Association, normal blood pressure with a systolic (top) number above 130, and a diastolic (bottom) number above 90 is considered high blood pressure.)</p> <p>b. Record review of facility Vital Chart forms for October 2013 for Resident #3 revealed 13 of 26 documented heart rate readings with ranges of 53 - 96. Examples are as follows: -10/2/2013 heart rate of 58, -10/3/2013 heart rate of 96, -10/13/2013 heart rate of 53, -10/14/2013 heart rate of 54, -10/15/2013 heart rate of 57, and -10/23/2013 heart rate of 55.</p> <p>Record review of facility Vital Chart forms for November 2013 for Resident #3 revealed 8 of 19 documented heart rate readings with ranges of 54 - 97 as follows: -11/10/2013 heart rate of 59, -11/12/2013 heart rate of 58, -11/13/2013 heart rate of 59, -11/20/2013 heart rate of 55, -11/21/2013 heart rate of 58, -11/24/2013 heart rate of 54, and -11/25/2013 heart rate of 55.</p> <p>(According to the American Heart Association, a normal resting heart rate is considered to be about 60-80 beats per minute).</p> <p>Review of Resident #3's record revealed there was no documentation the resident's physician was notified of the blood pressure readings obtained by the facility.</p>	C 246	<p>Facility will document per MD request to report HR over 90 Bpm.</p> <p>Physician will be and has been notified of resident #3 vitals. Physician will receive monthly report and any unusual readings as need</p>	

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C 246	<p>Continued From page 6</p> <p>Interview with the night shift staff on 12/3/2013 at 3:30pm revealed:</p> <ul style="list-style-type: none"> -Resident #3 had some high blood pressure readings. -The night shift staff gave the information to the day shift Supervisor about Resident #3 's high blood pressure readings. -The night shift staff had never been told about any vital signs guidelines. -The night shift staff had never had to call any physician about anything. <p>Interview with Resident #3 on 12/3/2013 at 9:50am revealed the resident denied concerns.</p> <p>Observations of Resident #3 on 12/3/2013 at intervals throughout the day revealed the resident ambulated without assistance and voiced no complaints.</p> <p>Telephone interview with the physician 's secretary on 12/6/2013 at 9:20am revealed:</p> <ul style="list-style-type: none"> -Resident #3 was seen by the physician on 10/28/2013 and Resident #3 's blood pressure was 132/78. -Resident #3 was seen by the physician on 10/7/2013 and Resident #3 's blood pressure was 130/72. -Most physicians don 't worry about blood pressures until greater than 140. -The secretary did not see anything in the physician office notes from the facility notifying the physician about the blood pressure readings obtained by the facility. -The secretary did not know at what blood pressure reading the physician would want to be contacted. -The physician or office nurse was not available for interview 	C 246	<p>All staff have received training on vital readings, such as BP, HR, O2, & sugar. All staff have been educated on normal and abnormal readings. All staff are aware to notify MD of any BP, HR, O2, sugar, weight that are abnormal.</p>	

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C 246	<p>Continued From page 7</p> <p>Refer to interview with the Administrator on 12/3/2013 at 2:30pm</p> <p>Refer to interview with the night shift staff on 12/3/2013 at 3:00pm.</p> <p>Refer to interview with the Supervisor-In-Charge on 12/3/2013 at 3:50pm.</p> <p>_____</p> <p>Interview with the Administrator on 12/3/2013 at 2:30pm revealed:</p> <ul style="list-style-type: none"> -No residents had orders for vital signs to be checked daily. -The Administrator instructed staff to check vital signs daily. -There was no facility policy and procedure for when to notify the physician of vital sign readings -Night shift staff responsible for checking resident vital signs before breakfast <p>Interview with the night shift staff on 12/3/2013 at 3:00pm revealed:</p> <ul style="list-style-type: none"> -The staff person checked resident vital signs in the morning before breakfast. -The staff person considered a blood pressure to be high if it was 160/92 or 93. -The staff person considered the blood pressure to be low if it was 80/50 or 52. -The staff person considered the heart rate to be high if over 100 -The staff person considered the heart rate to be low at 40 -50. -The staff person had not been given any guidelines on when to call the physician on blood pressures or heart rates. -The staff person never had to call a physician about any vital signs -The staff person would monitor a resident if the 	C 246	<p>Policy + Procedure has been implemented for vitals to be done weekly unless an order is specified. All staff has been instructed</p> <p>All staff have been given guidelines to call MD if BP readings are above 130/90 except for Resident # 3 whose MD requested 200/90. Vitals and weights are to be done weekly for all other residents except # 3 who is daily.</p>	

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C 246	<p>Continued From page 8</p> <p>resident ' s blood pressure was up.</p> <p>Interview with the Supervisor-In-Charge (SIC) on 12/3/2013 at 3:50pm revealed:</p> <ul style="list-style-type: none"> -The SIC considered the blood pressure to be low if it was 50/30 and would call the doctor immediately -The SIC considered the heart rate to be high if over 120. -The SIC considered the heart rate to be low at 50. -The SIC had not been given any guidelines on when to call the physician on blood pressures or heart rates. -The SIC had faxed vital signs to the doctor in October 2013 	C 246	<p>Att</p> <p>staff has been inserviced on vital readings (what's considered normal and abnormal : when to notify the doctor, + documentation)</p>	



To: Adult surveyor

From: SOZO FAMILY CARE HOME INC

LOCATED: 2757 MEWBORN CHURCH ROAD

SNOW HILL, NC 28580

SUBJECT: PLAN OF CORRECTION

Date: 1/10/2014

PLEASE ADD THIS ATTACHMENT TO THE ORIGINAL POC THAT WAS MAILED IN EARLIER. THANK YOU.

In response to the resident demerit on not following up on resident care, Sozo Family care home will implement the following policy to make sure all resident will receive and continue to receive quality care. Starting January ~~2014~~²⁰¹⁴.

The supervisor in charge will be responsible for following up with any doctor's order, appointments, hospital stays, abnormal vitals, etc, and any concerns that the residents' or staff may have concerning the residents' health. The supervisor in charge is responsible for reporting any changes of the residents, that might affect the residents health to there primary physician, specialist, etc. The supervisor in charge will be responsible for making sure all staff are educated to note any changes to the residents and report any abnormalities of resident health. When staff is on duty, they are responsible for reporting any concerns or changes on med tech forms, which are to be filled out daily before the shift ends for each resident. Once documented, the supervisor in charge will be notified. Once notified, the supervisor in charge is responsible for notifying the residents' physician. The Administrator will follow up with the supervisor in charge weekly to make sure the resident care has been met.

Leslie Hunt
1/10/2014

Herring, Belverly G

From: Forte, Hope
Sent: Monday, January 13, 2014 4:42 PM
To: Angela Ellis
Cc: Herring, Belverly G; Nibby, Mandy; Rodgers, Marie
Subject: Sozo Family Care Home 2014-01-10 POC YZXK11
Attachments: Sozo Family Care Home 2014-01-10 POC YZXK11 pdf

POC accepted.

Hope Forte, Nurse Consultant
NC Department of Health and Human Services
Division of Health Service Regulation
Adult Care Licensure Section
109 West Main Street
Clinton NC 28328
Phone: 910 592-2932
Fax: 910 590-2516
Hope.Forte@dhhs.nc.gov

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01/14/2014