

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL023015</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>09/30/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>NELLIE'S FAMILY CARE HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1608 FALLSTON ROAD SHELBY, NC 28150</b>
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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 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, interviews and record reviews, the facility failed to notify the physician of high fingerstick blood sugar (FSBS) results for 1 of 2 sampled residents (Resident #2) with orders for FSBS testing.</p> <p>The findings are:</p> <p>Review of Resident #2's current FL2 dated 2/8/16 revealed: -Diagnoses included diabetes mellitus type 2, hypertension, and schizophrenia. -A physician's order for FSBS testing twice daily. -A physician's order for Lantus (used to control blood sugar levels) 35 units every morning.</p> <p>According to the National Institute of Health normal blood sugar levels for people who do not have diabetes are between 70 and 130 mg/dl before meals.</p> <p>Review of Resident #2's FSBS results for July 2016 revealed: -FSBS testing had been documented twice daily in the morning and at night from 7/1/16 to 7/31/16. -The morning FSBS range was 49-365. -The evening FSBS range was 123-503.</p>	C 246		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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C 246	<p>Continued From page 1</p> <ul style="list-style-type: none"> <li>-On 7/4/16 pm, documented FSBS 448.</li> <li>-On 7/5/16 pm, documented FSBS 503.</li> <li>-On 7/9/16 pm, documented FSBS 450.</li> <li>-On 7/14/16 pm, documented FSBS 493.</li> <li>-On 7/27/16 pm, documented FSBS 429.</li> </ul> <p>Review of Resident #2's FSBS results for August 2016 revealed:</p> <ul style="list-style-type: none"> <li>-FSBS testing had been documented twice daily in the morning and at night from 8/1/16 to 8/31/16.</li> <li>-The morning FSBS range was 61-539.</li> <li>-The evening FSBS range was 143-525.</li> <li>-On 8/4/16 pm, documented FSBS 429.</li> <li>-On 8/11/16 pm, documented FSBS 498.</li> <li>-On 8/18/16 pm, documented FSBS 475.</li> <li>-On 8/23/16 am, documented FSBS 539.</li> <li>-On 8/26/16 pm, documented FSBS 473.</li> </ul> <p>Review of Resident #2's FSBS results for September 2016 revealed:</p> <ul style="list-style-type: none"> <li>-FSBS testing had been documented twice daily in the morning and at night from 9/1/16 to 9/28/16.</li> <li>-The morning FSBS range was 65-317.</li> <li>-The evening FSBS range was 74-554.</li> <li>-On 9/1/16 pm, documented FSBS 485.</li> <li>-On 9/2/16 pm, documented FSBS 386.</li> <li>-On 9/4/16 pm, documented FSBS 554.</li> <li>-On 9/22/16 pm, documented FSBS 388.</li> <li>-On 9/27/16 pm, documented FSBS 392.</li> </ul> <p>Review of Resident #2's August and September 2016 Medication Administration Records revealed:</p> <ul style="list-style-type: none"> <li>-A computer generated entry for Lantus 35 units daily in the morning.</li> <li>-The Lantus was documented as administered daily in the mornings from 8/1/16 to 8/31/16.</li> <li>-The Lantus was documented as administered</li> </ul>	C 246		

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C 246	<p>Continued From page 2</p> <p>daily in the mornings from 9/1/16 to 9/29/16.</p> <p>Review of Resident #2's Licensed Health Professional Support evaluation dated 7/29/16 revealed the following recommended change in the plan of care "increase frequency of blood sugar checks" from two times a day to three times a day.</p> <p>Interview with Resident #2 on 9/30/16 at 10:50am revealed:</p> <ul style="list-style-type: none"> <li>-The resident's blood sugars "were mostly high" but had been running "low in the mornings."</li> <li>-She received a Lantus insulin injections from a syringe to control her blood sugar.</li> <li>-She could not remember the last time she had gone to the doctor.</li> <li>-The resident "usually" felt "dizzy or drunk" when her blood sugar was elevated.</li> <li>-The resident was not sure of any reason why her blood sugar levels had been higher over the past several months.</li> </ul> <p>Observation of Resident #2's medications on hand on 9/30/16 at 11:00am revealed Lantus insulin was available for the resident.</p> <p>Telephone interview with Resident #2's physician's nurse on 9/30/16 at 11:34am revealed:</p> <ul style="list-style-type: none"> <li>-No communication had been received from the facility concerning Resident #2's high blood sugar results.</li> <li>-Resident #2 was last seen in their office on 8/26/16 and her hemoglobin A1C had been 5% (a blood test where the hemoglobin A1C correlates with the average levels of glucose in the blood over the preceding 3 month period. Normal range is 4% to 5.9%).</li> <li>-They had been unaware the resident was having</li> </ul>	C 246		

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C 246	<p>Continued From page 3</p> <p>high blood sugar results.</p> <p>-"Wonder if they have a problem with her glucometer."</p> <p>-"If her blood sugars are correct then he would probably want to adjust her medications. Those are very high."</p> <p>Interview with the Administrator on 9/30/16 at 10:35am revealed:</p> <p>-Resident #2's physician had been made aware the resident's blood sugars had been running high.</p> <p>-"I take them in and show them [the FSBS results] when I take the resident to the doctor."</p> <p>-They had "never been able to get her blood sugars stable."</p> <p>-"The LHPS nurse had recommended maybe giving her some Regular insulin during the day and increasing the FSBS testing to three times a day."</p> <p>-"I thought I needed a doctor's order" to make those changes.</p> <p>-The resident "has an appointment coming up in October" with her primary care provider on 10/14/16 at 2:20pm.</p> <p>-She had not notified the doctor when the resident's blood sugars were over 500 "I just have her drink some water that's what [physician's name] said to do for every 100 to drink a glass of water to flush it out."</p> <p>-"She doesn't look different or feel any different when it's high like that."</p> <p>-She did not think there was anything wrong with the resident's glucometer, but she would look into getting the resident a new one.</p>	C 246		