

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 10/13/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555404	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 10/11/2023
NAME OF PROVIDER OR SUPPLIER RIVERSIDE VILLAGE HEALTHCARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 17040 ARNOLD DR. RIVERSIDE, CA 92518		
(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) COMPLETION DATE	
F 000	INITIAL COMMENTS The following reflects the findings of the California Department of Public Health during the investigation of a complaint. Complaint Numbers: CA00852541 Representing the Department: Health Facilities Evaluator Nurse(s): 41422 The inspection was limited to the specific complaint investigated and does not represent the findings of a full inspection of the facility. Two deficiencies were identified for the complaint number CA00852541.	F 000	Riverside Village Healthcare Center submits this Plan of Correction as part of the requirements under State and Federal law. The Plan of Correction is submitted in accordance with specific regulatory requirements. It shall not be construed as admission of any alleged deficiency cited or any liability. The provider submits this Plan of Correction with the intention that it is inadmissible by any third party in any civil, criminal action or proceedings against the provider of its employees, agents, officers, directors, or shareholders. Any changes to provider policy or procedures should be considered to be subsequent remedial measures as that concept is employed in Rule 407 of the federal rules of evidence and California evidence code section 1151 and should be inadmissible in any proceedings on that basis.		
F 684 SS=D	Quality of Care CFR(s): 483.25 § 483.25 Quality of care Quality of care is a fundamental principle that applies to all treatment and care provided to facility residents. Based on the comprehensive assessment of a resident, the facility must ensure that residents receive treatment and care in accordance with professional standards of practice, the comprehensive person-centered care plan, and the residents' choices. This REQUIREMENT is not met as evidenced by: Based on interview, and record review, the facility failed to provide medication and treatment to address one of three residents' (Resident 1)'s multiple episodes of diarrhea when: 1. Loperamide HCL (medication for diarrhea) was not provided every four hours in accordance with	F 684	F 684 Quality Of Care <u>Corrective Action:</u> Resident 1 discharged from facility on 5/13/2022. No possible corrective action could be taken for this resident. <u>Identification of Other Resident(s)</u> <u>Affected:</u> On 10/16/2023, Director of Nursing (DON) and Medical Records Director (MRD) conducted an audit of current residents and Physician's Orders for Bowel Management regarding constipation, loose stools and whether or not a parameter is in place. No other	10/27/2023	

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

TITLE

(X6) DATE

[Signature]

Administrator

10/20/2023

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 684	<p>Continued From page 1 the physician order; and</p> <p>2. Docusate sodium tablet (medication for constipation) was administered on four occasions when Resident 1 was having loose stools.</p> <p>Findings:</p> <p>On August 8, 2023, at 2:56 p.m., an unannounced visit to the facility was conducted to investigate quality care issue.</p> <p>A review of Resident 1's medical records indicated she was admitted to the facility on April 30, 2022, and discharged on May 13, 2022, with diagnoses which included dehydration, (a harmful loss of the amount of water in the body), constipation, (difficulty in emptying the bowel leading to hard feces), stroke, and chronic kidney disease, (the gradual loss of kidney's ability to filter wastes and excess fluids from the blood).</p> <p>A review of Resident 1's "History and Physical " dated indicated she had the capacity to understand and make decisions.</p> <p>A review of Resident 1's "Order Summary Report " dated May 1, 2022, at 9 a.m., indicated the following:</p> <p>a. On May 1, 2022, Docusate Sodium Tablet 100 MG Give 1 tablet by mouth two times a day for constipation hold for loose stools; and</p> <p>b. On May 6, 2022, at 10:15 a.m., Loperamide HCI Tablet 2 MG Give 2 mg by mouth every 4 hours as needed for LOOSE STOOL</p> <p>A review of Resident 1's Change in Condition "</p>	F 684	<p>residents were found to be affected by deficient practice.</p> <p>Systemic Changes: On 10/14/2023, DON initiated a follow up in-service education to the Licensed Nurses (LN) on the facility's Administering Medications in accordance with physician order's Policy and Procedure and lesson plan on Bowel Management and the importance of following orders and parameters set for residents who have medications for constipation or loose stools. During clinical meeting on Monday to Friday, Interdisciplinary Team (IDT) will discuss new orders for medications needed for residents who are constipated or have loose stools and review documentation related to orders to ensure that policies and procedures are followed. Any issues identified will be addressed immediately.</p> <p>Monitoring: The DON, MRD and/or designee will conduct random audits of our facility's Physician Orders relating to Bowel Management and medications for residents with constipation and/or loose stools to ensure documentation and follow through on orders. Any issues identified will be addressed immediately. The DON, MRD and/or designee will present the results of Physician Order's audit to the Quality Assurance and Performance Improvement Committee for review and recommendations</p>		

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F 684	<p>Continued From page 2</p> <p>dated May 2, 2022, at 7:43 a.m., indicated "... resident alert and able to verbalize needs. breathing even and non-labored. no acute distress present. resident present with loose stools with foul odor ... "</p> <p>A review of Resident 1's "Bowel Output " indicated the following episodes of diarrhea:</p> <p>May 2, 2022, at 5:59 a.m., Incontinent, (having no or insufficient voluntary control over defecation), Large Loose/Diarrhea</p> <p>May 2, 2022, at 1:26 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 4, 2022, at 1:59 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 5, 2022, at 5:59 a.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 5, 2022, at 5:26 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 5, 2022, at 9:59 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 5, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 6, 2022, at 12:22 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p>	F 684	<p>monthly for 3 months then quarterly thereafter. The plan will be reevaluated monthly by the QAPI Committee and make necessary changes as warranted.</p>		

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F 684	<p>Continued From page 3</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 6, 2022, at 11:26 p.m., Incontinent, Small, Loose/Diarrhea</p> <p>May 7, 2022, at 5:59 a.m., Incontinent, Small, Loose/Diarrhea</p> <p>May 7, 2022, at 1:59 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 8, 2022, at 5:59 a.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 8, 2022, at 11:23 a.m., Incontinent, Large, Loose/Diarrhea</p> <p>May 8, 2022, at 7:21 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>A review of Resident 1's "Medication Administration Record " for May 2022 indicated the following:</p> <p>a. May 1, 2022, at 9 a.m., hold from May 2, 2022, at 5:08 p.m., to May 5, 2022, 5:07 p.m., "Docusate Sodium Tablet 100 MG Give one tablet by mouth two times a day for constipation hold for</p>	F 684			

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F 684	Continued From page 4 loose stools. " The MAR indicated the medication was given on May 2, 2022, at 9 a.m., May 5, 2022, at 6 p.m., May 6, 2022, at 6 p.m., and May 7, 2022, at 9 a.m. b. May 6, 2022, at 10:15 a.m., "Loperamide HCl Tablet 2 MG Give 2 MG by mouth every four hours as needed for loose stool. " The MAR indicated the medication was given on May 8, 2022, at 10:16 a.m.; May 9, 2022, at 10:17 a.m., and May 11, 2022, at 11:32 a.m. On August 8, 2023, at 4:11 p.m., an interview was conducted with the Certified Nursing Assistant, (CNA). The CNA stated if a resident was having diarrhea, she would notify the charge nurse and document episodes of diarrhea in the residents' medical record. On August 8, 2023, at 4:32 p.m., an interview was conducted with the Registered Nurse, (RN). The RN stated if resident had a new onset of diarrhea, she would notify the doctor and follow new orders. The RN stated that if residents had an order for Docusate Sodium and were having diarrhea, she would hold the medication.	F 684			
F 757 SS=D	Drug Regimen is Free from Unnecessary Drugs CFR(s): 483.45(d)(1)-(6) §483.45(d) Unnecessary Drugs-General. Each resident's drug regimen must be free from unnecessary drugs. An unnecessary drug is any drug when used- §483.45(d)(1) In excessive dose (including	F 757	F 757 Drug Regimen is Free from Unnecessary Drugs <u>Corrective Action:</u> Resident 1 discharged from facility on 5/13/2022. No possible corrective action could be taken for this resident.		10/27/2023

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F 757	<p>Continued From page 5 duplicate drug therapy); or</p> <p>§483.45(d)(2) For excessive duration; or</p> <p>§483.45(d)(3) Without adequate monitoring; or</p> <p>§483.45(d)(4) Without adequate indications for its use; or</p> <p>§483.45(d)(5) In the presence of adverse consequences which indicate the dose should be reduced or discontinued; or</p> <p>§483.45(d)(6) Any combinations of the reasons stated in paragraphs (d)(1) through (5) of this section. This REQUIREMENT is not met as evidenced by: Based on interview, and record review, the facility failed to ensure one of the three sampled residents (Resident 1) was free from unnecessary medication when Docusate Sodium Tablet (medication used for constipation and or a stool softener) was given on four occasions when Resident 1 was having multiple episodes of diarrhea.</p> <p>This failure had the potential for Resident 1 to suffer prolonged diarrhea.</p> <p>Findings:</p> <p>On August 8, 2023, at 2:56 p.m., an unannounced visit to the facility was conducted to investigate quality care issue.</p> <p>A review of Resident 1's medical records indicated she was admitted to the facility on April 30, 2022, and discharged on May 13, 2022, with</p>	F 757	<p><u>Identification of Other Resident(s)</u> <u>Affected:</u> On 10/16/2023, Director of Nursing (DON) and Medical Records Director (MRD) conducted an audit of current residents and Physician's Orders for Bowel Management regarding constipation, loose stools and whether or not a parameter is in place. No other residents were found to be affected by deficient practice.</p> <p><u>Systemic Changes:</u> On 10/14/2023, DON initiated a follow up in-service education to the Licensed Nurses (LN) on the facility's Administering Medications in accordance with physician order's Policy and Procedure and lesson plan on Bowel Management and the importance of following orders and parameters set for residents who have medications for constipation or loose stools. LNs will be able to assess the need to recommend evaluation of resident medication regimen. During clinical meeting on Monday to Friday, Interdisciplinary Team (IDT) will discuss new orders for medications needed for residents who are constipated or have loose stools and review documentation related to orders to ensure that policies and procedures are followed. Any issues identified will be addressed immediately.</p> <p><u>Monitoring:</u></p>		

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F 757	<p>Continued From page 6</p> <p>diagnoses which included dehydration, (a harmful loss of the amount of water in the body), constipation, (difficulty in emptying the bowel leading to hard feces), stroke, and chronic kidney disease, (the gradual loss of kidney's ability to filter wastes and excess fluids from the blood).</p> <p>A review of Resident 1's "History and Physical " dated indicated she had the capacity to understand and make decisions.</p> <p>A review of Resident 1's "Order Summary Report " dated May 1, 2022, at 9 a.m., indicated, "Docusate Sodium Tablet 100 MG Give 1 tablet by mouth two times a day for constipation hold for loose stools."</p> <p>A review of Resident 1's Change in Condition " dated May 2, 2022, at 7:43 a.m., indicated "... resident alert and able to verbalize needs. breathing even and non-labored. no acute distress present. resident present with loose stools with foul odor ... "</p> <p>A review of Resident 1's "Medication Administration Record " for May 2022, indicated the following:</p> <p>a. May 1, 2022, at 9 a.m., hold from May 2, 2022, at 5:08 p.m., to May 5, 2022, 5:07 p.m., "Docusate Sodium Tablet 100 MG Give one tablet by mouth two times a day for constipation hold for loose stools. "</p> <p>b. The medication was given on May 2, 2022, at 9 a.m., May 5, 2022, at 6 p.m., May 6, 2022, at 6 p.m., and May 7, 2022, at 9 a.m.</p> <p>A review of Resident 1's "Bowel Output "</p>	F 757	<p>The DON, MRD and/or designee will conduct random audits of our facility's Physician Orders relating to Bowel Management and medications for residents with constipation and/or loose stools to ensure documentation and follow through on orders. Any issues identified will be addressed immediately. The DON, MRD and/or designee will present the results of Physician Order's audit to the Quality Assurance and Performance Improvement Committee for review and recommendations monthly for 3 months then quarterly thereafter. The plan will be reevaluated monthly by the QAPI Committee and make necessary changes as warranted.</p>		

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F 757	<p>Continued From page 8</p> <p>May 6, 2022, at 9:59 p.m., Incontinent, Medium, Loose/Diarrhea</p> <p>May 6, 2022, at 11:26 p.m., Incontinent, Small, Loose/Diarrhea</p> <p>May 7, 2022, at 5:59 a.m., Incontinent, Small, Loose/Diarrhea</p> <p>May 7, 2022, at 1:59 p.m., Incontinent, Large, Loose/Diarrhea</p> <p>On August 8, 2023, at 4:11 p.m., an interview was conducted with the Certified Nursing Assistant, (CNA). The CNA stated if a resident was having diarrhea, she would notify the charge nurse and document episodes in the residents' medical record.</p> <p>On August 8, 2023, at 4:32 p.m., an interview was conducted with the Registered Nurse, (RN). The RN stated if resident had a new onset of diarrhea, she would notify the doctor and follow new orders. The RN stated that if residents were on Docusate Sodium and have diarrhea, she would hold the medication.</p>	F 757			