

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

PRINTED: 02/23/2023  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>056315</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>02/21/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>WINDSOR CYPRESS GARDENS</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>9025 COLORADO AVENUE RIVERSIDE, CA 92503</b>		
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F 000	INITIAL COMMENTS  The following reflects the findings of the California Department of Public Health during the investigation of one complaint.  Complaint intake numbers: CA00814916  Representing the Department: Health Facilities Evaluator Nurse, 36153  The inspection was limited to the specific complaint investigated and does not represent the findings of a full inspection of the facility.  One deficiency was identified for complaint intake CA00814916 (Refer to F-tag 755).	F 000	The following written Plan of Correction (POC) is provided as a matter of regulatory compliance. It does not necessarily indicate agreement with the findings or deficiencies identified. Please consider this written POC as our allegation of compliance with the deficiency(ies) identified.		
F 755 SS=D	Pharmacy Svcs/Procedures/Pharmacist/Records CFR(s): 483.45(a)(b)(1)-(3)  §483.45 Pharmacy Services The facility must provide routine and emergency drugs and biologicals to its residents, or obtain them under an agreement described in §483.70(g). The facility may permit unlicensed personnel to administer drugs if State law permits, but only under the general supervision of a licensed nurse.  §483.45(a) Procedures. A facility must provide pharmaceutical services (including procedures that assure the accurate acquiring, receiving, dispensing, and administering of all drugs and biologicals) to meet the needs of each resident.  §483.45(b) Service Consultation. The facility must employ or obtain the services of a licensed pharmacist who-	F 755	The medication record for Resident A was reviewed and reconciled on December 6, 2022 by DON1. The other Residents with orders for anti-anxiety medications records were reviewed for similar discrepancies and none were found at that time.  Work with the pharmacy provider has been ongoing since the incident by both DON1 and DON2. Additionally, inservicing was initially held with the facility licensed nursing staff on 1/10/2023 that included the topic of medications that may be unavailable and the procedures to follow in those instances. The inservice education was provided by the facility director of staff development, and additional inservicing shall continue	3/21/23	

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 755	<p>Continued From page 1</p> <p>§483.45(b)(1) Provides consultation on all aspects of the provision of pharmacy services in the facility.</p> <p>§483.45(b)(2) Establishes a system of records of receipt and disposition of all controlled drugs in sufficient detail to enable an accurate reconciliation; and</p> <p>§483.45(b)(3) Determines that drug records are in order and that an account of all controlled drugs is maintained and periodically reconciled. This REQUIREMENT is not met as evidenced by: Based on observation, interview and record review, the facility failed to provide or obtain sufficient supply of a routine medication, Xanax (alprazolam- a medication used to treat anxiety disorders and panic disorders), within a timely manner, for one of three residents reviewed (Resident A), when multiple doses of the medication for anxiety were not received by Resident A.</p> <p>This delayed acquisition of anti-anxiety medications had the potential to impede the timely administration and relief of anxiety, which could adversely affect Resident A 's condition.</p> <p>Findings:</p> <p>On December 6, 2022, an unannounced visit was conducted at the facility for the investigation of one complaint.</p> <p>On December 6, 2022, Resident A 's clinical record was reviewed. Resident A was admitted to the facility on June 16, 2022, with diagnoses that included multiple sclerosis (a nervous system</p>	F 755	<p>monthly for a period of at least 90 days to ensure the process remains viable. The health information manager, or designee, will audit the controlled drug record on a monthly basis as a move forward item. The shift to shift tracker will be audited as an additional procedure to the regular pharmacy audit. The DON, or designee, will monitor compliance through a random weekly audit of the tracker. These audits shall occur for a period of not less than 90 days. Any discrepancies will be remedied immediately and forwarded to the administrator for follow up. All findings will be discussed at the monthly QAPI meeting. Any necessary action plans will be developed and implemented immediately to ensure continuous compliance.</p>		

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F 755	<p>Continued From page 2</p> <p>disease that affects the brain and spinal cord), depression, and anxiety disorder.</p> <p>Resident A was alert and oriented, and self-responsible for her care.</p> <p>Resident A ' s minimum data set (MDS- a comprehensive assessment tool), dated September 23, 2022, was reviewed. Resident A has a BIMS Score (Brief Interview of Mental Status- an assessment tool for cognition [thinking process]) of 15 (cognitively intact). Resident A ' s functional status indicated she required supervision with setup help only, in bed mobility, transfers, walking, and bathing, and with one person assist in dressing, eating, toilet use and personal hygiene.</p> <p>The physician ' s "Order Summary Report," for December 2022, was reviewed. The physician ' s order, dated November 19, 2022, indicated the following medications:</p> <p>- " ...Xanax Tablet 0.25 MG (milligram- a unit of measurement) (ALPRAZolam- generic name) Give 1 tablet by mouth every 8 hours for Anxiety manifested by restlessness and pacing (walking back and forth as an expression of anxiety) Give with Xanax 0.25mg tab (tablet); and</p> <p>-Xanax Tablet 0.5 MG (ALPRAZolam) Give 1 tablet by mouth every 8 hours for Anxiety manifested by restlessness and pacing Give with Xanax 0.25mg tab ..."</p> <p>Resident A ' s "Medication Administration Record (MAR)," for December 2022, was reviewed. The following medications were not administered to Resident A:</p>	F 755			

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F 755	Continued From page 3  -" ...December 2, 2022, 0800, 1400, and 2200 : Xanax Tablet 0.25 MG (ALPRAZolam) Give 1 tablet by mouth every 8 hours for Anxiety manifested by restlessness and pacing Give with Xanax 0.5mg tab, Code 9 (Other/See Nurses Notes); and  -December 2, 2022, 0800, 1400, 2200, Xanax Tablet 0.5 MG (ALPRAZolam) Give 1 tablet by mouth every 8 hours for Anxiety manifested by restlessness and pacing Give with Xanax 0.25mg tab ..."  The Progress Notes for December 2022, were reviewed. Multiple licensed nurses documented the following:  " ...12/2/2022, 06:55 eMar (electronic MAR) - Medication Administration Note, Xanax Tablet 0.25 MG (ALPRAZolam) Give 1 tablet by mouth every 8 hours for Anxiety manifested by restlessness and pacing Give with Xanax 0.5mg tab, Med (medication) not on site;  -12/2/2022, 06:56, eMar - Medication Administration Note, Xanax Tablet 0.5 MG (ALPRAZolam) Give 1 tablet by mouth every 8 hours for Anxiety manifested by restlessness and pacing Give with Xanax 0.25mg tab, Med not on site;  -12/2/2022, 13:15, eMar - Medication Administration Note, awaiting delivery from pharmacy;  -12/2/2022, 13:15, eMar - Medication Administration Note, awaiting delivery from pharmacy;	F 755			

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F 755	<p>Continued From page 4</p> <p>-12/2/2022, 21:37, eMar - Medication Administration Note, On order from pharmacy; and</p> <p>-12/2/2022, 21:37, eMar - Medication Administration Note, On order from pharmacy ..."</p> <p>On December 6, 2022, a concurrent interview and record review was conducted with the Director of Nursing (DON) 1 (former DON). DON 1 stated Code 9 indicated the medication was not given and to see the Progress Notes. The DON stated the MAR indicated Xanax was a routine medication and should have been given as ordered. The facility should have not run out of Resident A ' s Xanax medications.</p> <p>On February 9, 2022, at 9:50 a.m., Resident A was interviewed. Resident A stated there were times when she needed her medications for anxiety and the facility had run out of her Xanax medications. Resident A was unable to indicate the dates when she run out of her Xanax medications.</p> <p>On February 9, 2023, at 12:25 p.m., a telephone interview was conducted with Licensed Vocational Nurse (LVN) 1. LVN 1 stated she documented in the Progress Notes when Resident A ' s Xanax medication had run out in December 2022, and the medication refills did not arrive on time. LVN 1 stated Xanax refills requires signature and approval from the physician, before the pharmacy can deliver the refills for Xanax. LVN 1 stated the bubble pack for Xanax had 30 tablets, good for only 10 days supply, and the last 4 tablets in the bubble pack are shaded blue, indicating time to request for refills. LVN 1 stated Resident A's</p>	F 755			

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F 755	<p>Continued From page 5</p> <p>Xanax medication was ordered as routine at 3 times a day. LVN 1 stated the last 4 tablets in the bubble pack are only good for one day plus 1 dose for the next day. LVN 1 stated the pharmacy have difficulty in getting the physician 's signature and approval for the Xanax refills within a timely manner.</p> <p>On February 9, 2023, the delivery receipt for Resident A ' s Xanax medication was reviewed. The (name of pharmacy) delivery receipt, dated December 3, 2022, at 1:08 a.m., indicated:</p> <p>"- ...ALPRAZOLAM 0.254 MG TAB, Quantity 30, Status Delivered; and</p> <p>-ALPRAZOLAM 0.5 MG TAB, Quantity 30, Status Delivered ..."</p> <p>On February 9, 2023, at 11:30 a.m., a concurrent interview and record review was conducted with DON 2 (the current DON). The MAR for December 2022 was reviewed, and DON 2 confirmed Resident A was not administered with her Xanax medications as ordered on December 2, 2022, because the pharmacy had not delivered the medications within a timely manner. DON 2 stated medications ordered as routine by the physician should not have a missed dose because the pharmacy has not delivered yet. DON 2 stated reorder for Resident A ' s Xanax medications should be done days in advance and in a timely manner.</p> <p>The facility policy and procedure titled, "ORDERING AND RECEIVING MEDICATIONS FROM THE DISPENSING PHARMACY, dated April 2008, was reviewed. The policy indicated, "Medications and related products are received</p>	F 755			

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F 755	Continued From page 6 from the dispensing pharmacy on a timely basis. The facility maintains accurate records of medication order and receipt ...Reorder medication five days in advance of need to assure an adequate supply is on hand ...The refill order is called in, faxed, or otherwise transmitted to the pharmacy ...If needed before the next regular delivery, inform pharmacy of the need for prompt delivery. The emergency kit or emergency drug supply as applicable is used when the resident needs a medication prior to pharmacy delivery ...A licensed nurse: Receives medications delivered to the facility and documents that the delivery was received and was secure on the medication delivery receipt ..."	F 755			