

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL041026	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 03/18/2016
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NAME OF PROVIDER OR SUPPLIER WATLINGTON FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1801 BRITTON STREET GREENSBORO, NC 27406
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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	{C 000}		
C 315	<p>10A NCAC 13G .1002(a) Medication Orders</p> <p>10A NCAC 13G .1002 Medication Orders (a) A family care home shall ensure contact with the resident's physician or prescribing practitioner for verification or clarification of orders for medications and treatments: (1) if orders for admission or readmission of the resident are not dated and signed within 24 hours of admission or readmission to the facility; (2) if orders are not clear or complete; or (3) if multiple admission forms are received upon admission or readmission and orders on the forms are not the same. The facility shall ensure that this verification or clarification is documented in the resident's record.</p> <p>This Rule is not met as evidenced by: Based on record review, observation, and interviews the facility failed to ensure contact with the resident's physician or prescribing practitioner for verification or clarification of medication orders for 1 of 3 sampled residents (Residents #1) regarding the frequency of Fingerstick Blood Sugar (FSBS) checks and sliding scale parameters for Novolog insulin administration.</p> <p>The findings are:</p> <p>Review of Resident #1's current FL2 dated 1/5/16 revealed: -Diagnoses included diabetic insulin dependent and mild mental retardation. -An order for Metformin 500 mg take one tablet</p>	C 315		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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C 315	<p>Continued From page 1</p> <p>twice a day. (Metformin is used to treat type 2 diabetes.)</p> <p>-An order for Humalog mix 75/25 vial, inject subcutaneously 50 units in am, 42 units in the evening 30 minutes before meals. (Humalog mix 75/25 is a rapid-acting insulin used to lower blood sugars.)</p> <p>-An order for Novolog sliding scale insulin (SSI) (Novolog is a fast-acting insulin used to lower high blood sugars) as needed with parameter for SSI as follows:</p> <p>-FSBS less than 150 = 0 units.</p> <p>-FSBS 151-200 = 2 units.</p> <p>-FSBS 201-250 = 4 units.</p> <p>-FSBS 251-300 = 6 units.</p> <p>-FSBS above 400 = 15 units and call physician.</p> <p>-There was no order for FSBS frequency.</p> <p>Review of Resident #1's previous FL2 dated 6/3/15 revealed:</p> <p>-An order for Novolog sliding scale insulin (SSI) (Novolog is a fast-acting insulin used to lower high blood sugars) as needed with parameter for SSI as follows:</p> <p>-FSBS less than 150 = 0 units.</p> <p>-FSBS 151-200 = 2 units.</p> <p>-FSBS 201-250 = 4 units.</p> <p>-FSBS 251-300 = 6 units.</p> <p>-FSBS 301-350 = 8 units.</p> <p>-FSBS 351-400 = 10 units.</p> <p>-FSBS above 400 = 15 units and call physician.</p> <p>-FSBS were to be done three times a day.</p> <p>Review of Resident #1's record on 11/18/15 revealed a copy of a physician's order signed on 11/17/15 for blood sugars to be checked twice a day (Fasting 8:00 am and Non-fasting 8:00 pm).</p> <p>Review of a physician's order sheet signed by the Physician's Assistant (PA) dated 2/5/16 revealed:</p>	C 315		

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C 315	<p>Continued From page 2</p> <ul style="list-style-type: none"> -An entry for Novolog SSI ordered as needed with parameters as follows: <ul style="list-style-type: none"> -FSBS less than 150 = 0 units. -FSBS 151-200 = 2 units. -FSBS 201-250 = 4 units. -FSBS 251-300 = 6 units. -FSBS above 400 = 15 units and call physician. -There was no order for FSBS frequency. <p>Review of Resident #1's January 2016, February 2016, and March 2016 Medication Administration Records (MARs) revealed:</p> <ul style="list-style-type: none"> -There was no entry for how often FSBS's were to be checked. -An entry for Novolog SSI ordered as needed with parameters as follows: <ul style="list-style-type: none"> -FSBS less than 150 = 0 units. -FSBS 151-200 = 2 units. -FSBS 201-250 = 4 units. -FSBS 251-300 = 6 units. -FSBS above 400 = 15 units and call physician. <p>Review of a handwritten reference sheet located in the front pocket of Resident #1's record revealed:</p> <ul style="list-style-type: none"> -Resident #1's name at the top of the sheet. -SSI parameters-FSBS less than 150 = 0 units. -FSBS 151-200 = 2 units. -FSBS 201-250 = 4 units. -FSBS 251-300 = 6 units. -FSBS 301-350 = 8 units. -FSBS 351-400 = 10 units. -FSBS above 400 = 15 units and call physician. -There was a handwritten date of 2013 written and circled on the right side of the reference sheet. <p>Review of Resident #1's January 2016 SSI Administration Record (a form developed by the facility for documentation of SSI administration)</p>	C 315		

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C 315	<p>Continued From page 3</p> <p>revealed:</p> <ul style="list-style-type: none"> -FSBS ranged from 76 to 324. -FSBS was scheduled for 8:00 am and 8:00 pm. -There was a documented FSBS of 324 with 8 units of Novolog given on 1/21/16 at 8:00 pm without a current order for parameters for 301-400. <p>Review of February 2016 SSI Administration Record for Resident #1 revealed:</p> <ul style="list-style-type: none"> -FSBS ranged from 77 to 336. -FSBS was scheduled for 8:00 am and 8:00 pm. -There was a documented FSBS of 336 with 8 units of Novolog given on 2/11/16 for 8:00pm without an order for parameters for 301-400. <p>Review of a fax received by the facility on 3/18/16 at 10:37am from Resident #1's medical provider revealed:</p> <ul style="list-style-type: none"> -An order to increase insulin 8 units for blood sugars 301-400. -Test blood sugars at 8:00am and 8:00pm. <p>Interview with Resident #1 on 3/17/16 at 9:48am revealed:</p> <ul style="list-style-type: none"> -Staff administered his medications, including insulin. -Staff checked his blood sugars in the morning and in the evening. -Resident #1 felt his blood sugars were better than they used to be. -"I used to have my blood sugars checked at lunch too, but now it is just twice a day." -Resident #1 thought staff gave his medications on time. -Resident #1 did not always get insulin when they checked his blood sugars because "it depends on what my blood sugar is if they give it or not." <p>Interview with the Supervisor-in-Charge (SIC) on</p>	C 315		

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C 315	<p>Continued From page 4</p> <p>3/18/16 at 9:40am revealed:</p> <ul style="list-style-type: none"> -The SIC was unaware there were no parameters for FSBS 301-400 on the SSI orders on the current FL2 for Resident #1. -Resident #1 was to have his blood sugars checked in the morning and in the evening daily. -Resident #1 was to be administered Novolog insulin based on the obtained blood sugar. -When a new FL2 was received, she checked the medications and orders listed on the FL2 with the current medications on hand. -The SIC then checked the FL2 with the Medication Administration Record (MAR) to "make sure they do it correctly." -The SIC usually only looked "at the first 2 or 3 lines" of each medication listed. -The SIC did not review the orders for the parameters for the SSI. -When administering the SSI to Resident #1, she always referred to a handwritten list in the front of Resident #1's record that "had the sliding scale orders on it." <p>Interview with a Pharmacist with the facility's contracted pharmacy on 3/18/16 at 10:47am revealed:</p> <ul style="list-style-type: none"> -She was unaware there was not a parameter in the orders for SSI parameters for 301 to 400 on the current MARs for Resident #1. -She was going to "investigate on our end" to see what happened. -She did not think the pharmacy had received a copy of the FL2 dated 1/5/16. -The pharmacy had a contract with the facility to provide their quarterly pharmacy reviews. -Another pharmacist was responsible for doing the quarterly reviews at the facility. -She was not sure what the other pharmacist's procedure was when conducting the quarterly reviews. 	C 315		

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C 315	<p>Continued From page 5</p> <p>-The Pharmacist who conducted the quarterly reviews was currently unavailable for interview.</p> <p>Interview with Resident #1's medical provider, who was a Physician's Assistant (PA), on 3/17/16 at 2:21pm revealed:</p> <p>-He was unaware there were no parameters in the orders for FSBS 301-400 on the FL-2 dated 2/5/16.</p> <p>-He was not sure if there should have been parameters for 301-400 in the orders.</p> <p>-He did not have notes available to him to review since September 2015.</p> <p>-He was aware Resident #1 used to have FSBS's checked three times a day rather than twice a day.</p> <p>-Resident #1's FSBS's had been "all over the place in the past."</p> <p>-He would give a telephone order to the Administrator for parameters for blood sugars in the range of 301-400.</p> <p>Interview with the Administrator on 3/18/16 at 9:53am revealed:</p> <p>-Resident #1 used to have his FSBS checked three times a day.</p> <p>-The medical provider wrote a new order in November and changed the frequency to twice a day.</p> <p>-She would discuss with Resident #1's medical provider to get clarification of the SSI orders.</p>	C 315		
{C 330}	<p>10A NCAC 13G .1004(a) Medication Administration</p> <p>10A NCAC 13G .1004 Medication Administration (a) A family care home shall assure that the preparation and administration of medications, prescription and non-prescription and treatments</p>	{C 330}		

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{C 330}	<p>Continued From page 6</p> <p>by staff are in accordance with: (1) orders by a licensed prescribing practitioner which are maintained in the resident's record; and (2) rules in this Section and the facility's policies and procedures.</p> <p>This Rule is not met as evidenced by: Based on these findings, the Type B Violation was abated. Non-compliance continues.</p> <p>Based on observation, record review and interviews, the facility failed to assure medications were administered as ordered for 1 of 1 sampled resident with regards to physician ordered Fingerstick Blood Sugars and administration of sliding scale insulin (Resident #1).</p> <p>The findings are:</p> <p>Review of Resident #1's current FL2 dated 1/5/16 revealed: -Diagnoses included diabetic insulin dependent and mild mental retardation. -An order for Metformin HCl (used to treat type 2 diabetes) 500 mg take one tablet twice a day. -An order for Humalog (a rapid-acting insulin used to lower blood sugars) mix 75/25 vial, inject subcutaneously 50 units in am, 42 units in the evening 30 minutes before meals. -An order for Novolog sliding scale insulin (SSI) (Novolog is a fast-acting insulin used to lower high blood sugars) as needed with parameter for SSI as follows: -FSBS less than 150 = 0 units. -FSBS 151-200 = 2 units. -FSBS 201-250 = 4 units. -FSBS 251-300 = 6 units. -FSBS above 400 = 15 units and call physician. -There was no order for FSBS frequency.</p>	{C 330}		

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{C 330}	<p>Continued From page 7</p> <p>Review of Resident #1's record on 11/18/15 revealed a copy of a physician's order signed 11/17/15 for blood sugars to be checked twice a day (Fasting 8:00 am and Non-fasting 8:00 pm).</p> <p>Review of Resident #1's January 2016 SSI Administration Record (a form developed by the facility for documentation of SSI) for Resident #1 revealed:</p> <ul style="list-style-type: none"> -FSBS ranged from 76 to 324. -FSBS was scheduled for 8:00 am and 8:00 pm. -There was no documentation of FSBS or amount of Novolog given on 1/10/16 and 1/11/16 for 8:00 pm. -There was no documentation of why the FSBS was not done on 1/10/16 and 1/11/16 for 8:00 pm. -Resident #1's FSBS on 1/11/16 am check was 148. -Resident #1's FSBS on 1/12/16 am check was 150. -There was only one documented FSBS between 301 and 400 which was a FSBS of 324 with 8 units of Novolog given on 1/21/16 at 8:00 pm without a current order for parameters for 301-400. -Documentation of 5 additional times when Novolog (SSI) was administered incorrectly as ordered by the physician as follows: <ul style="list-style-type: none"> -On 1/21/16 at 8:00 pm FSBS was 214, received 0 units and should have received 4 units. -On 1/22/16 at 8:00 am FSBS was 183, received 0 units and should have received 2 units. -On 1/22/16 at 8:00 pm FSBS was 232, received 0 units and should have received 4 units. -On 1/23/16 at 8:00 pm FSBS was 256, received 0 units and should have received 6 units. -On 1/24/16 at 8:00 pm FSBS was 207, received 0 units and should have received 4 units. 	{C 330}		

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{C 330}	<p>Continued From page 8</p> <p>Review of February 2016 SSI Administration Record for Resident #1 revealed: -FSBS ranged from 77 to 336. -FSBS was scheduled for 8:00 am and 8:00 pm. -There was no documentation of FSBS or amount of Novolog given at 8:00 pm on 2/1/16, 2/2/16, 2/3/16, 2/8/16, 2/9/16, 2/10/16, 2/11/16, and 2/12/16. -There was no documentation of why the FSBS or administration of SSI was not done at 8:00pm on 2/1/16, 2/2/16, 2/3/16, and 2/8/16 to 2/12/16. -FSBS documented and SSI administered correctly from 2/2/16 to 2/4/16 and 2/9/16 to 2/13/16. -There was only onedocumented FSBS between 301 and 400 which was a FSBS of 336 with 8 units of Novolog given on 2/11/16 for 8:00pm without a current order for parameters for FSBS of 301-400. -Documentation of Novolog (SSI) was administered incorrectly on 2/23/16 at 8:00am when the FSBS was 201, 2 units were administered and Resident #1 should have received 4 units according to the physician's SSI orders.</p> <p>Review of March 2016 SSI Administration Record for Resident #1 revealed: -FSBS ranged from 79 to 290. -FSBS was scheduled for 8:00 am and 8:00 pm. -There was no documentation of FSBS or amount of Novolog given at 8:00pm on 3/9/16.</p> <p>Review of a fax received by the facility on 3/18/16 at 10:37am from Resident #1's medical provider revealed: -An order to increase insulin 8 units for blood sugars between 301 to 400. -Test blood sugars at 8:00am and 8:00pm.</p>	{C 330}		

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{C 330}	<p>Continued From page 9</p> <p>Interview with Resident #1 on 3/17/16 at 9:48am revealed:</p> <ul style="list-style-type: none"> -Staff administered his medications, including insulin. -Staff checked his blood sugars in the morning and in the evening. -Resident #1 felt his blood sugars were better than they used to be. -"I used to have my blood sugars checked at lunch too, but now it is just twice a day." -He thought staff gave his medications on time. -He did not always get insulin when they checked his blood sugars because "it depends on what my blood sugar is if they give it or not." <p>A second interview with Resident #1 on 3/18/16 at 10:30am revealed:</p> <ul style="list-style-type: none"> -There were "a couple of times staff had missed checking his blood sugars in the afternoon." -It was usually a named staff person that missed checking his FSBS. -The most recent time he recalled his blood sugar not being check was last week. -He received his regular insulin daily and he had not had to go to the doctor recently for his blood sugars being out of control. <p>Interview with the Supervisor-in-Charge (SIC) on 3/17/16 at 10:05 am revealed:</p> <ul style="list-style-type: none"> -She usually worked weekend shifts, but had been asked to work today and tomorrow. -She was responsible for checking Resident #1's blood sugars in the morning and at night. -She administered Novolog SSI according to physician's orders. -She alternated the sites of where she administered the insulin, including Resident #1's arms, legs, and stomach. <p>A second interview with the SIC on 3/17/16 at</p>	{C 330}		

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{C 330}	<p>Continued From page 10</p> <p>1:39pm revealed:</p> <ul style="list-style-type: none"> -It appeared the missing FSBS and SSI administration were on a shift when she was not working. -She was responsible for monitoring the medication documentation for Resident #1. -She tried to monitor the documentation at least weekly. -She had not noticed there were missing FSBS and SSI administration for Novolog for Resident #1 in January and February 2016. -The facility had started using a new documentation form for FSBS checks in February 2016 and "this could have been a problem". -The new form did not have designated columns for am and pm FSBS checks, which was a prompt for staff. -She constantly reminded staff to document when administering medications, including SSI administration. <p>Interview with a Physician's Assistant (PA) from Resident #1's primary care physician's office on 3/17/16 at 2:21pm revealed:</p> <ul style="list-style-type: none"> -He was unaware there were no parameters indicated on the SSI orders written on the FL-2 dated 2/5/16. -He was not sure if there should have been parameters for 301-400 in the orders. -He could not determine if missing the pm FSBS checks and insulin could have affected the FSBS levels for the next am FSBS. -He did not have notes available to him to review since September 2015. -He was aware Resident #1 used to have FSBS checked three times a day rather than twice a day. -Resident #1's FSBS's had been "all over the place in the past." 	{C 330}		

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{C 330}	<p>Continued From page 11</p> <p>-He would give a telephone order to the Administrator for parameters for blood sugars in the range of 301-400.</p> <p>Interview with the Administrator on 3/17/16 at 1:45pm revealed:</p> <p>-She thought the MA who worked on the shifts that were missing documentation of FSBS checks and administration of SSI "had done it and just not documented it."</p> <p>-Resident #1 was non-compliant with his diet, often hiding food in his room, which could influence his blood sugars to increase.</p> <p>-She had provided education and reminders for all staff regarding the SSI administration for Resident #1.</p> <p>-She had made the reference form for the SSI orders for Resident #1 for staff to refer to when administering his SSI.</p> <p>-She was not aware there were no parameters for SSI for FSBS ranges of 301-400 on the current FL2.</p> <p>-She was going to re-educate her staff regarding SSI administration.</p>	{C 330}		