

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

PRINTED: 09/06/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056095	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 09/01/2023
NAME OF PROVIDER OR SUPPLIER DEVONSHIRE CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 1350 EAST DEVONSHIRE AVENUE HEMET, CA 92544		
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F 000	INITIAL COMMENTS The following reflects the findings of the California Department of Public Health during the investigation of a complaint. Complaint Number: CA00849854 Representing the Department: Health Facilities Evaluator Nurse: 41348 The inspection was limited to the specific complaint and does not represent the findings of a full inspection of the facility. One deficiency was identified for the complaint number: CA00849854	F 000	This plan of correction constitutes the facility's credible allegation of compliance. Preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of the facts alleged or conclusions set forth in the statement of deficiencies. This plan of correction is prepared and/or executed solely because required by statute.		
F 840 SS=D	Use of Outside Resources CFR(s): 483.70(g)(1)(2) §483.70(g) Use of outside resources. §483.70(g)(1) If the facility does not employ a qualified professional person to furnish a specific service to be provided by the facility, the facility must have that service furnished to residents by a person or agency outside the facility under an arrangement described in section 1861(w) of the Act or an agreement described in paragraph (g) (2) of this section. §483.70(g)(2) Arrangements as described in section 1861(w) of the Act or agreements pertaining to services furnished by outside resources must specify in writing that the facility assumes responsibility for- (i) Obtaining services that meet professional	F 840	F-840 Use of Outside Resources CFR(s): 483.70(g)(1)(2) Corrective Action(s) a) SSD immediately scheduled an appointment for oral xray for 8/8/2023 for Resident 1. Following xray, SSD scheduled appointment for 10/13/2023 for the tooth extraction as ordered by the physician. DON and designee will ensure Resident 1 receives the necessary dental care without further delay.		

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

TITLE

(X6) DATE

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 840	<p>Continued From page 1</p> <p>standards and principles that apply to professionals providing services in such a facility; and</p> <p>(ii) The timeliness of the services.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to provide physician ordered consultation services for two of three residents (Resident 1 and 2) when:</p> <p>1. A follow up dental appointment was not scheduled for Resident 1, and;</p> <p>2. An ophthalmologist appointment was not scheduled for Resident 2.</p> <p>These failures had the possibility to delay treatment and care for the residents.</p> <p>Findings:</p> <p>On July 24, at 8:05 a.m., an unannounced visit was conducted at the facility for a complaint investigation.</p> <p>1. On July 24, 2023, Resident 1's record was reviewed. Resident 1 was admitted to the facility on July 21, 2018, with diagnoses which included diabetes mellitus (DM- abnormal sugar in the blood), paraplegia (paralysis of the lower limbs) and spinal stenosis (narrowing of the spinal column which can cause the nerves to be compressed). Review of Resident 1's physician History and Physical indicated Resident 1 had capacity to understand and make decisions.</p> <p>Review of Resident 1's Physician Order Summary indicated, " ...May have Dental consult d/t (due to)</p>	F 840	<p>b) SSD immediately scheduled an ophthalmologist evaluation appointment on 9/18/2023 for Resident 2, as ordered by the physician. DON and/or designee will ensure Resident 2 receives the necessary eye care and monitor progress.</p> <p>How to Identify Other Resident who may be at risk:</p> <p>a) SSD reviewed current facility resident records to identify any pending referrals to outside resources on 9/14/2023 to ensure that all patients with pending referrals are identified and their appointments scheduled promptly. No other resident has been identified with the same deficient practice.</p> <p>Systemic Changes:</p> <p>a) SSD established a clear communication system for nursing to communicate referrals to ensure that authorization and scheduling for such appointments are expedited to prevent delays in care.</p>		

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F 840	<p>Continued From page 2</p> <p>pain to right lower molar ... " dated May 23, 2023, and " ...Follow up appointment with Oral Surgeon on June 27, 2023 ... " dated June 20, 2023.</p> <p>Review of Resident 1's Care Plan indicated, " ...Focus ...is at risk for oral health or dental care problems ...Goal ...will maintain intact oral mucous membranes as evidence by the absence of discomfort ...Interventions ...dental referral as needed ... " dated April 20, 2023.</p> <p>Review of Resident 1's nursing progress notes dated June 2, 2023, at 12:46 p.m., indicated, " ...Resident saw the dentists (sic) this week due to a tooth pain he had. Dentist did inform resident that he would need to have a tooth extraction for the pain to go away ...Resident informed SSD (Social Service Designee) that he decided to have the extraction done. SSD will inform dentist of residents (sic) decision ... "</p> <p>Review of Resident 1's nursing progress note dated July 12, 2023, at 2:51 p.m., indicated, " ...Oral Surgery appt (appointment) was also discussed, the last appt unfortunately was not able to be completed due to not being able to perform the needed X-rays with the equipment present. A new appt is being scheduled with (names of dentists). a (sic) call was made to both for an appt date, detailed message was left to both dentistry's for a call back. SS will continue to follow-up ... "</p> <p>Review of Resident 1's nursing progress note dated July 19, 2023, at 9:31 a.m., indicated, " ...Attempt to schedule new Appt with (name of dentists). A call was made to both for an appt date, detailed message was left to both dentistry's for a call back. As a facility we have yet to receive</p>	F 840	<p>b) SSD developed a tracking system to monitor the status of facility resident's referrals to outside resources, including follow-up calls and documentation by using an appointment binder.</p> <p>c) SSD implemented a process to escalate unresolved issues promptly by reporting to the administrator as identified.</p> <p>d) SSD provided a training on 8/22/2023 to facility licensed staff, including Social Service Assistants (SSAs), on the new referral and tracking protocol with emphasis on the importance of timely communication and follow-up.</p> <p>Monitoring</p> <p>a) SSD and/or designee will report on pending appointments, using the appointment binder, to QA&A x 3 months for further assessment and escalation of pending appointments and implement facility interventions as needed.</p> <p>Completion Date</p> <p>10/06/2023</p>		

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F 840	<p>Continued From page 3</p> <p>a call back after multiple attempts. SSwill (sic) continue to follow up ... "</p> <p>On August 3, 2023, at 10:35 a.m., a follow up visit was conducted at the facility.</p> <p>On August 3, 2023, at 11:10 a.m., Resident 1 was observed lying in bed. During a concurrent interview, Resident 1 stated he had "nagging toothache pain." Resident 1 stated his tooth broke in the back of his mouth and when he eats on that side of his mouth the pain gets worse. Resident 1 stated he had been trying to see the dentist but it "just wasn't happening." Resident 1 stated he went to get dental x-rays but was not able to stand and the x-rays were not done. Resident 1 stated he was still waiting to see the dentist.</p> <p>On August 3, 2023, at 12:22 p.m., an interview was conducted with the Social Service Assistant (SSA). The SSA stated residents should be scheduled for an outside referral once authorization was approved. The SSA stated when the outside referral did not answer, or a message was left, a follow up call should be done within 24-48 hours, and documentation done. The SSA stated the facility should continue to call weekly until an appointment was scheduled and document. The SSA stated Resident 1 went to the dentist in June and could not have the needed x-rays done and was referred to other dentist(s) that had the equipment Resident 1 needed. The SSA stated Resident 1 got a referral in July, but the facility had not been able to contact the dentist(s) to schedule an appointment for Resident 1. The SSA stated he attempted to contact the dentist(s) to schedule but did not have any success. During a concurrent record review,</p>	F 840			

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F 840	<p>Continued From page 4</p> <p>the SSA stated the documentation indicated July 19, 2023, was the last time the facility attempted to contact the dental referral(s). The SSA stated the facility should have continued to follow up with Resident 1's referral(s) for the outside dental appointment.</p> <p>On August 4, 2023, at 12:35 p.m., an interview was conducted with the Director of Nursing (DON). The DON stated Resident 1 complained of dental pain and was sent to the dentist. The DON stated the dentist was not able to perform the needed x-rays and referred Resident 1 to other dentists. During a concurrent record review, the DON stated there was no documentation from July 12-August 3 regarding Resident 1's need for referral to the outside dentist(s). The DON stated an appointment had not been made for Resident 1 to be seen by the outside dentist(s), and it had been several weeks since Resident 1 complained of dental pain. The DON stated Resident 1 should have been seen by the dentist for his dental needs.</p> <p>2. On August 3, 2023, at 11:20 a.m., Resident 2 was observed dressed in the hallway in his wheelchair. Resident 2 went to his room for a concurrent interview. Resident 2 stated he had requested to see the eye doctor several months ago, for "debris " that got in his eye and did damage to the lens. Resident 2 stated he had not seen the eye doctor yet.</p> <p>On August 3, 2023, Resident 2's record was reviewed. Resident 2 was admitted to the facility on May 29, 2020, and re-admitted on May 4, 2023, with diagnoses which included diabetes mellitus, cerebral infarction (stroke), and chest pain. Review of Resident 2's Physician History</p>			F 840			

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F 840	<p>Continued From page 5 and Physical indicated Resident 2 had capacity to understand and make decisions.</p> <p>Review of Resident 2's Physician Order Summary indicated, " ...Ophthalmologist (sic) consult as indicated ... " dated June 30, 2023.</p> <p>Review of Resident 2's nursing progress note dated July 5, 2023, at 9:55 a.m., indicated, " ...reported that he got debris (sic) during construction ...Eye examined ...No foreign object noted ...requested for eye consult ...MD ok'd ... "</p> <p>Review of Resident 2's progress note dated July 19, 2023, at 12:59 p.m., indicated, " ...on 7/19/23 Dr (name of physician) came in to visit patient. He stated he examined the eye of the patient ...stated that the eye is ok externally-no negative outcome ...not swollen but if patient insisting-ok for Ophthalmologist (sic) consult ... "</p> <p>On August 3, 2023, at 12:22 p.m., an interview was conducted with the SSA. The SSA stated Resident 2 did not have any referrals for upcoming appointments. During a concurrent record review, the SSA stated Resident 2 had complained of debris in his eye on July 5, with a recommendation for a referral with an Ophthalmologist. The SSA stated he was unaware of the need for Resident 2's referral to the Ophthalmologist. The SSA stated Resident 2 did not have authorization or an appointment for the outside referral, and he should have.</p> <p>On August 3, 2023, at 12:35 p.m., an interview was conducted with the DON. The DON stated Resident 2 had complained of debris in his eye. The DON stated she examined Resident 2's eye, as well as Resident 2's primary care physician.</p>	F 840			

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F 840	<p>Continued From page 6</p> <p>The DON stated Resident 2's physician stated Resident 2 could be sent to the Ophthalmologist for evaluation. The DON stated Resident 2 had not seen the Ophthalmologist as ordered. The DON stated Resident 2 should have been referred and seen the Ophthalmologist as ordered and he did not.</p> <p>Review of the facility document titled "Transportation, Diagnostic Services " revised December 2008, indicated, "...Our facility will assist residents in arranging transportation to/from diagnostic appointments when necessary ..."</p> <p>Review of the facility document titled, "Dental Examination/Assessment " revised December 2013, indicated, "...Resident shall be offered dental services as needed ...a resident needing dental services will be promptly referred to a dentist ..."</p>			F 840			