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FORM APPROVED

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL084009	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/02/2016
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NAME OF PROVIDER OR SUPPLIER
WOODHAVEN COURT

STREET ADDRESS, CITY, STATE, ZIP CODE
**1930 WOODHAVEN DRIVE
ALBEMARLE, NC 28001**

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on 06/01/16 and 06/02/16.	D 000	Responses to the cited deficiencies do not constitute an admission or agreement by the facility of the truth of the facts alleged or conclusions set forth in the statement of deficiencies or correction action report; the Plan of Correction is prepared as a matter of compliance with State law. It is the policy of Woodhaven Court that our facility staff have no substantiated finding listed on North Carolina Health Care Registry according to G.S. 131E-256.	
D 273	10A NCAC 13F .0902(b) Health Care 10A NCAC 13F .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 record reviews and interviews, the facility failed to assure physician notification for 1 of 3 sampled residents (Resident #4) for refusal of medications for three consecutive days. The findings are: Review of Resident #4's current FL2 dated 11/30/15 revealed diagnoses included asthma, fibromyalgia, rheumatoid arthritis, gastroesophageal reflux disease, and hypothyroidism. Review of Resident #4's Resident Register revealed an admission date of 11/30/15. Review of Resident #4's record revealed: -Current physician's orders signed 04/19/16 included orders for the following medications: -Acidophilus take one capsule daily (supplement to restore the normal balance of intestinal bacteria). -Aspirin 81 mg chew and swallow one tablet daily for heart health. -Azelastine 0.1% inhale 2 sprays in each nostril twice a day (antihistamine).	D 273		

Division of Health Service Regulation

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

Patricia Bates

TITLE

Executive Director

(X6) DATE

6-24-16

STATE FORM

6899

RU6G11

If continuation sheet 1 of 8

*Approved
7/6/16
Sherry Popham
FSC*

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D 273	<p>Continued From page 1</p> <ul style="list-style-type: none"> -Buspirone 5 mg take 1 and 0.5 (half) tablet (7.5mg) twice a day (treats anxiety). -Combipatch .05/.25 apply 1 patch topically to skin twice a week scheduled on Tuesday at 8:00 am and Friday at 8:00 am (estrogen supplement). -Ferrous Sulfate 325mg take 1 tablet daily (Iron supplement). -Folic Acid 1mg daily (supplement to treat anemia). -Hydrocort 1% cream apply topically to rash daily (steroid to treat rash) -Levothyroxin 150mcg take 1 tablet daily before breakfast (treats hypothyroidism). -Loratadine 10mg take 1 tablet daily (antihistamine). -Metamucil dissolve one packet in 8 ounces of water and drink daily (fiber supplement) -Metoprol Tar 25mg take 1 tablet twice a day (treats high blood pressure). -Mucinex 600mg Extended-Release (ER) take 1 tablet daily (treats cough and cold symptoms). -Multi-Vitamin take 1 tablet daily (supplement). -Oyster shell/D 500mg/200 take one tablet twice a day (calcium and vitamin D supplement). -Tizanidine 4mg take a half tablet (2mg) every 12 hours (muscle relaxant). -Tramadol HCL 50 mg take 1 tablet daily (treats moderate to severe pain). -Vitamin D3 1,000 unit take 4 tablets daily (supplement). <p>-All of the medications listed above were scheduled daily at 8:00 am with the exception of Levothyroxin which was scheduled for 6:00 am.</p> <p>Review of Resident #4's April 2016 Medication Administration Record (MAR) revealed:</p> <ul style="list-style-type: none"> -Resident #4 refused the administration of all of the above scheduled morning medications, with the exception of the Combipatch, on 04/07/16, 04/08/16, and 04/09/16. 	D 273		

Division of Health Service Regulation

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D 273	<p>Continued From page 2</p> <p>-Resident #4 refused the administration of the Combipatch on Friday, 04/08/16. -There was no reason for the refusals noted on the April 2016 MAR. -Resident #4 did not refuse the scheduled night medications.</p> <p>Review of Resident #4's care notes revealed: -On 04/07/16, the resident refused all 7:00 am medications due to not feeling good. -The Medication Aide (MA) attempted three times on 04/07/16 to get the resident to take her "7:00 am meds." -On 04/08/16, the resident refused all 8:00 am medications. -The MA attempted three times on 04/08/16 to get the resident to take her 8:00 am medications. -On 04/09/16, the resident "refused all 8:00 am medications" due to not feeling good. -The MA attempted three times on 04/09/16 to get the resident to take her 8:00 am medications, but "resident still refused."</p> <p>Resident #4 was unavailable for interview on 06/02/16.</p> <p>Interview with a MA on 06/02/16 at 1:20 pm revealed: -She was working 1st shift on 04/07/16 and 04/08/16 when Resident #4 refused her morning medications. -Resident #4 refused her morning medications because "she had the noro-virus." -"Many residents in the building had the noro-virus for two weeks in April." -Resident #4 had an upset stomach and did not want to take her medications because she thought she would "throw them back up." -The facility's policy was to notify the resident's physician if they refused medications three times</p>	D 273		

Division of Health Service Regulation

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D 273	<p>Continued From page 3</p> <p>In a row the medication was scheduled. -"I should have contacted her doctor on 04/09/16 when she refused her morning medications because that was the third day in a row."</p> <p>Interview with the Memory Care Director on 06/01/16 at 5:00 pm revealed: -The facility's policy was for the MA to contact a resident's physician if the resident refused medications after 3 consecutive days of refusals. -She was unaware Resident #4 had refused all morning medications on 04/06/16, 04/07/16, and 04/08/16. -The MA should have contacted Resident #4's physician regarding the medication refusals.</p> <p>Interview with Resident #4's physician's office staff on 06/02/16 at 11:50 am revealed: -The facility did not contact the physician to notify him of Resident #4's refusals for her morning medications on 04/07/16, 04/08/16, and 04/09/16. -Resident #4 had not contacted the physician's office on those days. -Resident #4's physician would have wanted to be notified of Resident #4's refusals of her medications. -She was unable to speak directly with Resident #4's physician at this time.</p> <p>Interview with the Administrator on 06/01/16 at 5:05 pm revealed: -"It is not like [Resident #4] to refuse her medicines." -Sometimes Resident #4 contacted her physician by phone without staff being aware. -The facility's policy was for the MA to contact a physician if a resident had refused medications three times. -She would review the facility's policy for notifying physicians with the MAs on 06/02/16.</p>	D 273	<p>Resident refusals for 3 consecutive days will be documented and reported to the physician.</p> <p>A stand up meeting was held with each Med Tech to assure that this policy is followed.</p> <p>This will be monitored by the ED and MCM 3 times a week for one month and then the MCM will monitor 1 time a week thereafter. MCM will keep a log in her office.</p>	<p>6/3/16</p> <p>6/3/16</p> <p>ongoing</p>

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D 299	Continued From page 4	D 289		
D 299	<p>10A NCAC 13F .0904(d)(3)(A) Nutrition And Food Service</p> <p>10A NCAC 13F .0904 Nutrition And Food Service (d) Food Requirements in Adult Care Homes: (3) Daily menus for regular diets shall include the following: (A) Homogenized whole milk, low fat milk, skim milk or buttermilk: One cup (8 ounces) of pasteurized milk at least twice a day. Reconstituted dry milk or diluted evaporated milk may be used in cooking only and not for drinking purposes due to risk of bacterial contamination during mixing and the lower nutritional value of the product if too much water is used.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility failed to serve eight ounces of pasteurized milk at least twice a day to residents on the Special Care Unit (SCU).</p> <p>The findings are:</p> <p>Review of the menu spreadsheet revealed: -Milk was to be served at breakfast and dinner on 06/01/06 and 06/02/06. -Milk was not listed to be served at lunch on 06/01/06 and 06/02/06. -There was no specification that residents with diabetes were to be served milk at each meal.</p> <p>Observation on the lunch meal served in the SCU on 06/01/06 from 11:45 am to 12:15 pm revealed: -Thirty-six residents were being served in the SCU dining room. -Beverages had already been placed at each table setting. -Beverages served included water, tea, and</p>	D 299		

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D 299	<p>Continued From page 5</p> <p>coffee.</p> <p>-Six residents were served milk in a 8 ounce cup and one resident was served milk in a 10 ounce cup.</p> <p>-There was a kitchen with a serving table adjacent to the dining room with a dietary staff person preparing plates for residents.</p> <p>Review of the posted dinner menu for 06/01/16 revealed residents were to be served milk.</p> <p>Observation of the dinner meal served in the SCU on 06/01/06 from 5:30 pm to 6:15 pm revealed:</p> <p>-Thirty-six residents were being served in the SCU dining room.</p> <p>-Beverages had already been placed at each table setting.</p> <p>-Beverages served included water, tea, and coffee.</p> <p>-Six residents were served milk in a 8 ounce cup and one resident was served milk in a 10 ounce cup.</p> <p>-One resident requested milk and it was provided to her in a 8 ounce cup by a Resident Assistant (RA).</p> <p>-The RA obtained the milk from the refrigerator in the SCU kitchen.</p> <p>-There were residents on the SCU who received assistance with feeding and were non-verbal.</p> <p>-Observation of the SCU kitchen area on 06/01/16 at 5:45 pm revealed 2 full gallons of 2% milk were in the refrigerator.</p> <p>Interview with a dietary server on 06/01/16 at 5:50 pm revealed:</p> <p>-She was responsible for preparing the beverages, including milk, for residents on the SCU.</p> <p>-"All of the diabetics get milk."</p>	D 299		

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D 289	<p>Continued From page 6</p> <ul style="list-style-type: none"> -One resident had a doctor's order to receive 10 ounces of milk at each meal. -Servers would offer milk to residents, but many refused milk. -The other residents on the SCU would ask for milk if they wanted it. -She did not know what they did if residents could not ask for milk or answer if they wanted milk. <p>Interview with a resident on the SCU on 06/02/16 at 8:25 am revealed:</p> <ul style="list-style-type: none"> -All residents on the SCU were not served milk at mealtime. -"Diabetics get it at every meal." -The facility had milk available if residents requested it. -"We can ask for milk if we want it." <p>Interview with the Dietary Manager on 06/02/16 at 10:10 am revealed:</p> <ul style="list-style-type: none"> -Milk was served at breakfast and dinner to all diabetics. -Any resident could request milk. -The servers were to ask residents if they wanted milk. -Milk used to be served to all residents at meals, but it was "wasted money" because many residents did not drink milk. <p>Interview with the Administrator on 06/02/16 at 1:25 pm revealed:</p> <ul style="list-style-type: none"> -She was unaware milk was not being served twice a day to residents on the SCU. -She knew residents were to be served 8 ounces of milk at 2 meals each day. -"We were doing this and the staff on the unit know all residents were to be served milk at 2 meals each day." -She was not sure why only diabetics were getting milk. 	D 289		

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D 299	Continued From page 7 -She would discuss with the Dietary Manager.	D 299	Discuss with Dietary staff about the importance of following the policy of 1 8oz cup twice a day If resident does not care to have milk with their meal the resident and/or responsible party will have a care plan meeting with MCM. Should resident/responsible party decline milk, refusal will be documented and signed by the physician. This will be monitored by Dietary Manager & ED ongoing 3 times a week for one month and 1 time a week thereafter. Dietary Manager will keep a log in her office.	6/3/16 7/29/16