

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  FCL009008	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  R 10/08/2015
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NAME OF PROVIDER OR SUPPLIER  OAK GROVE FAMILY CARE HOME	STREET ADDRESS CITY STATE ZIP CODE 603 SASAFRAS ROAD BLADENBORO, NC 28320
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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
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C 000	Initial Comments  The Adult Care Licensure Section conducted an annual/follow up survey on October 6, 2015.	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 observations, interviews, and record review, the facility failed to assure referral and follow up with the primary care physician for 2 of 3 sampled residents (Residents #1 and #2) who refused to attend physician appointments.  The findings are:  1. Review of Resident #1's current FL-2 dated 02/11/2015 revealed diagnoses included left hemiparesis, pseudo seizures, coronary artery disease, mental retardation, spastic bladder, and schizophrenia.  Review of a Report of Health Services report dated 02/11/2015 for Resident #1 revealed: -The physician documented "GYN [gynecology] referral to [named physician] for pelvic and pap abd [abdominal] ultrasound - 02/27/15 [at] 12pm". -The physician documented "Mammogram to be scheduled by the home".  Review of notation written in the margin of the Report of Health Services report dated 02/11/2015 revealed: -"Res [resident] refused to go have ultrasound done" was documented and initialed by staff. -"Res will not have mammogram done" was	C 246	Concerning Rule 10A NCAC 13G.0902 A written Protocol will immediately be put in place to assure that this Rule is followed 11/4/15 All staff will be given the written protocol to follow concerning Rule 10A NCAC 13G.0902 11/4/15 The written Protocol will include procedures to follow if a resident refuses to attend a schedule physician appointment, a referral made by a physician or a refusal of any test or procedures ordered by a physician. The Document will include to notify the Resident's attending physician of any Refusals. Documentation will include that staff will explain to Resident the Benefits of having test and procedures done that are ordered by their attending physician. Documentation will include that information was given by staff to the Resident and Explained in plain Language of the possibility of consequences	11/4/15

Division of Health Service Regulation  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

238K11

10-30-15  
11-30-15

11 continuation sheet 1 of 6

Reviewed & Accepted  
11/3/15

*Terry Ward*  
*Boyd Powell*

Admin. Strator  
OWNER

Division of Health Service Regulation

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NAME OF PROVIDER OR SUPPLIER  OAK GROVE FAMILY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 583 SASAFRAS ROAD BLADENBORO, NC 28320
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C 246 Continued From page 1

documented and initialed by staff.  
-There was no date for when the notations in the margin were written.

Review of a Report of Health Services report dated 06/11/2015 for Resident #1 revealed the physician documented "pt [patient] admits to multiple seizure episodes over last year, also admits to recent double vision and per hx [history] due for mammogram; order MRI brain".

Record review revealed a prescription for Resident #1 with the following appointments scheduled:  
-On 6/23/2015 at 10:50am, Resident #1 was scheduled to see the eye doctor.  
-On 6/17/2015 at 12:30pm, Resident #1 was scheduled for a mammogram.  
-On 6/15/2015 at 2:00pm, Resident #1 was scheduled for an MRI.

Review of a second written notation revealed:  
-"[Resident #1's name] has refused to go to MRI on 6/15 at 2pm and to mammogram on 6/17 at 12:30 and to [named eye doctor] 6/23 at 10:50. I am gonna try to reschedule and try again another day."  
-The written notation of refusal had the same initials as the refusal notation written in the margin of the 02/11/2015 Report of Health Services report.  
-Resident #1's name was printed on a line underneath the documentation of refusal to attend appointments next to an "X".

Interview with Supervisor-In-Charge (SIC) on 10/06/2015 at 2:10pm revealed:  
-The SIC wrote both the notation in the margin of the 02/11/2015 Report of Health Services report and the second notation regarding Resident #1's

C 246

of Refusal of test or procedure ordered by physician or Refusal to go to referrals made by a physician -

Administrator and Supervisor In charge of the facility will monitor charts weekly to assure all documentation are in place and followed concerning Rule 10A NCAC 13G.0902

Owner of the facility will monitor charts every 2 weeks to assure the correct protocol is followed and Documentation are in place concerning Rule 10A NCAC 13G.0902

The Administrator and the SIC has been instructed to contact the physician immediately of any Refusal of Any Resident attending a physician's scheduled O.V., Test or procedure ordered or a Refusal to see a Referred physician -

11/2/15

Terry Ward  
Erin Todd

Administrator  
owner

10-30-2015  
10-30-15

Division of Health Service Regulation

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C 246: Continued From page 2

refusals to attend the scheduled appointments.

- The SIC had been instructed by the Administrator to document the Resident's refusal in the resident's record.
- The SIC did not notify the primary care provider but she had discussed it with the Administrator.
- The SIC did think the Administrator notified the primary care provider about the resident's refusals.
- The Administrator was responsible to notify the primary care provider of refusals.

Telephone interview with the Administrator on 10/06/2015 at 2:30pm revealed:

- The Administrator was aware that Resident #1 had refused to attend the scheduled appointments.
- The Administrator instructed the supervisor to document the resident's refusal in the resident's record.
- The Administrator had not notified the primary care physician of Resident #1's refusals.
- The Administrator was responsible for contacting the primary care provider of refusals.
- The Administrator planned to notify the primary care provider at the resident's next appointment which was scheduled for 10/23/2015 regarding 6/15/2015, 6/17/2015, and 6/23/2015 refusals.
- The facility could not take the resident to see the physicians she had been referred to on another date until another referral was made by the primary care provider.
- The Administrator accompanied the residents to their physician appointments so that "he knew what was going on and so a bunch of junk that isn't necessary isn't ordered".
- The Administrator did not know why the primary care provider wanted Resident #1 to have the appointments.

C 246

*Refer to pages 1 + 2*

*11/4/15*

*- via telephone interview the Administrator was trying to communicate that he accompanies Residents to their office visits only at the request of the Resident to better communicate Residents care between DR. + Resident and Facility*

*Terry Ward  
Kellyn Todd*

*Administrator  
owner*

*10-30-2015  
10-30-15*

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C 246	<p>Continued From page 3</p> <ul style="list-style-type: none"> <li>-Resident #1 told the primary care provider that Resident #1 was not going to the appointments when the resident went to see the primary care provider, but the primary care provider told Resident #1 that the resident might change her mind, and if so, then the resident was to go to the appointments.</li> </ul> <p>Telephone interview on 10/06/2015 at 2:50pm with the Primary Care Physician's Nurse revealed:</p> <ul style="list-style-type: none"> <li>-The nurse did not see record of a MRI for Resident #1.</li> <li>-The last report of a mammogram for Resident #1 was dated 01/25/2013.</li> <li>-The last report of an ultrasound was for 02/14/2013 when Resident #1 had a breast ultrasound.</li> <li>-The office nurse did not know why the physician wanted Resident #1 to have the appointments unless it was part of the resident's check-up.</li> <li>-The primary care provider would want to be notified if the resident was refusing to attend the appointments scheduled by the physician.</li> <li>-No documentation that the primary care provider had not been notified of Resident #1's refusal to attend appointments.</li> </ul> <p>2. Resident #2 FL-2 dated 02/11/2015 revealed:</p> <ul style="list-style-type: none"> <li>-The Resident was admitted to facility on 02/13/2009.</li> <li>- Diagnoses for the Resident include Muscular Dystrophy, Barter's Syndrome (kidney disorder that effects the body's electrolyte levels) and muscle spasms.</li> </ul> <p>Review of a referral form in the Resident's chart revealed:</p> <ul style="list-style-type: none"> <li>-The Resident had been seen by his primary care</li> </ul>	C 246	<p><i>Refer to pages 1 &amp; 2</i></p> <p><i>11/4/15</i></p>	
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*Terry Ward*  
 *Evelyn Todd*

*Administrator*  
*Waner*

*10-30-2015*  
*10-30-15*

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>FCL000008</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  R <b>10/06/2015</b>
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C 246	<p>Continued From page 4</p> <p>physician on 06/11/2015.</p> <ul style="list-style-type: none"> <li>-The Resident had been referred to a Gastroenterologists because of an abnormal liver function test done 02/11/2015.</li> <li>-The phrase "Resident Refused" was written on the referral form.</li> <li>-The phrase "Resident Refused" was not dated or signed.</li> </ul> <p>Interview with Supervisor in Charge (SIC) on 10/06/2015 at 2:10 pm revealed:</p> <ul style="list-style-type: none"> <li>-The SIC had written "Resident Refused" on both the copy of MD's order page and on the referral form.</li> <li>-The SIC had been instructed by the Administrator to document a Resident's refusal of a service or medication in this manner.</li> <li>-The SIC did not notify the primary care provider but she did discuss it with the Administrator.</li> <li>-The SIC did not know if the Administrator notified the primary care provider about the Resident's refusal.</li> </ul> <p>Telephone interview with the Administrator on 10/06/2015 at 2:30 pm revealed:</p> <ul style="list-style-type: none"> <li>-The Administrator was aware that the Resident had refused to see the Gastroenterologist.</li> <li>-The Administrator did not notify the primary care physician as soon as he was aware of the Resident's refusal.</li> <li>-The Administrator planned to notify the primary care MD at the Resident's next appointment which is 10/23/2015.</li> <li>-The Administrator accompanied the Resident's to their MD appointments so that "he knew what was going on and so a bunch of junk that isn't necessary isn't ordered."</li> </ul> <p>Telephone interview with the primary care</p>	C 246	<p>Refer to pages 1+2</p> <p>11/4/15</p> <p>The Administrator was trying to communicate. He accompanied Residents to Dr appts to assure good + clear communication between Dr. + Resident + facility concerning care of the Resident.</p>	
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Division of Health Service Regulation

STATE FORM

*Terry Ward*  
*Edwin Todd*

238K11  
*Administrator*  
*owner*

If continuation sheet 5 of 6

10-30-2015  
10-30-15

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C 246	<p>Continued From page 5</p> <p>provider's Nurse at 10/06/2015 at 2:45 pm revealed:</p> <ul style="list-style-type: none"> <li>-The primary care provider had not been notified of the Resident's refusal to see the Gastroenterologist.</li> <li>-The primary care provider would have results from Gastroenterologist if the Resident had been seen as ordered.</li> <li>-The primary care provider would like to be notified as soon as possible of the Resident's refusal so that a different approach could be taken for evaluation of abnormal results.</li> </ul>	C 246	<p><i>Refer to pages 1+2</i></p>	11/4/15
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*Terry Ward  
Lynne Todd*

*Administrator  
owner*

*10-30-2015  
10-30-15*