

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

PRINTED: 12/03/2019
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055201	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 11/22/2019
NAME OF PROVIDER OR SUPPLIER GOLDEN LIVING CENTER - HY-PANA			STREET ADDRESS, CITY, STATE, ZIP CODE 4545 SHELLEY COURT STOCKTON, CA 95207		
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F 000	INITIAL COMMENTS The following reflects the findings of the California Department of Public Health during an abbreviated survey for the investigation of complaint #CA00661434. Representing the Department of Public Health: Health Facilities Evaluator Nurse, 34273 The inspection was limited to the specific complaint investigated and does not represent the findings of a full inspection of the facility.	F 000			
F 695 SS=D	Respiratory/Tracheostomy Care and Suctioning CFR(s): 483.25(i) § 483.25(i) Respiratory care, including tracheostomy care and tracheal suctioning. The facility must ensure that a resident who needs respiratory care, including tracheostomy care and tracheal suctioning, is provided such care, consistent with professional standards of practice, the comprehensive person-centered care plan, the residents' goals and preferences, and 483.65 of this subpart. This REQUIREMENT is not met as evidenced by: Based on observation, interview, and record review, the facility failed to provide respiratory services consistent with professional standards of practice for three of three sampled residents (Resident 1, Resident 2, and Resident 3) when: 1. Oxygen was not provided according to the physician's order for Resident 2. This failure had the potential for Resident 2 to receive too much oxygen and develop complications from high oxygen levels.	F 695			
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 695	<p>Continued From page 1</p> <p>2a. Oxygen concentrator filters for Resident 1, Resident 2, and Resident 3 were dirty;</p> <p>2b. Oxygen concentrators were not maintained for Resident 1 and Resident 2.</p> <p>These failures had the potential for Resident 1, Resident 2, and Resident 3 to not receive adequate oxygen and develop complications from inadequate oxygen levels.</p> <p>Findings:</p> <p>1. According to the admission record, Resident 2 was admitted to the facility with chronic obstructive pulmonary disease (COPD), a chronic inflammatory lung disease that causes obstructed airflow from the lungs). In COPD, the flow of air through the body is impaired which means the body doesn't get the oxygen it needs and also means the body can't easily get rid of the waste product, carbon dioxide. Too much oxygen in the body may result in slowed breathing and lead to toxic levels of carbon dioxide.</p> <p>On 10/31/19, at 2 p.m., Resident 2 was observed in bed receiving oxygen via a nasal cannula (tubing used to deliver oxygen with two prongs which are placed in the nostrils) attached to an oxygen concentrator (medical device used to deliver oxygen). The oxygen concentrator was set at 3 liters (unit of measurement) of oxygen per minute.</p> <p>A review of Resident 2's clinical record indicated a physician's order dated 5/23/19, for Resident 2 to receive two liters of oxygen per minute to maintain oxygen level above 90% as needed for</p>	F 695			

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F 695	<p>Continued From page 2 shortness of breath.</p> <p>In a concurrent observation and interview with licensed nurse (LN) 1 and LN 2 on 10/31/19, at 2:55 p.m., they verified Resident 2 was receiving three liters of oxygen as indicated on the flow meter of the oxygen concentrator. LN 2 turned down the oxygen to two liters and stated Resident 2 was supposed to receive two liters of oxygen according to the physician's order.</p> <p>The facility policy and procedure titled "Oxygen Administration" labeled Qtr. [quarter] 3, 2018, indicated, "...The purpose of this procedure is to provide guidelines for safe oxygen administration...Verify that there is a physician's order for this procedure. Review the physician's orders or facility protocol for oxygen administration...Turn on the oxygen..."</p> <p>The California Nursing Practice Act indicated, "...The practice of nursing within the meaning of this chapter...Direct and indirect patient care services, including, but not limited to, the administration of medications and therapeutic agents, necessary to implement a treatment, disease prevention, or rehabilitative regimen ordered by and within the scope of licensure of a physician..."</p> <p>2a. In an observation on 10/31/19, at 1:40 p.m., at 2 p.m., and at 2:05 p.m., Resident 1, Resident 2, and Resident 3's oxygen concentrator filters were dirty and completely covered with gray and white particles.</p> <p>An oxygen concentrator takes in regular room air, filters out some of the other gases present and delivers concentrated, medical-grade oxygen.</p>	F 695			

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F 695	<p>Continued From page 3</p> <p>Oxygen concentrators have a filter that cleans the air coming into the machine and converts it into clean breathable oxygen. This filter captures dust, dirt, pollen, mold, and any pollution that may be in the air, and it requires cleaning. The filter may require frequent cleaning depending on the surrounding.</p> <p>In a concurrent observation and interview with LN 1 and LN 2 on 10/31/19, at 2:50 p.m., they went inside Resident 3's room to check his oxygen concentrator filter. Resident 3 was receiving oxygen from the oxygen concentrator. LN 1 and LN 2 verified the filter in the oxygen concentrator was dirty, and without turning the machine off, LN 2 removed the filter, rinsed it in the bathroom sink and replaced the wet filter back into the oxygen concentrator. When asked if it is acceptable to use a wet filter, LN 2 said the filter should be dried first. LN 2 then removed the filter, patted the excess water off with a paper towel, and placed the wet filter into the oxygen concentrator. LN 2 said licensed nurses were supposed to check the filters and clean them every day. LN 1 said filters were checked every week but was not sure which shift was responsible for it.</p> <p>In a concurrent observation and interview with LN 1 and LN 2 on 10/31/19, at 2:55 p.m., they went inside Resident 1 and Resident 2's room and checked their oxygen concentrator filters. Resident 1 and Resident 2 were receiving oxygen from their oxygen concentrators. Without turning the oxygen concentrator off, LN 1 removed the filter from Resident 1's oxygen concentrator, rinsed it in the bathroom sink, patted it with a paper towel, and replaced the wet filter back into the oxygen concentrator. Without turning the oxygen concentrator off, LN 2 removed the filter</p>	F 695			

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F 695	<p>Continued From page 4</p> <p>from Resident 2's oxygen concentrator, rinsed it in the bathroom sink, patted it with a paper towel, and replaced the wet filter back into the oxygen concentrator. LN 1 and LN 2 stated, they were not aware of any facility schedule or policy on cleaning the oxygen concentrator filters.</p> <p>In an interview with the assistant director of nursing (ADON) on 10/31/19, at 3:40 p.m., she said she was not aware of any facility schedule for cleaning oxygen concentrator filters.</p> <p>In an interview with the director of nursing (DON) on 10/31/19, at 3:55 p.m., he said the facility did not have any policy and procedure for cleaning oxygen concentrator filters.</p> <p>The accredited Oxygen Concentrator Store website entry titled "How to Clean an Oxygen Concentrator Inlet Filter" posted on 10/16/17, at https://www.oxygenconcentratorstore.com/blog/how-to-clean-an-oxygen-concentrator-inlet-filter/, indicated, "... Locate and remove the filter...Note that you should never run the oxygen concentrator without a filter in place. If you need to use the unit while cleaning the filter, insert a replacement filter...Run the filter under warm tap water... Let the filter dry...Make sure that the filter is completely dry before reinserting it into your machine..."</p> <p>2b. In an observation on 10/31/19, at 1:40 p.m., Resident 1's oxygen concentrator had a service date sticker of 12/8/12.</p> <p>In an observation on 10/31/19, at 2 p.m., Resident 2's oxygen concentrator had a service date sticker of 12/8/17.</p>	F 695			

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F 695	<p>Continued From page 5</p> <p>In a phone interview with the DON on 11/12/19, at 1:37 p.m., when asked about who was in charge of maintaining and servicing oxygen concentrators in the facility, the DON said, "The blue ones [blue colored oxygen concentrators] were maintained by [name of oxygen company]. But the oxygen concentrators with removable filters were maintained by the nurses." The DON explained the facility used different kinds of oxygen concentrators. The DON added the he did not know of any manufacturer's recommendations or instructions on how to maintain the oxygen concentrators in the facility.</p> <p>The accredited Oxygen Concentrator Store website entry titled, "How Often Should a Unit Be Serviced?", posted on 2/5/15 at https://www.oxygenconcentratorstore.com/blog/a-sk-a-respiratory-therapist-how-often-should-an-oxygen-concentrator-be-serviced/, indicated, "...oxygen concentrators are like any machine, and they require regular maintenance and service to ensure they operate and perform correctly...Check your user manual that came with your oxygen concentrator, to see what needs to be done and when for your specific model. Not every oxygen unit is built the same way...Check for directions on how to remove and change or clean your filter, and how often you should do it. The manual will also tell you how approximately how often it will need to be serviced by a technician. You can also contact the manufacturer or the retailer where you bought it if you're still not sure..."</p>	F 695			

Plan of Correction – Respiratory Care F 689

#CA00661434

Received December 4, 2019

Today's Date: December 11, 2019

Resident 2 was assessed by LN 2. Resident 2 did not develop complications from the identified deficient practice. LN 2 verified physician's order for Resident 2 and adjusted oxygen concentrator rate immediately on 10/31/19.

The oxygen concentrator filter for Resident 1 was cleaned by LN 2 on 10/31/19.

Resident 1 and Resident 2 oxygen concentrators and filters were replaced with a clean and maintained oxygen concentrators on 10/31/19.

The DON in-serviced licensed staff on oxygen therapy and maintenance on 10/31/19.

No other residents identified to be affected by the same deficient practice.

The ADON and Unit Managers will check all residents requiring oxygen therapy during daily rounds for oxygen rate accuracy and maintenance of oxygen concentrators.

The DON and Administrator will do weekly rounds to ensure oxygen therapy is being administered according to physician's order and maintenance is being provided timely.

The DON and Administrator will address and report this at the next monthly Quality Assurance and Performance Improvement Committee.

Date of compliance: 10/31/2019

APC accepted 1/31/2020
PL HFE