

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

PRINTED: 03/13/2023
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 03/10/2023
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	<p>INITIAL COMMENTS</p> <p>The following reflects the findings of the California Department of Public Health during the investigation of a complaint.</p> <p>Complaint Number: CA00822329</p> <p>Representing the Department:</p> <p>Health Facilities Evaluator Nurse:</p> <p>41348</p> <p>The inspection was limited to the specific complaint and does not represent the findings of a full inspection of the facility.</p> <p>One deficiency was identified for the complaint number: CA00822329</p>	F 000			
F 684 SS=E	<p>Quality of Care CFR(s): 483.25</p> <p>§ 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 observation, interview, and record review, the facility failed to ensure care and treatment was provided timely to address continuous episodes of loose stools, for one of four residents reviewed, (Resident 1), when</p>	F 684	<p>F-684 Quality of Care CFR(s): 483.25</p> <p>Corrective Action(s)</p> <ol style="list-style-type: none"> 1. Resident #1 laboratory for C-diff was ordered and completed on 2/10/2023 with a positive result. A private room was provided, and MD initiated antibiotic treatment for 10 days. 2. Resident #1 treatment was completed on 2/20/2023 with no further sign and symptoms of loose bowel movement. 3. Resident #1 is provided an education regarding refusal of 		

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

TITLE

(X6) DATE



Administrator

3/12/23

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</p> <p>Resident 1 was not thoroughly assessed and appropriate interventions implemented to address episodes of loose/watery stools. In addition, the physician was not notified of the resident's refusal of loperamide (medication to treat diarrhea).</p> <p>This failure had the potential to result in the delay of the necessary care and treatment needed for Resident 1.</p> <p>Findings:</p> <p>On January 23, 2023, at 10:30 a.m., an unannounced visit was conducted at the facility for a complaint investigation.</p> <p>On January 23, 2023, at 10:53 a.m., Resident 1 was observed lying in bed and watching television. During a concurrent interview, Resident 1 stated he had the "runs" for several days and would go to the bathroom about four to eight times a day. He stated he was trying to get a referral to the gastrointestinal (GI) specialist (physician to treat abdominal problems) and no schedule had been made. Resident 1 stated the staff had offered him medication to help the loose stools but it was not working.</p> <p>On January 23, 2023, Resident 1's record was reviewed. Resident 1 was admitted to the facility on January 7, 2023, with diagnoses which included chronic obstructive pulmonary disease (COPD-a lung condition that makes it hard to breathe), and sepsis (severe infection of the blood).</p> <p>Review of the facility document titled, "History and Physical Examination," dated December 1, 2022, indicated Resident 1 had capacity to understand</p>	F 684	<p>treatments specific to the loose bowel management on 1/23/23 by a licensed nurse and care plan was completed regarding the refusals.</p> <p>How to Identify Other Resident who may be at risk:</p> <ol style="list-style-type: none"> On 3/20/2023, the ADON conducted a review of other residents potentially affected and no other residents found to have sign and symptoms of loose bowel movement . All other residents are potentially affected by the deficient practice identified. <p>Systemic Changes:</p> <ol style="list-style-type: none"> DON and ADON conducted re-education in-service to licensed nurses on 1/24/2023, 1/26/2023 and 2/01/2023 regarding the following: <ol style="list-style-type: none"> providing timely care and treatment to residents with loose bowel movement. 		

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F 684	<p>Continued From page 2 and make decisions.</p> <p>Review of "Order Summary Report," dated January 23, 2023, included the following physician's order:</p> <ul style="list-style-type: none"> - "Loperamide HCL Capsule 2 MG (milligrams - unit of measurement) Give 2 (two) tablet by mouth every 6 hours as needed for diarrhea ..., " dated January 12, 2023; and - "GI consult re: (regarding) on and off diarrhea ...per patient's request," dated January 20, 2023. <p>Review of Resident 1's "ADL (activities of daily living) Record," included the frequency and consistency of bowel movements (BM's)/stools for the month of January 2023, indicated the following:</p> <ul style="list-style-type: none"> - January 12, 2023; 5 episodes of soft/loose (SL) consistency (2 for NOC [night shift] and 3 for AM [morning shift]); - January 13, 2023; 8 episodes (4 episodes of SL consistency [3 for NOC and 1 for AM] and 4 watery (W) for PM [evening shift]); - January 14, 2023; 9 episodes (4 SL for NOC, 1 SF [soft formed] for AM, 4 W for PM); - January 15, 2023; 6 episodes (4 SL for NOC, none documented for AM, 2 W for PM); - January 16, 2023; 8 episodes (3 SL for NOC, 3 SL for AM, 2 SF for PM); - January 17, 2023; 3 episodes (1 SL for NOC, 2 SF for PM); 	F 684	<ul style="list-style-type: none"> b. Notifying MD of medication/treatment refusal c. Documentation of refusal of treatments /medications d. Providing education to residents refusing medications/treatments <p>2. DON and/designee will conduct random audit weekly x1 month of all residents with loose stool to ensure timely treatments and MD notification completed.</p> <p>3. Department managers will conduct person centered room rounds to capture any residents having concerns on bowel movement and discuss findings during daily stand-up meetings on Monday through Friday for further review and interventions.</p> <p>4. License nurse will conduct huddle rounds every shift during weekends to identify any residents with symptoms of loose bowel movements and report findings to DON for further recommendations .</p>		

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F 684	<p>Continued From page 3</p> <ul style="list-style-type: none"> - January 18, 2023; 4 episodes (2 SL for NOC, none documented for AM, 2 SL for PM); - January 19, 2023; 2 episodes (1 SL for NOC, 1 SF for AM, none documented for PM); - January 20, 2023; 3 episodes (1 SL for NOC, none documented for AM, 2 SL for PM); - January 21, 2023; 7 episodes (2 W for NOC, 1 SL for AM, 4 W for PM); - January 22, 2023; 2 episodes (1 W for NOC, 1 W for AM, none documented for PM); and - January 23, 2023; 2 episodes (1 W for NOC, 1 W for AM) <p>Review of Resident 1's care plan indicated the following:</p> <ul style="list-style-type: none"> - "... (name of resident) is at risk for dehydration as evidence (sic) by ...diarrhea ...Administer medications as ordered, monitor for effectiveness ...; " and - "...Resident has had multiple episodes of loose stool ...Date Initiated ...01/16/2023 (January 16, 2023) ...Report any changes to MD (physician) immediately ... " <p>Review of "eInteract Change in Condition (COC)," dated January 15, 2023, at 12:48 p.m. (three days after initial onset of loose stools on January 12, 2023), indicated, " ...Diarrhea ...started on 01/15/2023 (January 15, 2023) ...Morning ...Per CNA (Certified Nursing Assistant), resident noted with multiple episodes of loose stool. malodorous</p>	F 684	<p>5. Medical Records designee will continue daily audit of eInteract Stop and Watch and Change in condition alert review and audit. Follow up of findings will be completed by Licensed Nurse assigned.</p> <p>Monitoring</p> <p>DON and/or designee will report findings from weekly audit to the QA&A committee x1 month for further review and recommendations and or continue till deficient practice is resolve.</p> <p>Completion Date</p> <p>4/10/2023</p>		

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F 684	<p>Continued From page 4 (sic). Dr (name of physician) was notified with new order ..."</p> <p>There was no documented evidence Resident 1 was assessed, monitored, and the physician was notified, when Resident 1 presented with frequent watery/loose stools on January 12, 2023.</p> <p>Review of "Medication Administration Record, " for the month of January 2023, indicated loperamide was administered once a day on January 13, 14, and 18, 2023.</p> <p>There was no documented evidence Resident 1 was assessed, monitored, and the physician was notified when he had continuous episodes of loose stools despite use of loperamide.</p> <p>On January 23, 2023, at 11:20 a.m., an interview was conducted with CNA 1. CNA 1 stated the charge nurse was to be notified when a resident had frequent stools. He stated Resident 1 had frequent stools in a day.</p> <p>On January 23, 2023, at 2:10 p.m., an interview was conducted with Licensed Vocational Nurse (LVN) 1. LVN 1 stated when a resident had greater than three loose stools a shift, the physician was to be notified for orders, and a change of condition (COC) was to be created for monitoring. She stated when a resident had an order for a medication to treat diarrhea, it should be offered to the resident and documented. LVN 1 stated the resident should be monitored and stools documented for the effectiveness of the medication.</p> <p>During a concurrent record review with LVN 1, she stated Resident 1 had frequent loose stools.</p>	F 684			

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F 684	<p>Continued From page 5</p> <p>She stated she created a COC on January 15, 2023, after Resident 1 presented with frequent malodorous watery stools. LVN 1 stated Resident 1 started with frequent watery stools on January 12, 2023, and the COC was not created not until January 15, 2023. LVN 1 stated the COC should have been created when Resident 1 started with the frequent watery stools on January 12, 2023 for monitoring. She stated Resident 1 had refused to take loperamide but refusals were not documented.</p> <p>On January 23, 2023, at 2:30 p.m., an interview was conducted with the Director of Nursing (DON). The DON stated the physician should be notified for orders when a resident had three episodes of loose stools, and a COC created for assessment and monitoring. The DON stated Resident 1 had a history of C-Diff (clostridium difficile-a bacterial infection that can cause severe diarrhea). She stated there was no documentation loperamide was offered to Resident 1 and had refused the medication. She stated the staff should have documented loperamide was offered and Resident 1 refused.</p> <p>On January 23, 2023, at 3:35 p.m., a record review was conducted with the DON. The DON stated the "ADL Record," for Resident 1 indicated the resident had several episodes of loose and watery stools daily from January 12 to 23, 2023 (12 days). The DON stated a COC was created on January 15, 2023, three days after Resident 1 started with frequent loose stools. The DON stated a COC should have been created on January 12, 2023, when Resident 1 started with loose stools so orders could have been received and the resident monitored and assessed. She stated Resident 1 should have been continuously</p>	F 684			

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F 684	Continued From page 6 assessed, monitored, and evaluated the effectiveness of interventions to address Resident 1's continuous episodes of loose stools. Review of the facility's policy and procedure titled, "Change in a Resident's Condition or Status, " revised February 2021, indicated, " ...Our facility promptly notifies the resident, his or her attending physician ...of changes in the resident's medical/mental condition ...The nurse will notify the resident's attending physician ...when there has been ...significant change in the resident's physical/emotional/mental condition ...need to alter the resident's medical treatment significantly, refusal of treatment or medications two (2) or more consecutive times ...A "significant change" of condition is a major decline or improvement in the resident's status that ...will not normally resolve itself without intervention ..."	F 684			