

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

POC Accepted 03/08/2023  
HFEN 37897

PRINTED: 02/14/2023  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>055247</b>		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>02/14/2023</b>	
NAME OF PROVIDER OR SUPPLIER  <b>COUNTRY OAKS CARE CENTER</b>				STREET ADDRESS, CITY, STATE, ZIP CODE <b>215 W PEARL ST</b> <b>POMONA, CA 91768</b>			
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F 000	INITIAL COMMENTS  The following reflects the findings of the California Department of Public Health during a complaint investigation.  Complaint Intake Number: CA00818500  Representing the Department: HFEN # 37897  The inspection was limited to the specific complaint investigated and does not represent the findings of a full inspection of the facility.  Five deficiencies were issued as a result of the complaint CA00818500.			F 000			
F 677 SS=D	ADL Care Provided for Dependent Residents CFR(s): 483.24(a)(2)  §483.24(a)(2) A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene; This REQUIREMENT is not met as evidenced by: Based on observation, interview, and record review, the facility failed to provide mouth hygiene on 1/31/23 to one of three sampled residents (Resident 1).  This deficient practice had the potential to result in periodontal disease (a serious gum infection that damages the gums and can destroy the jawbone and can lead to tooth loss) to Resident 1.  Findings:			F 677			

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

TITLE

(X6) DATE

DON

3/08/2023

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 677	<p>Continued From page 1</p> <p>A review of Resident 1's Admission Record indicated the facility admitted the resident on 8/19/2022. Resident 1's medical diagnosis included fracture (break) of the right and left mandible (jawbone), and fracture of the left arm-humerus (long bone that runs from the shoulder and shoulder blade to the elbow).</p> <p>A review of Resident 1's Minimum Data Set (MDS- an assessment and screening tool), dated 8/26/2022, indicated Resident 1 had moderate impaired cognition (ability to understand and process information). Resident 1 was totally dependent, required physical assistance from two persons during transfers (how resident moves between surfaces from lying position, turns side to side and positions body while in bed), and required extensive assistance from one person for dressing.</p> <p>A review of Resident 1's General Acute Care Hospital 1's (GACH 1) Plastic Surgery Instructions, dated 9/2/2022, indicated Resident 1 should have his teeth brushed twice per day.</p> <p>A review of Resident 1's GACH 1's Operating Room Case Request Order: Removal, Deep Maxilla and Mandible, dated 9/2/2022, indicated open fracture (complete or partial bone break) of the left and right mandibular (mandible, largest bone in the human skull that holds the lower teeth in place, helps with chewing, and forms the lower jawline) body, and maxillary sinus (hollow space in the bones around the nose) fracture. The preoperative diagnoses included hardware in place in the maxilla (upper jaw, forms part of the nose and eye socket) and mandible.</p>	F 677			

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F 677	<p>Continued From page 2</p> <p>A review of Resident 1's Care Plan, initiated on 8/20/2022, indicated Resident 1 had oral/dental health problems due to wiring of the mouth and right and left mandible fracture. Resident 1 required assistance with oral care and required mouth cleaning with 15 milliliters (mL, unit of measure) of Chlorhexidine gluconate (mouth wash) solution 0.12%. The goals included: free of infection, pain, or bleeding in the oral cavity and Resident 1 to comply with mouth care at least daily. The interventions included to coordinate arrangements for dental care with transportation as needed. Monitor, document, and report as needed any signs and symptoms of oral, dental problems needing attention, such as pain of the gums, toothache or palate, abscess (painful collection of pus), debris (remains of something broken down) in the mouth, cracked lips or bleeding, and inflamed tongue. The interventions also included providing mouth care as part of Activity of Daily Living (ADL, term used in healthcare that refers to self-care activities) personal hygiene.</p> <p>During an observation and concurrent interview on 2/1/2023, at 11:34 am, Licensed Vocational Nurse 2 (LVN 2) stated Certified Nursing Assistants (CNA) were supposed to brush resident's teeth and LVNs had to make sure the CNAs were doing it. LVN 2 stated that the facility staff should be helping Resident 1 and assisting with oral hygiene, rinsing his mouth, and brushing his teeth because his teeth have buildup (food and saliva particles).</p> <p>During an observation and concurrent interview</p>	F 677			

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F 677	<p>Continued From page 3</p> <p>on 2/1/2023, at 12:01 pm., LVN 1 stated brushing Resident 1's teeth should be cleaned automatically every day. LVN 1 stated Resident 1 needed mouth wash to prevent an infection on his gums. LVN 1 stated she had not checked to ensure the CNAs were brushing Resident 1's teeth and now felt the need to check up on them because Resident 1's teeth had buildup on them.</p> <p>During an observation at Resident 1's bedside and concurrent interview on 2/1/2023, at 10:05 am. CNA 1 stated Resident 1's gums looked red, swollen, and "infected." CNA 1 stated, there is a whitish buildup on his teeth and gums. CNA 1 stated Resident 1's lips looked dry too. CNA 1 stated she had cared for Resident 1 occasionally and the resident has had dry lips and his teeth with whitish stuff. CNA 1 stated (in Spanish, the resident's native language) she was assigned to Resident 1 yesterday, 1/31/23, and had rinsed Resident 1's teeth with mouth wash two times in the afternoon. Resident 1 stated in Spanish, it was not true, CNA 1 did not rinse or brush his teeth all day yesterday. CNA 1 stated she did not rinse or brush Resident 1's mouth/teeth yesterday because she was too busy.</p> <p>During an interview on 2/2/2023, at 10:10 am, Dentist (D) 1 stated she examined Resident 1 for the first time on 12/19/2022. D 1 stated Resident 1 has a lot of buildup on his teeth. D1 stated the buildup was caused by lack of oral hygiene and Resident 1 needed to brush and floss his teeth at least two time a day. D 1 stated if Resident 1 was not able to do it by himself, the staff had to do it for him. D 1 stated the possible outcomes of having wires in the mouth were pain, periodontal</p>	F 677			

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F 677	Continued From page 4  disease, or infection. D 1 stated there could be difficulty keeping the area clean.  During an interview on 2/3/2023, at 8:06 am., the Director of Nursing (DON) stated the possible outcomes of Resident 1's not receiving staff assistance with teeth brushing could result in bleeding gums, cavities, gingivitis (gum disease that causes swelling of the gums), infection in his mouth and jaw.  A review of the facilities policy and procedures titled, Activities of Daily Living (ADL, term used in healthcare that refers to self-care activities), revised on 9/2/2022, indicated the facility will, based on the resident's comprehensive assessment and consistent with the resident's needs and choices, ensure a resident's abilities in ADLs do not deteriorate unless deterioration is unavoidable. Care and services may consist of the following activities of daily living: Bathing, dressing, grooming and oral care. A resident who is unable to carry out activities of daily living will receive the necessary services to maintain good nutrition, grooming, and personal and oral hygiene. The facility will maintain individual objectives of the care plan and periodic review and evaluation.	F 677			
F 688 SS=D	Cross Reference F 791 Increase/Prevent Decrease in ROM/Mobility CFR(s): 483.25(c)(1)-(3)  §483.25(c) Mobility. §483.25(c)(1) The facility must ensure that a resident who enters the facility without limited range of motion does not experience reduction in	F 688			

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F 688	<p>Continued From page 5</p> <p>range of motion unless the resident's clinical condition demonstrates that a reduction in range of motion is unavoidable; and</p> <p>§483.25(c)(2) A resident with limited range of motion receives appropriate treatment and services to increase range of motion and/or to prevent further decrease in range of motion.</p> <p>§483.25(c)(3) A resident with limited mobility receives appropriate services, equipment, and assistance to maintain or improve mobility with the maximum practicable independence unless a reduction in mobility is demonstrably unavoidable.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to provide Physical Therapy (PT- medical treatment used to restore functional movements such as standing, walking, moving different body parts) and Occupational Therapy (OT, profession aimed to increase or maintain a person's capability of participating in everyday life activities) services for one of three sampled residents (Resident 1).</p> <p>This deficient practice had the potential to result in muscle wasting, muscle weakness, and contractures (shortening and hardening of muscles, tendons, or other tissue, often leading to deformity and tightness of the joints that develop after prolonged bed rest, inactivity, or lack of use of certain muscles) to Resident 1.</p> <p>Findings:</p>	F 688			

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F 688	<p>Continued From page 6</p> <p>A review of Resident 1 ' s Admission Record indicated the facility admitted the resident on 8/19/2022. Resident 1 ' s medical diagnosis included fracture (break) of the right and left mandible (jawbone), fracture of the left arm-humerus (long bone that runs from the shoulder and shoulder blade to the elbow).</p> <p>A review of Resident 1 ' s Physician ' s order, dated 8/19/2022, indicated Resident 1 ' s admission to the facility and Resident 1 required skilled nursing facility (SNF- a nursing facility with the staff and equipment to give skilled nursing care and/or skilled rehabilitation services and other related health services) services given on an in-patient (stay overnight) basis because of the need for skilled nursing or rehabilitation care on a continuing basis.</p> <p>A review of Resident 1 ' s General Acute Care Hospital 1 (GACH 1) Surgical Services, dated 8/19/2022, indicated SNF Supplemental Orders included physical therapy (PT) and occupational therapy (OT)OT Evaluation orders to be determined by therapy evaluation.</p> <p>A review of the facility ' s Physical Therapy-PT Evaluation and Plan of Treatment, dated 8/22/2022, indicated Resident 1 ' s musculoskeletal (relating to the muscles and the bones together) system assessment included impaired strength of the right and left legs (hips, knees, and ankles). Resident 1 required assistance with bed mobility, transfers (moving a resident from one flat surface to another), and walking. These were not addressed in the treatment plan because it was not applicable and</p>	F 688			

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F 688	<p>Continued From page 7</p> <p>due to no insurance coverage. The assessment summary indicate no skilled PT was recommended for Resident 1.</p> <p>A review of Resident 1 ' s Minimum Data Set (MDS- an assessment and screening tool), dated 8/26/2022, indicated Resident 1 had moderate impaired cognition (ability to understand and process information). Resident 1 was totally dependent, required physical assistance from two persons during transfers (how resident moves between surfaces from lying position, turns side to side and positions body while in bed), and required extensive assistance from one person for dressing. The functional limitation range of motion (ROM, full movement potential of a joint) indicated Resident 1 had no impairment on his upper extremities (shoulders, elbows, wrists, hands) and had impairment on both lower extremities (hips, knees, ankles, feet).</p> <p>A review of the General Acute Care Hospital 1 ' s (GACH 1) Orthopedic (a branch of medicine that focuses on the care of the bones, joints, ligaments, tendons, and muscles) report, dated 10/18/2022, indicated Resident 1 was referred to physical therapy to receive one to two treatments per week and to be seen in one week. The reason or urgency for the appointment was due to Resident 1 ' s left humerus fracture. The specific scheduling instructions included aggressive range of motion (ROM, full movement potential of a joint) of the elbow and shoulder, stretching, heat massage, and modalities. Resident 1 had no prerequisites due prior to starting therapy and was to receive twelve physical therapy visits.</p>	F 688			



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F 688	<p>Continued From page 8</p> <p>During an interview on 12/27/2022, at 2:30 pm, Resident 1 's Responsible Party (RP) stated Resident 1 's Medical (California ' s health coverage for low-income individuals) insurance expired, and the resident was now under a different insurance. The RP stated being very frustrated because the facility was not providing PT exercises to Resident 1. The RP stated she was informed by the facility ' s Director of Social Services (SSD, social worker) that Resident 1 did not qualify for PT because the insurance did not cover rehabilitation services. The RP stated Resident 1 received PT at the hospital and the therapy stopped when the resident was admitted to the facility.</p> <p>During an interview on 12/27/2022, at 3:20 pm, the SSD stated that Resident 1 ' s insurance did not cover PT services.</p> <p>During an interview on 12/27/2022, at 4:54 pm, Resident 1 stated the facility did not have someone strong to help him get out of bed and he was afraid the female nurses would drop him. Resident 1 stated that was the reason why he did not get out of bed. Resident 1 stated he just laid in bed and the facility did not give him PT. Resident 1 stated PT was provided at the hospital, and he had not received the services since he was admitted to the facility. Resident 1 stated it was important for him to get PT exercises because he wanted to get better, to be able to walk and go home. Resident 1 stated without the exercises he was not getting better. Resident 1 stated he had surgery on the left arm, and he was not getting therapy for his arm.</p>	F 688			

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F 688	<p>Continued From page 9</p> <p>During an interview on 1/11/2023, at 2:20 pm, the Admission Director (AD) stated Resident 1 was admitted to the facility under custodial care (services that can be given safely by individuals who are neither skilled nor licensed medical personnel) and non-health maintenance organization (HMO, type of medical insurance) insurance. AD stated Resident 1 did not get physical therapy and occupational therapy at the facility because he was in custodial care. AD stated residents that were admitted to the facility under HMO insurance did receive therapy services and Resident 1 ' s insurance did not cover such services.</p> <p>During an interview on 1/12/23, at 4:11 pm, Doctor of Medicine 1 (MD 1) stated when a resident is admitted to the facility from the hospital, he continued hospital discharge orders. MD 1 stated most residents received PT and OT upon admission and the benefits of receiving PT included residents to return to their baseline level of function and to reverse deficits. MD 1 stated Resident 1 was weak on one side upon admission and was on custodial care. MD 1 stated no staff made him aware PT and OT were left out of the facility admission orders. MD 1 stated when residents were on custodial care, the insurance did not cover PT, "even though, that doesn ' t matter." MD 1 stated he would have written the order for PT even though he was on custodial care.</p> <p>During a concurrent interview and record review on 1/17/2022, at 3:02 pm, Physical Therapist 1 (PT- are movement experts who improve quality</p>	F 688			

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F 688	<p>Continued From page 10</p> <p>of life through prescribed exercise, hands-on care, and patient education) stated the importance of an initial PT evaluation was to establish a baseline of a resident ' s mobility safety, ability to perform Activity of Daily Living (ADL, term used in healthcare that refers to self-care activities), other activities such as sitting up in bed, balance training, wheelchair transfers, and to establish a resident ' s overall strength. The evaluation would assist to create a resident ' s treatment plan of care. PT 1 stated the evaluation would include a resident ' s ability to follow commands and assist in determining if the brain could communicate with the muscles. PT 1 stated that Resident 1 ' s PT evaluation, dated 8/22/22, did not specify the reason PT was not recommended. PT 1 stated there was a potential Resident 1 could have benefited from receiving PT services. PT 1 stated there was a potential that if Resident 1 had received strength exercises for an extended period of time, Resident 1 would get out of bed sooner and his legs would get stronger.</p> <p>During an interview and concurrent record review on 1/17/2023, at 3:37 pm, Occupational Therapist 1 (OT 1) stated the purpose of the OT evaluation was to determine if a resident could benefit from OT services and to screen residents to establish a baseline. OT 1 stated the baseline would help determine if residents were candidates for OT services and establish if residents had the potential to improve and could compare it later with any changes. OT 1 stated Resident 1 ' s "OT Evaluation and Plan of Treatment," dated 11/7/2022, did not indicate the reason Resident 1 was not a candidate for OT</p>	F 688			

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F 688	Continued From page 11 services. OT 1 stated it was important to indicate reasons to have a baseline that could be used for future services provided.  A review of the facility ' s policy and procedure titled, "Specialized Rehabilitative Services," revised 9/2/2022, indicated the facility shall provide or obtain services from an outside resource for specialized rehabilitative services if required by the resident's comprehensive assessment and care plan to assist them to attain, maintain or restore their highest practicable level of physical mental functional and psycho-social well-being. Specialized rehabilitative services included but were not limited to the following: Physical therapy and Occupational therapy.	F 688			
F 690 SS=E	Cross Reference F 745 Bowel/Bladder Incontinence, Catheter, UTI CFR(s): 483.25(e)(1)-(3)  §483.25(e) Incontinence. §483.25(e)(1) The facility must ensure that resident who is continent of bladder and bowel on admission receives services and assistance to maintain continence unless his or her clinical condition is or becomes such that continence is not possible to maintain.  §483.25(e)(2) For a resident with urinary incontinence, based on the resident's comprehensive assessment, the facility must ensure that- (i) A resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that	F 690			

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F 690	<p>Continued From page 12</p> <p>catheterization was necessary;</p> <p>(ii) A resident who enters the facility with an indwelling catheter or subsequently receives one is assessed for removal of the catheter as soon as possible unless the resident's clinical condition demonstrates that catheterization is necessary; and</p> <p>(iii) A resident who is incontinent of bladder receives appropriate treatment and services to prevent urinary tract infections and to restore continence to the extent possible.</p> <p>§483.25(e)(3) For a resident with fecal incontinence, based on the resident's comprehensive assessment, the facility must ensure that a resident who is incontinent of bowel receives appropriate treatment and services to restore as much normal bowel function as possible.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to provide adequate indwelling catheter (tube that drains urine from the bladder into a bag outside of the body) care and services for one of three sampled residents (Resident 1) who had a history of urinary tract infections (an infection in any part of the urinary system: kidneys, bladder, or urethra [tube through which the urine leaves the body]), sepsis (life-threatening complication of an infection), and multiple hospitalizations by failing to:</p> <p>1. On 2/1/23, Licensed Vocational Nurse 2 (LVN 2) failed to properly assess Resident 1's nephrostomy catheter (tube, a small and flexible tube -catheter- placed through the skin of the</p>	F 690			

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F 690	<p>Continued From page 13</p> <p>lower back into the kidney and urine drains into a small bag connected to the tube) for sediments (matter that settles inside the catheter tubing).</p> <p>2. On 2/3/2023, Treatment Nurse 1 (TXN 1) did not perform a clean technique (involves hand washing, maintaining a clean environment by preparing a clean field using clean gloves and sterile instruments and preventing direct contamination of supplies) during a nephrostomy site dressing change nor a sterile (strategies used in patient care to reduce exposure to microorganisms and maintain objects and areas as free from microorganisms as possible) technique during the irrigation (flushing) of Resident 1 ' s nephrostomy tube and as indicated by the facility ' s policy and procedure titled, "Nephrostomy and Cystostomy Tube Care and Maintenance."</p> <p>This deficient practice had the potential to result in a urinary tract infection (an infection in any part of the urinary system: kidneys, bladder, or urethra [tube through which the urine leaves the body]) and sepsis (life-threatening complication of an infection) to Resident 1.</p> <p>Findings:</p> <p>A review of Resident 1 ' s Admission Record indicated the facility admitted the resident on 8/19/2022. Resident 1 ' s medical diagnosis included fracture (break) of the right and left mandible (jawbone), and fracture of the left arm-humerus (long bone that runs from the shoulder and shoulder blade to the elbow).</p>	F 690			

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F 690	<p>Continued From page 14</p> <p>A review of Resident 1 ' s General Acute Care Hospital (GACH) 1, Skilled Nursing Facility (SNF- an inpatient treatment and rehabilitation center featuring licensed nurses and other medical professionals) supplemental orders dated 8/19/2022 indicated right percutaneous (medical procedure or method where access to inner organs or other tissue is done via needle-puncture of the skin) nephrostomy (a small and flexible tube -catheter- placed through the skin of the lower back into the kidney and urine drains into a small bag connected to the tube) follow up with urology as an outpatient.</p> <p>A review of Resident 1 ' s Minimum Data Set (MDS- an assessment and screening tool), dated 8/26/2022, indicated Resident 1 had moderate impaired cognition (ability to understand and process information). Resident 1 was totally dependent, required physical assistance from two persons during transfers (how resident moves between surfaces from lying position, turns side to side and positions body while in bed), and required extensive assistance from one person for dressing.</p> <p>A review of Resident 1 ' s plan of care initiated on 8/24/22 and revised 1/11/23 indicated Resident 1 had a right nephrostomy tube. The care plan goals included Resident 1 would not show signs and symptoms of a urinary tract infection. The interventions included for the staff to monitor, record, and report to the physician signs and symptoms for urinary tract infection: burning, blood-tinged urine, cloudiness, no urine output, increased pulse, increase temperature, urinary frequency (frequent urination), foul smelling</p>	F 690			

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F 690	<p>Continued From page 15</p> <p>urine, fever, chills, altered mental status, change in behavior, and change in eating patterns.</p> <p>A review of the facility ' s Progress Notes dated 8/31/2022, at 2:52 am, indicated Resident 1 was on intravenous (IV, a soft flexible tube placed inside a vein, usually in the hand or arm and used to give a person medicine or fluids) Rocephin (antibiotic medication) for a urinary tract infection.</p> <p>A review of GACH 2 ' s Progress Notes-Assessment Plan, dated 9/9/2022, indicated severe sepsis and complicated urinary tract infection.</p> <p>A review of Resident 1 ' s Facility Progress Notes dated 9/12/2022, at 3:42 pm, indicated the resident was readmitted from the GACH 2 with intravenous (IV, soft flexible tube placed inside the vein, used to deliver medicine or fluids) antibiotics for a UTI and pyelonephritis (kidney infection).</p> <p>A review of Resident 1 ' s Progress Notes dated 10/30/2022, at 4:52 pm, indicated Resident 1 had a change of condition that included, elevated temperature, elevated heart rate, and episodes of emesis (vomiting). Resident 1 ' s vital signs included: temperature 103-degrees Fahrenheit (normal range is between 97 to 99 degrees Fahrenheit), heart rate/beat 140 (normal range is 60 to 100 beats per minute). The resident ' s physician was notified with new orders that included transfer to GACH 2.</p> <p>A review of Resident 1 ' s General Acute Care</p>	F 690			



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F 690	<p>Continued From page 16</p> <p>Hospital (GACH) 2 ' s Progress Notes, admit date 10/30/2022, indicated the impression/recommendation for Resident 1 was severe sepsis. The education materials indicated, sepsis causes an inflammatory response in the body, if left untreated, sepsis can progress to severe sepsis. Severe sepsis occurs when one or more of your body ' s organs is damaged from this inflammatory response. Any organ can be affected, the heart, the brain, the kidneys, lungs, and/or liver.</p> <p>A review of Resident 1 ' s Progress Notes dated 11/5/2022, at 10:53 am, indicated that Resident 1 was readmitted to the facility with a UTI and pyelonephritis.</p> <p>1. During an observation at Resident 1 ' s bedside and concurrent interview on 2/1/2023, at 10:05 am., Resident 1 ' s nephrostomy tube had cloudy urine and pale-yellow chunks inside. Certified Nursing Assistant 1 (CNA 1) stated Resident 1 ' s urine was cloudy and had sediments inside the tubing.</p> <p>During an observation at Resident 1 ' s bedside and concurrent interview on 2/1/2023, at 12:39 pm, LVN 1 stated there were sediments inside Resident 1 ' s nephrostomy tubing. LVN 1 stated, sediments in the urine indicated possible signs of an infection.</p> <p>During an interview on 2/1/2023, at 1:00 pm, LVN 2 stated she was caring for Resident 1 and had conducted an assessment on Resident 1 ' s nephrostomy tube, "15 minutes ago." LVN 2 stated there were no sediments in Resident 1 ' s</p>	F 690			

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F 690	<p>Continued From page 17</p> <p>tubing. LVN 2 stated she did not document Resident 1 ' s assessment.</p> <p>2. During an observation on 2/3/2023, at 8:50 am, Treatment Nurse 1 (TXN 1) pulled supplies out of the treatment cart located outside of Resident 1 ' s room. TXN 1 pulled scissors out of her pants pocket, cut open a packet of sterile dressing, and cut the sterile dressing without disinfecting the scissors.</p> <p>During an observation of the Comfort Foam Border (sterile dressing pack), expiration date of 11/7/2026, indicated the dressing was sterile.</p> <p>During a concurrent observation on 2/3/2023, at 8:55 am, TXN 1 put on clean gloves outside of Resident 1 ' s room, entered the room, touched and opened the privacy curtains. TXN 1 placed the supplies to change the dressing on top of Resident 1 ' s bedside table. TXN 1 did not disinfect the top of table. TXN 1 grabbed the bed control, raised, and flattened the bed wearing the same pair of gloves. Resident 1 ' s dressing, covering the nephrostomy tube, was lifted by TXN 1 from one corner and the top of the dressing had a dark brown substance in the middle of the gauze. At 9:12 am, TXN 1, removed the soiled gloves, put on a new pair of clean gloves, took a normal saline (salt water) syringe, and flushed Resident 1 ' s nephrostomy tube. TXN 1 did not use sterile gloves and did not create a sterile field prior to flushing the tubing.</p> <p>During a concurrent interview on 2/3/2023, 8:58 am, TXN 1 stated Resident 1 ' s dressing was a</p>	F 690			

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F 690	<p>Continued From page 18</p> <p>little "dirty," it looked like it had dry blood, and it should have been changed. TXN 1 stated Resident 1 ' s dressing was peeling on one side and the tape holding the dressing in place did not look clean or secure. At 9:15 am, TNX 1 stated the nephrostomy dressing change and flushing were to be done with non-sterile supplies. TNX 1 stated this was her first-time taking care of a resident that had a nephrostomy tube.</p> <p>During a record review and concurrent interview on 2/3/2023, at 9:40 am, the Director of Nursing (DON) stated it was important to clean the nephrostomy site well and she expected her nurses would assess the nephrostomy site for dry blood and notify the physician because this might indicate something got pulled out. The DON stated it was not normal to have dry blood on the nephrostomy site. The DON stated flushing of the nephrostomy tubing was a sterile procedure and the nurses had to sanitize the top of the bed side table first and then sanitize the equipment they needed. The DON stated if the nurses did not follow the facility ' s policy and procedure during dressing changes and flushing of the nephrostomy tubing, they might introduce an infection to the patient.</p> <p>During a review of the facility ' s policy and procedures, titled "Nephrostomy and Cystostomy Tube Care and Maintenance," revised on 9/2/2022, indicated that residents with nephrostomy or cystostomy tubes (a small flexible tube surgically inserted into the bladder to divert urine from the urethra) will receive care consistent with professional standards of</p>	F 690			

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F 690	Continued From page 19 practice. The care and maintenance of the nephrostomy tubes shall be in accordance with the physician ' s orders. The orders shall specify the type and frequency of dressing changes. Procedure for changing a dressing include: to set up a clean field on the overbed table. Use no touch technique to remove supplies from container. Perform hand hygiene and put on clean gloves. Remove the old dressing carefully, remove gloves, pulling inside out over the dressing. Discard into appropriate receptacle. Perform hand hygiene and put on clean gloves. The procedure for irrigation (flushing) includes, setting up a sterile field on the overbed table and using a no touch technique, perform hand hygiene and apply sterile gloves.	F 690			
F 745 SS=D	Provision of Medically Related Social Service CFR(s): 483.40(d)  §483.40(d) The facility must provide medically-related social services to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident. This REQUIREMENT is not met as evidenced by: Based on interview and record review, the facility failed to ensure medically related services were provided for one of three sampled residents (Resident 1) and as indicated by the facility's Social Services policy and procedure.  Resident 1 did not receive Physical Therapy (PT- medical treatment used to restore functional movements such as standing, walking, moving different body parts) services or urology (medical doctor who specializes in conditions that affect the urinary tract system) follow up visits.	F 745			

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F 745	<p>Continued From page 20</p> <p>This deficient practice had the potential to result in a decline in physical and psychosocial well-being for Resident 1.</p> <p>Finding:</p> <p>A review of Resident 1's Admission Record indicated the facility admitted the resident on 8/19/2022. Resident 1's medical diagnosis included fracture (break) of the right and left mandible (jawbone), fracture of the left arm-humerus (long bone that runs from the shoulder and shoulder blade to the elbow), and nephrostomy catheter (a small and flexible tube -catheter- placed through the skin of the lower back into the kidney and urine drains into a small bag connected to the tube).</p> <p>A review of Resident 1's Physician's order, dated 8/19/2022, indicated Resident 1 required skilled nursing facility (SNF- a nursing facility with the staff and equipment to give skilled nursing care and/or skilled rehabilitation services and other related health services) services given on an in-patient (stay overnight) basis because of the need for skilled nursing or rehabilitation care on a continuing basis.</p> <p>A review of the GACH's Surgical Services- Skilled Nursing Facility Supplemental Orders, dated 8/19/2022, indicated a follow up outpatient visit to the Urologist.</p> <p>A review of Resident 1's Minimum Data Set (MDS- an assessment and screening tool), dated 8/26/2022, indicated Resident 1 had moderate</p>	F 745			

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F 745	<p>Continued From page 21</p> <p>impaired cognition (ability to understand and process information). Resident 1 was totally dependent, required physical assistance from two persons during transfers (how resident moves between surfaces from lying position, turns side to side and positions body while in bed), and required extensive assistance from one person for dressing.</p> <p>A review of the General Acute Care Hospital 1's (GACH 1) Orthopedic (a branch of medicine that focuses on the care of the bones, joints, ligaments, tendons, and muscles) report, dated 10/18/2022, indicated Resident 1 was referred to physical therapy to receive one to two treatments per week and to be seen in one week. The reason or urgency for the appointment was due to Resident 1's left humerus fracture. The specific scheduling instructions included aggressive range of motion (ROM, full movement potential of a joint) of the elbow and shoulder, stretching, heat massage, and modalities. Resident 1 had no prerequisites due prior to starting therapy and was to receive twelve physical therapy visits.</p> <p>A review of GACH 1's Ambulatory Referral to Urology, order dated 10/20/2022, indicated date to be seen in one week. The reason indicated for referral or urgency of appointment was due to Resident 1's nephrostomy tube (a small and flexible tube -catheter- placed through the skin of the lower back into the kidney and urine drains into a small bag connected to the tube) located on the right side.</p> <p>During an interview on 12/27/2022, at 2:30 pm, Resident 1's Responsible Party (RP) stated</p>	F 745			

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F 745	Continued From page 22  Resident 1 was admitted to the facility from the General Acute Care Hospital (GACH) after having several surgeries and required follow up appointments with the GACH surgeons. The RP stated Resident 1 received Physical Therapy (PT- medical treatment used to restore functional movements such as standing, walking, moving different body parts) at the GACH and had not received PT at the facility. The RP stated when she inquired, the facility informed her Resident 1's insurance did not cover PT services and she had to change insurance plans for PT to be covered. The RP stated she requested help from the Director of Social Services (SSD, social worker) and SSD informed the RP she did not help with insurance issues, and she had to contact the case manager (CM). The RP stated she contacted the CM and was informed the CM could not help her with the insurance concern to contact the Admission Coordinator (AC). The RP stated the AC informed her that she could select a managed care plan but was not explained the benefits or consequences of selecting such insurance plan. The RP stated the new insurance plan took effect November 2022 and it was almost the end of the month and Resident 1 had not received PT services. The RP stated that another concern was that Resident 1 could not be seen at GACH 1 for follow up medical appointments (urology) because GACH 1 was located on a different county than the facility and the new insurance plan was not accepted by GACH  1. The RP stated feeling frustrated because the resident already had missed follow up appointments at GACH 1 due to the new insurance plan and the lack of help from the	F 745			

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F 745	<p>Continued From page 23</p> <p>facility. The RP stated feeling very concerned for Resident 1's well-being and was worried about not knowing what to do. The RP stated she was not receiving support from the facility and felt concerned because she did not know what would happen with Resident 1. The RP stated the facility was not providing her with any information on how to address this issue, "Please, please help me. I don't know what to do."</p> <p>During an interview on 12/27/22, at 3:20 pm, the SSD stated being aware that the resident's representative (RP) had insurance concerns and questions regarding scheduling GACH 1 urology follow up appointments. The SSD stated she contacted the facility's case manager and the admission coordinator so that they could help the RP. The SSD stated she had only helped Resident 1 with transportation, and she had not helped with the scheduling of outside appointments. The SSD stated the RP wanted Resident 1 to receive PT, but the resident's insurance did not cover the services. The SSD stated that the first time she talked to the RP was today and prior to this interview.</p> <p>During an interview on 12/27/2022, at 4:08 pm, the Case Manager (CM) stated he had not worked with Resident 1 because the resident's insurance was managed care-custodial care (services that can be given safely by individuals who are neither skilled nor licensed medical personnel). The CM stated he only worked with residents who were approved for skilled services (services provided by a licensed professional for the purpose of promoting, maintaining, or restoring the health of an individual or to</p>	F 745			



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F 745	<p>Continued From page 24</p> <p>minimize the effects of injury, illness, or disability). The CM stated that Resident 1 was admitted to the facility on custodial care and was now on a Health Maintenance Organization (HMO, type of health insurance plan that usually limits coverage to care from doctors who work for or contract with the HMO). The CM stated he applied to request for skill nursing services for Resident 1 and stated he had not helped Resident 1 with scheduling follow up urology appointments to GACH 1 or with selection of an insurance. The CM stated the Admission Coordinator was probably helping Resident 1 with selection of an insurance plan.</p> <p>During an interview on 12/27/2022, at 4:54 pm, Resident 1 stated he did not know what his plan of care was, "No one tells me anything, I'm just laying here, and I don't know how long I will be here." Resident 1 stated he just laid in bed and the facility did not give him PT. Resident 1 stated PT was provided at the hospital, and he had not received the services since he was admitted to the facility. Resident 1 stated it was important for him to get PT exercises because he wanted to get better, to be able to walk and go home. Resident 1 stated he had missed follow up appointments with the Urologist at GACH 1 and stated he did not know when he would get those appointments again. Resident 1 stated he was very concerned for his health.</p> <p>A review of the facility's Policy and Procedure, titled "Social Services," revised on 9/22/2022 indicated the social worker, or social service designee, will pursue the provision of any identified need for medically related social</p>	F 745			

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F 745	Continued From page 25 services of the resident and attempts to meet the needs of the resident will be handled by the appropriate discipline. Services to meet the residents' needs may include maintaining contact with the facility to report on changes in health, current goals, discharge planning, and encouragement to participate in care planning. Assisting with informing and educating residents, their family, and or representatives about health care options and their ramifications. Making referrals and obtaining needed services from outside entities. Assisting residents with financial and legal matters the social worker, or social service designee, will monitor the residence progress in improving physical, mental, end psychosocial functioning.	F 745			
F 791 SS=D	Cross Reference F 688 and F 690 Routine/Emergency Dental Srvcs in NFs CFR(s): 483.55(b)(1)-(5)  §483.55 Dental Services The facility must assist residents in obtaining routine and 24-hour emergency dental care.  §483.55(b) Nursing Facilities. The facility-  §483.55(b)(1) Must provide or obtain from an outside resource, in accordance with §483.70(g) of this part, the following dental services to meet the needs of each resident: (i) Routine dental services (to the extent covered under the State plan); and (ii) Emergency dental services;  §483.55(b)(2) Must, if necessary or if requested,	F 791			

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F 791	<p>Continued From page 26</p> <p>assist the resident-</p> <p>(i) In making appointments; and</p> <p>(ii) By arranging for transportation to and from the dental services locations;</p> <p>§483.55(b)(3) Must promptly, within 3 days, refer residents with lost or damaged dentures for dental services. If a referral does not occur within 3 days, the facility must provide documentation of what they did to ensure the resident could still eat and drink adequately while awaiting dental services and the extenuating circumstances that led to the delay;</p> <p>§483.55(b)(4) Must have a policy identifying those circumstances when the loss or damage of dentures is the facility's responsibility and may not charge a resident for the loss or damage of dentures determined in accordance with facility policy to be the facility's responsibility; and</p> <p>§483.55(b)(5) Must assist residents who are eligible and wish to participate to apply for reimbursement of dental services as an incurred medical expense under the State plan. This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure necessary services were provided for one of three sampled residents (Resident 1).</p> <p>Resident 1 was admitted from the General Acute Care Hospital 1 (GACH 1) on 8/19/2022 after mouth surgery (operation) and placement of temporary wires on the upper and lower jaw. Resident 1 did not have a follow up appointment</p>	F 791			

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F 791	<p>Continued From page 27</p> <p>with the plastic oral (mouth) surgeon (a surgical specialty involving the restoration, reconstruction, or alteration of the human body) since 9/26/2022.</p> <p>This deficient practice resulted in pain, gum discomfort, and teeth buildup (food and saliva particles) to Resident 1 and had the potential to result in periodontal disease (a serious gum infection that damages the gums and can destroy the jawbone and can lead to tooth loss.)</p> <p>Findings:</p> <p>A review of Resident 1's Admission Record indicated the facility admitted the resident on 8/19/2022. Resident 1's medical diagnosis included fracture (break) of the right and left mandible (jawbone), and fracture of the left arm-humerus (long bone that runs from the shoulder and shoulder blade to the elbow).</p> <p>A review of Resident 1's Care Plan, initiated on 8/20/2022, indicated Resident 1 had oral/dental health problems due to wiring of the mouth and right and left mandible fracture. Resident 1 required assistance with oral care and required mouth cleaning with 15 milliliters (mL, unit of measure) of Chlorhexidine gluconate (mouth wash) solution 0.12%. The goals included: free of infection, pain, or bleeding in the oral cavity and Resident 1 to comply with mouth care at least daily. The interventions included to coordinate arrangements for dental care with transportation as needed. Monitor, document, and report as needed any signs and symptoms of oral, dental problems needing attention, such as pain of the</p>	F 791			

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F 791	<p>Continued From page 28</p> <p>gums, toothache or palate, abscess (painful collection of pus), debris (remains of something broken down) in the mouth, cracked lips or bleeding, and inflamed tongue. The interventions also included providing mouth care as part of Activity of Daily Living (ADL, term used in healthcare that refers to self-care activities) personal hygiene.</p> <p>A review of Resident 1's Minimum Data Set (MDS- an assessment and screening tool), dated 8/26/2022, indicated Resident 1 had moderate impaired cognition (ability to understand and process information). Resident 1 was totally dependent, required physical assistance from two persons during transfers (how resident moves between surfaces from lying position, turns side to side and positions body while in bed), and required extensive assistance from one person for dressing.</p> <p>A review of Resident 1's GACH 1's Operating Room Case Request Order: Removal, Deep Maxilla and Mandible, dated 9/2/2022, indicated open fracture (complete or partial bone break) of the left and right mandibular (mandible, largest bone in the human skull that holds the lower teeth in place, helps with chewing, and forms the lower jawline) body, and maxillary sinus (hollow space in the bones around the nose) fracture. The preoperative diagnoses included hardware in place in the maxilla (upper jaw, forms part of the nose and eye socket) and mandible.</p> <p>A review of GACH 1 Plastic Surgery Instructions, dated 9/26/2022, at 11:40 am, indicated a follow up appointment for surgery. Wound care</p>	F 791			

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F 791	<p>Continued From page 29</p> <p>included brushing of teeth twice daily and the activity included opening mouth as much as possible a few times per hour.</p> <p>During an interview on 12/27/2022, at 4:54 pm, Resident 1 stated he had wires on his jaw that needed to be removed but he didn't know when an appointment would be scheduled for the removal. Resident 1 stated he could not chew due to the wires, "They hurt my mouth, I have blisters on my mouth and lips because of these wires, it's painful, sometimes my mouth bleeds." Resident 1 stated he had a GACH 1 visit on 9/26/2022 the doctor told him; a follow up appointment needed to be scheduled because all wires had to be removed.</p> <p>During an observation at Resident 1's bedside and concurrent interview on 2/1/2023, at 11:58 am, Licensed Vocational Nurse 2 (LVN 2) stated Resident 1's lips were dry, teeth had built up, irritation on the inner lower lips, and an ulcer (painful sore) on his inner lower right lip from the metal wire rubbing.</p> <p>During an interview on 2/2/2023, at 10:10 am, Dentist (D) 1 stated she examined Resident 1 for the first time on 12/19/2022. D 1 stated Resident 1 had a lot of buildup on his teeth. D 1 stated the possible outcomes of having wires in the mouth were pain, periodontal disease (the results of infections and inflammation of the gums and bone that surround and support the teeth), and infection. D 1 stated Resident 1's jaw wires were out of her scope of practice (the activities that an individual health care practitioner is permitted to perform within a specific profession), and the</p>	F 791			

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F 791	<p>Continued From page 30</p> <p>resident required a follow up referral to an oral surgeon.</p> <p>During an interview on 2/3/2023, at 8:05 am., the Director of Nursing (DON) stated the possible outcomes of Resident 1's not receiving staff assistance with teeth brushing could result in bleeding gums, cavities, gingivitis (gum disease that causes swelling of the gums), infection in his mouth and jaw.</p> <p>During an interview on 2/3/2023, at 11:20 am, Resident 1 stated he was required help brushing his teeth because he was afraid of pulling out the wires.</p> <p>A review of the facilities policy and procedures titled, "Dental Services," revised 9/22/2022 indicated the dental needs of each resident are identified through the physical assessment and MDS assessment processes and are addressed in each resident's plan of care. Oral care and denture care shall be provided in accordance with identified needs and as specified in the plan of care.</p> <p>Cross Reference F 677</p>	F 791			