

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045203 | (X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____ | (X3) DATE SURVEY COMPLETED C 10/12/2007 |
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| NAME OF PROVIDER OR SUPPLIER BATESVILLE HEALTHCARE CENTER | | | STREET ADDRESS, CITY, STATE, ZIP CODE 1975 WHITE DRIVE BATESVILLE, AR 72501 | |
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| F 000 | INITIAL COMMENTS | F 000 | | |
| F 309 SS=K | <p>Complaint #12975 was substantiated (all or in part) with deficiencies cited at F309, F428 and F490.</p> <p>483.25 QUALITY OF CARE</p> <p>Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and interview, the facility failed to ensure that therapeutic levels of anticoagulation therapy were monitored for 1 (Resident #1) of 3 (Residents #1, #6 and #7) case mix residents who received Coumadin. This failed practice resulted in Immediate Jeopardy which caused or could have caused serious harm, injury or death for Resident #1 when her Coumadin levels exceeded therapeutic level resulting in hospitalization for acute blood loss and had the potential to affect 13 residents who received Coumadin and required monitoring for therapeutic levels according to the Director of Nursing Services (DNS) on 10/12/07 at 1:25 p.m. The facility Administrator was notified of the Immediate Jeopardy on 10/11/07 at 4:23 p.m. The findings are:</p> <p>1. Resident #1 had diagnoses of Atrial Flutter, Cerebrovascular Accident Coronary Arthrosclerosis and Congestive Heart Failure. The Quarterly Minimum Data Set (MDS) dated</p> | F 309 | | |

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 309 | <p>Continued From page 1</p> <p>7/27/07 documented the resident had moderately impaired cognitive skills for daily decision making, required limited assistance of one staff member for most activities of daily living, required extensive assistance of 2 staff members for mobility, dressing and bathing, had no functional limitation in range of motion, and was monitored for an acute medical condition.</p> <p>a. The Resident's Plan of Care dated 4/30/07 and updated on 5/7/07 documented a problem of potential for complications R/T (related to) use of anticoagulant medication therapy with interventions of "Labs drawn as ordered, and monitor results . . . monitor/report any signs and symptoms of pain, bleeding gums, or bruising of the skin."</p> <p>b. The June 2007 Physician Orders documented Coumadin 5mg (milligram) alternating with Coumadin 2.5mg daily at 5:00 p.m.</p> <p>c. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dates and results:</p> <p>1) 6/7/07: PT 23.8 (reference range Gamma Lab 10.8-13.9) INR 3.1 (reference range Gamma Lab 0.8-1.2)</p> <p>2) 6/20/07 PT 58.8 (reference range hospital lab 11.4-14.8) INR 6.1 (reference range hospital lab 2.0-3.0)</p> <p>d. A Physician order dated 6/21/07 documented: "Hold Coumadin for 2 days and then give Coumadin 2.5 mg daily starting on 6/23/07."</p> | F 309 | | | |

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| F 309 | <p>Continued From page 2</p> <p>e. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dated 7/2/07 documented: PT 29.1 (reference range hospital 11.4 - 14.8); INR 2.5 (reference range hospital 2.0 - 3.0).</p> <p>f. A Physician order 7/2/07 documented to continue Coumadin 2.5mg dose and obtain PT/INR on 7/16/07.</p> <p>g. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dated 7/16/07 documented: PT 29.7(reference range hospital 11.4 - 14.8); INR 2.6 (reference range hospital 2.0 - 3.0).</p> <p>h. A physician order dated 7/18/07 documented, "PT (Prothrombin Time)/INR (International Ratio) in 2 wks (weeks) (8/1/07)."</p> <p>As of 9/24/07 there were no PT/INR results for 8/1/07 in the Nurses Notes or in the laboratory reports.</p> <p>i. The Nurse's Notes dated 9/25/07 documented:</p> <p>1) 9:26 a.m.: "Res (resident) noted to have vaginal & (and) nose bleeding medium amt (amount) bright red, pressure applied to nose approx (approximately) 5 min (minutes) 0 (zero) nose bleeding noted . . MD (Medical Doctor) notified, awaiting further orders. Cont (continue) to observe."</p> <p>2) 10:00 a.m.: "Order for PT/INR today-collected & taken to (hospital) lab. Awaiting results . . 140/80 (blood pressure) 86 (heart rate) 96.6 ax (axillary temperature) 18 (respiratory rate)."</p> <p>3) 11:30 a.m.: "MD called with new order for Gynecologist Consult . . Res noted to have</p> | F 309 | | | |

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| F 309 | <p>Continued From page 3</p> <p>bleeding to under abd (abdominal) fold area, slight bleeding."</p> <p>4) 2:45 p.m.: "Res c/o (complains of) SOB (shortness of breath), VS (vital signs) 122/58 (blood pressure) 28 (respiratory rate) 92 (heart rate) 97.3 ax (temperature), resp (respirations) even non labored, slight wheezing to lungs, 0 coughing noted. Pulse Ox (oximeter) 79 %. MD notified. New order for O2 (oxygen) @ (at) 2L/min (Liters per minute) NP (nasal prong) PRN (as needed) . . pulse ox checked at 2:50 p.m. 90%."</p> <p>j. The (hospital) laboratory instant report documented, "Result Received 09/25/07 13:17 (1:17 p.m.) Coagulation: Prothrombin Time 107.0 CH (Critical High) (reference range 11.4 - 14.8 sec [seconds]) INR 12.9 CH (reference range 2.0 - 3.0)."</p> <p>k. The Nurse's Notes dated 9/25/07 documented:</p> <p>1) 3:30 p.m.: "T.O. (telephone order) Vit (vitamin) K 10 mg po (by mouth) now x (times) 1. Saline nasal spray 1 spray each nostril BID (two times daily) & PT/INR in a.m."</p> <p>2) 5:05 p.m.: "Res c/o SOB and 'something isn't right, don't leave me by myself' . . BP (blood pressure) 98/64, P (pulse) 98, Resp 36, temp (temperature) 98.4, O2 sat (saturation) 90 % . . resp labored. Blood noted to nose. Bloody sore approx 2cm (centimeter) to inside (R) [right hip] . . Multiple bruises to (R) forearm as well as several bruises to abd. d/t (due to) insulin injections. 2cm x (by) 3cm sore to (R) side of abd with dried blood noted. Bruises to (R) posterior knuckles. Bruising to (L) [left] posterior hand . . Lung sounds wet and gargley . . (hospital) called</p> | F 309 | | | |

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| F 309 | <p>Continued From page 4</p> <p>to page on call MD. Awaiting (doctor) call." 5:10 p.m. and 5:35 p.m.: "Attempted to page on call doctor." 5:50 p.m.: "Res transferred to (hospital) per family request."</p> <p>l. The Admission Chart Record from the local hospital dated 9/25/07 documented, "Results Laboratory: 20:02 (8:02 p.m.) Prothrombin Time 110.6 (reference range 11.4 - 14.8) INR 13.5 (reference range 2.0 - 3.0)</p> <p>1) The hospital History and Physical date of Admission 9/25/07 page 3 documented: "Assessment: 1. Coagulopathy related to Coumadin. 2. Acute blood loss anemia both vaginal and nasal."</p> <p>2) The hospital Physician's Orders dated 10/11/07 at 0910 (9:10 a.m.) documented "DNR (Do Not Resuscitate)."</p> <p>3) The hospital Physician Progress Notes dated 10/11/07, "Updated family, prognosis grave, DNR written but will continue full support. Family considering removal of support."</p> <p>m. On 10/11/07 at 8:35 a.m., an interview was conducted with the daughter of Resident #1. She stated, "They called (facility) to say she (Resident #1) was bleeding from her nose and vagina. They sent her to the ER and the doctor said she was bleeding internally but didn't know from where. She was put on a ventilator the next day. Dr. (Physician) said he had ordered lab to check her Coumadin at the facility and that they had forgotten it."</p> <p>On 10/11/07 at 9:05 a.m., an interview was conducted with the personal physician of</p> | F 309 | | | |

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| F 309 | Continued From page 5 Resident #1. The physician stated, "Mrs. (Resident #1) was on Coumadin at the facility. I don't set up a monthly order for Coumadin Protime until the level is stable and hers was not stable. I don't remember the date without looking at the chart, but I did one lab, got the results and ordered another lab in either one week or two and that one wasn't done as ordered. The next call I got (9/25/07) was that she was bleeding from her nose and vaginally. She had pulmonary hemorrhage as well and was intubated at the hospital. If not for this bleeding, she would have been OK." n. On 10/11/07 at 11:20 a.m., an interview was conducted with the DNS. When asked about the events of 9/25 regarding this resident, the DNS stated, "There was a PT/INR ordered for 8/1. I wasn't aware of that until her panic level lab was drawn on the day she started bleeding (9/25). I checked then and couldn't find it in the chart. I called the lab to see if they had a copy of any results and they did not. It was not done." When the DNS was asked if there had been any bruising or bleeding before that date, she stated, "... redness at the groin area and under her abdominal folds ... we were treating that and I personally went in one to two times a day to check her skin. I did not see any bruising, I didn't check her bottom each time. Her main problem was the abdominal folds. There was no bleeding before that day." When asked the process for ordering lab to be done, the DNS stated, "If it's a phone order, we put it on a phone order sheet. We use two different labs. If it is (Company) we put it in the computer and call them and they come. Some doctors want it faster or like the hospital lab better. In that case, we put the lab | F 309 | | | |

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| F 309 | <p>Continued From page 6</p> <p>down on a calendar for that date it is to be drawn and the nurses draw it. The calendar is checked daily." A review of the August calendar documented Resident #1's name with lab to be drawn on 8/1. Other residents' names and labs to be drawn for various dates during the month were documented on the calendar and that information had a line drawn across it. Resident #1 did not have a line drawn across her name and information on August 1.</p> <p>o. Staff Interviews:</p> <p>1) On 10/11/07 at 2:30 p.m., the DNS was asked which staff monitored the residents for bruising or bleeding. She stated, "The nurses do it during their assessments and body audits. Certain residents are done daily, if they have skin issues and others are done weekly." When asked if the CNAs have been trained on what to watch for with residents on Coumadin, the DNS stated, "They are aware of it. It's done verbally, basically one on one. I haven't documented that and not had an official inservice."</p> <p>2) An interview was conducted with Licensed Practical Nurse (LPN) #1 on 10/11/07 at 2:50 p.m. The LPN stated that she monitored the residents' skin daily during medication passes and treatments, would check for bruising or excessive bleeding in a resident taking Coumadin and would document only the new findings in the nurse's notes. The LPN also stated, "I was here when Mrs. (Resident #1) started bleeding. I put a peri pad on her, the bleeding stopped with her nose and vagina. I had not seen any bruising or bleeding before with her and I've worked with her a lot."</p> | F 309 | | | |

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| F 309 | <p>Continued From page 7</p> <p>3) CNA #2 was interviewed on 10/11/07 at 3:05 p.m. She reported that body assessments were done by the CNAs daily at shower time and during care and written on tablets to give to the charge nurse.</p> <p>4) CNA #3 was interviewed on 10/11/07 at 3:15 p.m. She reported that a body/shower sheet was used "to write down, even if it's old bruising" every day and that she reported to the nurse right then if she found a new bruise.</p> <p>5) The LPN #2 was interviewed on 10/11/07 at 3:17 p.m. The LPN stated that bruising was the main thing she would watch for in a resident taking Coumadin and that she checked all her residents' skin during medication pass and at least weekly unless there were problems. She also stated, "If the CNAs see bruising at a shower, they put it on a daily skin audit, I review and sign it. If it is a new bruise, the CNA will come and tell you then."</p> <p>6) An interview was conducted on 10/11/07 at 4:10 p.m. with Certified Nurses Assistant (CNA) #1. When asked if she could say what to look for in a resident taking Coumadin, CNA #1 stated, "Bruising." When CNA #1 was asked how often she monitored the residents on Coumadin and what was done if bruising was observed, she stated, "I check every night for any bruising. I write down what I see and if it's new, I go tell the nurse then. I worked with Mrs. (Resident #1) a lot. I did see some bruising at times, I wrote it down, I never saw any bleeding."</p> <p>p. As of 10/11/07 the August 2007 and the September 2007 Skin Alert/Body Alert forms for Resident #1 for August 1, 2007 through</p> | F 309 | | | |

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| F 309 | <p>Continued From page 8</p> <p>September 24, 2007 showed documentation by various CNAs of bruising (areas circled) 26 days out of the 30 days of documentation for August 2007 and 20 days of 24 days of documentation for September with a signature of the CNA performing the skin audit and initials or signature of the Licensed Nurse as having reviewed the audit form and "assessed the above area." The form documented, "I have checked (Resident #1) skin and circled the area the nurse must check and reported it to (blank space for nurse's name)."</p> <p>1) As of 10/11/07 at 12:30 p.m., there was no documentation in the Nurse's Notes of any bruising or notification of the physician of any bruising from admission on 4/23/07 through 9/24/07.</p> <p>2) The facility Personal Care Report form for the resident for August and September 2007 documented, "6. Skin Audit (see below)." Space was provided on the form under the heading "Body Audit" for documentation by the staff and signatures or initials were documented by the CNA and the Charge Nurse. There was no documentation in the body audit section regarding bruises from August 1, 2007 and only September 3, 2007 documentation showed the resident had any bruising all others did not document any bruising through September 24, 2007.</p> <p>2. The Immediate Jeopardy was removed and the scope and severity reduced to an "H" on 10/11/07 at 5:45 p.m. when the following Plan of Removal was implemented:</p> <p>a. All residents currently receiving coumadin will have body audits completed by a licensed nurse</p> | F 309 | | | |

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| F 309 | Continued From page 9 within the next 5 hours. Next 5 hours starting at 5:00 p.m. b. All residents currently receiving coumadin will have a prior month 60 day chart review for lab timeliness and results. Audit to be completed by midnight 10/11/07. c. Any negative findings resulting from steps 1-2 will be corrected as soon as possible and reported to DNS/Designee, ED (Executive Director), MD (medical doctor) if needed. d. All nursing personnel working 10/11/07 on the current shift will be retrained on coumadin/blood thinning medications, body assessments and reporting/communication procedures, signs and symptoms of blood thinning medications, and lab reviews by the end of the shift/10:30 p.m. e. Beginning 10/11/07 on 11/7 shift, all nursing personnel will be retrained on step #4. Training will be required before beginning the shift. All nursing personnel will have the required training prior to working their shift. f. DNS/Designee will conduct 2 body audits and 2 chart reviews for residents on blood thinners, 5 days per week for the next 6 weeks to ensure accuracy of lab orders and body audits. This audit will include review of CNA body assessments, communication to charge nurses, and charge nurses subsequent follow-up to any negative findings. g. Any negative findings will require retraining of staff related to step #6. | F 309 | | | |
| F 428 SS=K | 483.60(c) DRUG REGIMEN REVIEW | F 428 | | | |

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| F 428 | <p>Continued From page 10</p> <p>The drug regimen of each resident must be reviewed at least once a month by a licensed pharmacist.</p> <p>The pharmacist must report any irregularities to the attending physician, and the director of nursing, and these reports must be acted upon.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and interview, the Pharmacist Consultant failed to monitor anticoagulant therapy lab results and notify the physician or the facility of the failure to obtain lab as ordered by the physician for 1 (Resident #1) of 3 (Resident #1, #6 and #7) case mix residents who were receiving Coumadin and had Prothrombin Time (PT) and International Ratio (INR) lab draw ordered. This failure resulted in Immediate Jeopardy which caused or could have caused serious harm, injury or death for Resident #1 when her Coumadin levels exceeded therapeutic level resulting in hospitalization for acute blood loss and had the potential to affect 13 residents who received Coumadin and required monitoring for therapeutic levels according to the Director of Nursing Services (DNS) on 10/12/07 at 1:25 p.m. The facility Administrator was notified of the Immediate Jeopardy on 10/11/07 at 4:23 p.m. The findings are:</p> <p>1. Resident #1 had diagnoses of Atrial Flutter, Cerebrovascular Accident Coronary Arthrosclerosis and Congestive Heart Failure. The Quarterly Minimum Data Set (MDS) dated</p> | F 428 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045203 | (X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____ | | (X3) DATE SURVEY COMPLETED C 10/12/2007 |
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| F 428 | <p>Continued From page 11</p> <p>7/27/07 documented the resident was moderately impaired in cognitive skills for daily decision making and was monitored for an acute medical condition.</p> <p>a. The Resident's Plan of Care dated 4/30/07 and updated on 5/7/07 documented a problem of potential for complications R/T (related to) use of anticoagulant medication therapy with interventions of "Labs drawn as ordered, and monitor results . . monitor/report any signs and symptoms of pain, bleeding gums, or bruising of the skin."</p> <p>b. The June 2007 Physician Orders documented Coumadin 5mg (milligram) alternating with Coumadin 2.5mg daily at 5:00 p.m.</p> <p>c. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dates and results:</p> <p>1) 6/7/07: PT 23.8 (reference range Gamma Lab 10.8-13.9) INR 3.1 (reference range Gamma Lab 0.8-1.2)</p> <p>2) 6/20/07 PT 58.8 (reference range hospital lab 11.4-14.8) INR 6.1 (reference range hospital lab 2.0-3.0)</p> <p>d. A Physician order dated 6/21/07 documented: "Hold Coumadin for 2 days and then give Coumadin 2.5 mg daily starting on 6/23/07."</p> <p>e. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dated 7/2/07 documented: PT 29.1 (reference range hospital 11.4 - 14.8); INR 2.5 (reference range hospital 2.0 - 3.0).</p> | F 428 | | | |

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

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OMB NO. 0938-0391

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| F 428 | Continued From page 12 f. A Physician order 7/2/07 documented to continue Coumadin 2.5mg dose and obtain PT/INR on 7/16/07. g. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dated 7/16/07 documented: PT 29.7(reference range hospital 11.4 - 14.8); INR 2.6 (reference range hospital 2.0 - 3.0). h. A physician order dated 7/18/07 documented, "PT (Prothrombin Time)/INR (International Ratio) in 2 wks (weeks) (8/1/07)." As of 9/24/07 there were no PT/INR results for 8/1/07 in the Nurses Notes or in the laboratory reports. i. The Nurse's Notes dated 9/25/07 documented: 1) 9:26 a.m.: "Res (resident) noted to have vaginal & (and) nose bleeding medium amt (amount) bright red, pressure applied to nose approx (approximately) 5 min (minutes) 0 (zero) nose bleeding noted . . MD (Medical Doctor) notified, awaiting further orders. Cont (continue) to observe." 2) 10:00 a.m.: "Order for PT/INR today-collected & taken to (hospital) lab. Awaiting results . . 140/80 (blood pressure) 86 (heart rate) 96.6 ax (axillary temperature) 18 (respiratory rate)." 3) 11:30 a.m.: "MD called with new order for Gynecologist Consult . . Res noted to have bleeding to under abd (abdominal) fold area, slight bleeding." 4) 2:45 p.m.: "Res c/o (complains of) SOB | F 428 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 428 | <p>Continued From page 13</p> <p>(shortness of breath), VS (vital signs) 122/58 (blood pressure) 28 (respiratory rate) 92 (heart rate) 97.3 ax (temperature), resp (respirations) even non labored, slight wheezing to lungs, 0 coughing noted. Pulse Ox (oximeter) 79 %. MD notified. New order for 02 (oxygen) @ (at) 2L/min (Liters per minute) NP (nasal prong) PRN (as needed) . . pulse ox checked at 2:50 p.m. 90%."</p> <p>j. The (hospital) laboratory instant report documented, "Result Received 09/25/07 13:17 (1:17 p.m.) Coagulation: Prothrombin Time 107.0 CH (Critical High) (reference range 11.4 - 14.8 sec [seconds]) INR 12.9 CH (reference range 2.0 - 3.0)."</p> <p>k. The Nurse's Notes dated 9/25/07 documented:</p> <p>1) 3:30 p.m.: "T.O. (telephone order) Vit (vitamin) K 10 mg po (by mouth) now x (times) 1. Saline nasal spray 1 spray each nostril BID (two times daily) & PT/INR in a.m."</p> <p>2) 5:05 p.m.: "Res c/o SOB and 'something isn't right, don't leave me by myself' . . BP (blood pressure) 98/64, P (pulse) 98, Resp 36, temp (temperature) 98.4, 02 sat (saturation) 90 % . . resp labored. Blood noted to nose. Bloody sore approx 2cm (centimeter) to inside (R) [right hip] . . Multiple bruises to (R) forearm as well as several bruises to abd. d/t (due to) insulin injections. 2cm x (by) 3cm sore to (R) side of abd with dried blood noted. Bruises to (R) posterior knuckles. Bruising to (L) [left] posterior hand . . Lung sounds wet and gargley . . (hospital) called to page on call MD. Awaiting (doctor) call." 5:10 p.m. and 5:35 p.m.: "Attempted to page on call doctor." 5:50 p.m.: "Res transferred to (hospital) per family request."</p> | F 428 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 428 | Continued From page 14 I. The Admission Chart Record from the local hospital dated 9/25/07 documented, "Results Laboratory: 20:02 (8:02 p.m.) Prothrombin Time 110.6 (reference range 11.4 - 14.8) INR 13.5 (reference range 2.0 - 3.0) 1) The hospital History and Physical date of Admission 9/25/07 page 3 documented: "Assessment: 1. Coagulopathy related to Coumadin. 2. Acute blood loss anemia both vaginal and nasal." 2) The hospital Physician's Orders dated 10/11/07 at 0910 (9:10 a.m.) documented "DNR (Do Not Resuscitate)." 3) The hospital Physician Progress Notes dated 10/11/07, "Updated family, prognosis grave, DNR written but will continue full support. Family considering removal of support." m. On 10/11/07 at 8:35 a.m., an interview was conducted with the daughter of Resident #1. She stated, "They called (facility) to say she (Resident #1) was bleeding from her nose and vagina. They sent her to the ER and the doctor said she was bleeding internally but didn't know from where. She was put on a ventilator the next day. Dr. (Physician) said he had ordered lab to check her Coumadin at the facility and that they had forgotten it." On 10/11/07 at 9:05 a.m., an interview was conducted with the personal physician of Resident #1. The physician stated, "Mrs. (Resident #1) was on Coumadin at the facility. I don't set up a monthly order for Coumadin Protime until the level is stable and hers was not | F 428 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 428 | <p>Continued From page 15</p> <p>stable. I don't remember the date without looking at the chart, but I did one lab, got the results and ordered another lab in either one week or two and that one wasn't done as ordered. The next call I got (9/25/07) was that she was bleeding from her nose and vaginally. She had pulmonary hemorrhage as well and was intubated at the hospital. If not for this bleeding, she would have been OK."</p> <p>n. On 10/11/07 at 11:20 a.m., an interview was conducted with the DNS. When asked about the events of 9/25 regarding this resident, the DNS stated, "There was a PT/INR ordered for 8/1. I wasn't aware of that until her panic level lab was drawn on the day she started bleeding (9/25). I checked then and couldn't find it in the chart. I called the lab to see if they had a copy of any results and they did not. It was not done."</p> <p>o. On 10/12/07 at 1:00 p.m., an interview was conducted with the facility Consultant Pharmacist who stated that he came to the facility monthly to review each resident's chart for new medication orders, what if any medications needed to be changed or reduced and make recommendations to the physician if needed. When asked if he reviewed the lab for the residents, the pharmacist stated, "Yes. I look to see if results are on the chart for lab ordered and to check levels of some medications if it is ordered." When asked what happens if the results for lab ordered are not in the chart, he stated, "If I can't locate results, I leave that in my summary that I leave with the Director of Nurses (DON at the end of my review. Did I miss one?" The pharmacist stated that he did not remember anything specific about Resident #1 when informed of the PT/INR</p> | F 428 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 428 | <p>Continued From page 16</p> <p>ordered for 8/1/07 that was not drawn. The pharmacist stated, "I guess I missed it. It would have been in my summary for the DON if I had seen it wasn't there."</p> <p>1) The Consultant Pharmacist Drug Regimen Review sheet for Resident #1 documented PT/INR checked for 5/07 through 7/07 and did not document PT/INR checked on the 8/24/07 visit for Resident #1.</p> <p>2) A review of the Summary of Nursing Service Recommendations From the Consultant Pharmacist 8/1/07 through 8/31/07 provided by the DNS on 10/12/07 at 1:20 p.m. did not document any information or recommendations for Resident #1.</p> <p>2. The Immediate Jeopardy was removed and the scope and severity reduced to an "H" on 10/11/07 at 5:45 p.m. when the following Plan of Removal was implemented:</p> <p>a. All residents currently receiving coumadin will have body audits completed by a licensed nurse within the next 5 hours. Next 5 hours starting at 5:00 p.m.</p> <p>b. All residents currently receiving coumadin will have a prior month 60 day chart review for lab timeliness and results. Audit to be completed by midnight 10/11/07.</p> <p>c. Any negative findings resulting from steps 1-2 will be corrected as soon as possible and reported to DNS/Designee, ED (Executive Director), MD (medical doctor) if needed.</p> <p>d. All nursing personnel working 10/11/07 on the</p> | F 428 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 428 | Continued From page 17 current shift will be retrained on coumadin/blood thinning medications, body assessments and reporting/communication procedures, signs and symptoms of blood thinning medications, and lab reviews by the end of the shift/10:30 p.m. e. Beginning 10/11/07 on 11/7 shift, all nursing personnel will be retrained on step #4. Training will be required before beginning the shift. All nursing personnel will have the required training prior to working their shift. f. DNS/Designee will conduct 2 body audits and 2 chart reviews for residents on blood thinners, 5 days per week for the next 6 weeks to ensure accuracy of lab orders and body audits. This audit will include review of CNA body assessments, communication to charge nurses, and charge nurses subsequent follow-up to any negative findings. g. Any negative findings will require retraining of staff related to step #6. | F 428 | | | |
| F 490 SS=K | 483.75 ADMINISTRATION A facility must be administered in a manner that enables it to use its resources effectively and efficiently 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 record review and interview, the facility's Nursing Administration failed to ensure that an effective system was in place to assure licensed nursing staff followed a physician's order for lab and that body assessments were | F 490 | | | |

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

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| F 490 | <p>Continued From page 18</p> <p>performed and documented after bruising was reported by Certified Nursing Assistants for 1 (Resident #1) of 3 (Residents #1, #6 and #7) case mix residents who received Coumadin and had periodic anticoagulant therapy levels ordered to assess therapeutic levels. This failure resulted in Immediate Jeopardy which caused or could have caused serious harm, injury or death for Resident #1 when her Coumadin levels exceeded therapeutic level resulting in hospitalization for acute blood loss and had the potential to affect 13 residents who received Coumadin and required monitoring for therapeutic levels according to the Director of Nursing Services (DNS) on 10/12/07 at 1:25 p.m. The facility Administrator was notified of the Immediate Jeopardy on 10/11/07 at 4:23 p.m. The findings are:</p> <p>1. The Job Description for the Director of Nursing Services provided by the Administrator on 10/12/07 at 11:00 a.m. documented, "General Purpose: To manage overall operation of the Nursing Services Department in accordance with Company policies, standards of nursing practices and governmental regulations so as to maintain excellent care of all resident's needs . . . Essential Job Functions: Develop and maintain nursing care objectives and standards of nursing care practices for this facility."</p> <p>2. Resident #1 had diagnoses of Atrial Flutter, Cerebrovascular Accident Coronary Arthrosclerosis and Congestive Heart Failure. The Quarterly Minimum Data Set (MDS) dated 7/27/07 documented the resident was moderately impaired in cognitive skills for daily decision making; required limited assistance of one staff member for most activities of daily living; required extensive assistance of 2 staff members for</p> | F 490 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 490 | Continued From page 19 mobility, dressing and bathing; had no functional limitation in range of motion; and was monitored for an acute medical condition. a. The Resident's Plan of Care dated 4/30/07 and updated on 5/7/07 documented a problem of potential for complications R/T (related to) use of anticoagulant medication therapy with interventions of "Labs drawn as ordered, and monitor results . . . monitor/report any signs and symptoms of pain, bleeding gums, or bruising of the skin." b. The June 2007 Physician Orders documented Coumadin 5mg (milligram) alternating with Coumadin 2.5mg daily at 5:00 p.m. c. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dates and results: 1) 6/7/07: PT 23.8 (reference range Gamma Lab 10.8-13.9) INR 3.1 (reference range Gamma Lab 0.8-1.2) 2) 6/20/07 PT 58.8 (reference range hospital lab 11.4-14.8) INR 6.1 (reference range hospital lab 2.0-3.0) d. A Physician order dated 6/21/07 documented: "Hold Coumadin for 2 days and then give Coumadin 2.5 mg daily starting on 6/23/07." e. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dated 7/2/07 documented: PT 29.1 (reference range hospital 11.4 - 14.8); INR 2.5 (reference range hospital 2.0 - 3.0). | F 490 | | | |

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

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| F 490 | <p>Continued From page 20</p> <p>f. A Physician order 7/2/07 documented to continue Coumadin 2.5mg dose and obtain PT/INR on 7/16/07.</p> <p>g. Physician ordered PT/(Prothrombin Time)/INR (International Ratio) dated 7/16/07 documented: PT 29.7(reference range hospital 11.4 - 14.8); INR 2.6 (reference range hospital 2.0 - 3.0).</p> <p>h. A physician order dated 7/18/07 documented, "PT (Prothrombin Time)/INR (International Ratio) in 2 wks (weeks) (8/1/07)."</p> <p>As of 9/24/07 there were no PT/INR results for 8/1/07 in the Nurses Notes or in the laboratory reports.</p> <p>i. The Nurse's Notes dated 9/25/07 documented:</p> <p>1) 9:26 a.m.: "Res (resident) noted to have vaginal & (and) nose bleeding medium amt (amount) bright red, pressure applied to nose approx (approximately) 5 min (minutes) 0 (zero) nose bleeding noted . . MD (Medical Doctor) notified, awaiting further orders. Cont (continue) to observe."</p> <p>2) 10:00 a.m.: "Order for PT/INR today-collected & taken to (hospital) lab. Awaiting results . . 140/80 (blood pressure) 86 (heart rate) 96.6 ax (axillary temperature) 18 (respiratory rate)."</p> <p>3) 11:30 a.m.: "MD called with new order for Gynecologist Consult . . Res noted to have bleeding to under abd (abdominal) fold area, slight bleeding."</p> <p>4) 2:45 p.m.: "Res c/o (complains of) SOB (shortness of breath), VS (vital signs) 122/58</p> | F 490 | | | |

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

PRINTED: 10/25/2007
FORM APPROVED
OMB NO. 0938-0391

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| F 490 | <p>Continued From page 21</p> <p>(blood pressure) 28 (respiratory rate) 92 (heart rate) 97.3 ax (temperature), resp (respirations) even non labored, slight wheezing to lungs, 0 coughing noted. Pulse Ox (oximeter) 79 %. MD notified. New order for O2 (oxygen) @ (at) 2L/min (Liters per minute) NP (nasal prong) PRN (as needed) . . pulse ox checked at 2:50 p.m. 90%."</p> <p>j. The (hospital) laboratory instant report documented, "Result Received 09/25/07 13:17 (1:17 p.m.) Coagulation: Prothrombin Time 107.0 CH (Critical High) (reference range 11.4 - 14.8 sec [seconds]) INR 12.9 CH (reference range 2.0 - 3.0)."</p> <p>k. The Nurse's Notes dated 9/25/07 documented:</p> <p>1) 3:30 p.m.: "T.O. (telephone order) Vit (vitamin) K 10 mg po (by mouth) now x (times) 1. Saline nasal spray 1 spray each nostril BID (two times daily) & PT/INR in a.m."</p> <p>2) 5:05 p.m.: "Res c/o SOB and 'something isn't right, don't leave me by myself' . . BP (blood pressure) 98/64, P (pulse) 98, Resp 36, temp (temperature) 98.4, O2 sat (saturation) 90 % . . resp labored. Blood noted to nose. Bloody sore approx 2cm (centimeter) to inside (R) [right hip] . . Multiple bruises to (R) forearm as well as several bruises to abd. d/t (due to) insulin injections. 2cm x (by) 3cm sore to (R) side of abd with dried blood noted. Bruises to (R) posterior knuckles. Bruising to (L) [left] posterior hand . . Lung sounds wet and gargley . . (hospital) called to page on call MD. Awaiting (doctor) call." 5:10 p.m. and 5:35 p.m.: "Attempted to page on call doctor." 5:50 p.m.: "Res transferred to (hospital) per family request."</p> | F 490 | | | |

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

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| F 490 | <p>Continued From page 22</p> <p>I. The Admission Chart Record from the local hospital dated 9/25/07 documented, "Results Laboratory: 20:02 (8:02 p.m.) Prothrombin Time 110.6 (reference range 11.4 - 14.8) INR 13.5 (reference range 2.0 - 3.0)</p> <p>1) The hospital History and Physical date of Admission 9/25/07 page 3 documented: "Assessment: 1. Coagulopathy related to Coumadin. 2. Acute blood loss anemia both vaginal and nasal."</p> <p>2) The hospital Physician's Orders dated 10/11/07 at 0910 (9:10 a.m.) documented "DNR (Do Not Resuscitate)."</p> <p>3) The hospital Physician Progress Notes dated 10/11/07, "Updated family, prognosis grave, DNR written but will continue full support. Family considering removal of support."</p> <p>m. On 10/11/07 at 8:35 a.m., an interview was conducted with the daughter of Resident #1. She stated, "They called (facility) to say she (Resident #1) was bleeding from her nose and vagina. They sent her to the ER and the doctor said she was bleeding internally but didn't know from where. She was put on a ventilator the next day. Dr. (Physician) said he had ordered lab to check her Coumadin at the facility and that they had forgotten it."</p> <p>On 10/11/07 at 9:05 a.m., an interview was conducted with the personal physician of Resident #1. The physician stated, "Mrs. (Resident #1) was on Coumadin at the facility. I don't set up a monthly order for Coumadin Protime until the level is stable and hers was not stable. I don't remember the date without looking</p> | F 490 | | | |

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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| F 490 | Continued From page 23 at the chart, but I did one lab, got the results and ordered another lab in either one week or two and that one wasn't done as ordered. The next call I got (9/25/07) was that she was bleeding from her nose and vaginally. She had pulmonary hemorrhage as well and was intubated at the hospital. If not for this bleeding, she would have been OK." n. On 10/11/07 at 11:20 a.m., an interview was conducted with the DNS. When asked about the events of 9/25 regarding this resident, the DNS stated, "There was a PT/INR ordered for 8/1. I wasn't aware of that until her panic level lab was drawn on the day she started bleeding (9/25). I checked then and couldn't find it in the chart. I called the lab to see if they had a copy of any results and they did not. It was not done." When the DNS was asked if there had been any bruising or bleeding before that date, she stated, "... redness at the groin area and under her abdominal folds ... we were treating that and I personally went in one to two times a day to check her skin. I did not see any bruising, I didn't check her bottom each time. Her main problem was the abdominal folds. There was no bleeding before that day." When asked the process for ordering lab to be done, the DNS stated, "If it's a phone order, we put it on a phone order sheet. We use two different labs. If it is (Company) we put it in the computer and call them and they come. Some doctors want it faster or like the hospital lab better. In that case, we put the lab down on a calendar for that date it is to be drawn and the nurses draw it. The calendar is checked daily." A review of the August calendar documented Resident #1's name with lab to be drawn on 8/1. Other residents' names and labs to | F 490 | | | |

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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| F 490 | <p>Continued From page 24</p> <p>be drawn for various dates during the month were documented on the calendar and that information had a line drawn across it. Resident #1 did not have a line drawn across her name and information on August 1.</p> <p>o. Staff Interviews:</p> <p>1) On 10/11/07 at 2:30 p.m., the DNS was asked which staff monitored the residents for bruising or bleeding. She stated, "The nurses do it during their assessments and body audits. Certain residents are done daily, if they have skin issues and others are done weekly." When asked if the CNAs have been trained on what to watch for with residents on Coumadin, the DNS stated, "They are aware of it. It's done verbally, basically one on one. I haven't documented that and not had an official inservice."</p> <p>2) An interview was conducted with Licensed Practical Nurse (LPN) #1 on 10/11/07 at 2:50 p.m. The LPN stated that she monitored the residents' skin daily during medication passes and treatments, would check for bruising or excessive bleeding in a resident taking Coumadin and would document only the new findings in the nurse's notes. The LPN also stated, "I was here when Mrs. (Resident #1) started bleeding. I put a peri pad on her, the bleeding stopped with her nose and vagina. I had not seen any bruising or bleeding before with her and I've worked with her a lot."</p> <p>3) CNA #2 was interviewed on 10/11/07 at 3:05 p.m. She reported that body assessments were done by the CNAs daily at shower time and during care and written on tablets to give to the charge nurse.</p> | F 490 | | |

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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| F 490 | Continued From page 25 4) CNA #3 was interviewed on 10/11/07 at 3:15 p.m. She reported that a body/shower sheet was used "to write down, even if it's old bruising" every day and that she reported to the nurse right then if she found a new bruise. 5) The LPN #2 was interviewed on 10/11/07 at 3:17 p.m. The LPN stated that bruising was the main thing she would watch for in a resident taking Coumadin and that she checked all her residents' skin during medication pass and at least weekly unless there were problems. She also stated, "If the CNAs see bruising at a shower, they put it on a daily skin audit, I review and sign it. If it is a new bruise, the CNA will come and tell you then." 6) An interview was conducted on 10/11/07 at 4:10 p.m. with Certified Nurses Assistant (CNA) #1. When asked if she could say what to look for in a resident taking Coumadin, CNA #1 stated, "Bruising." When CNA #1 was asked how often she monitored the residents on Coumadin and what was done if bruising was observed, she stated, "I check every night for any bruising. I write down what I see and if it's new, I go tell the nurse then. I worked with Mrs. (Resident #1) a lot. I did see some bruising at times, I wrote it down, I never saw any bleeding." p. As of 10/11/07 the August 2007 and the September 2007 Skin Alert/Body Alert forms for Resident #1 for August 1, 2007 through September 24, 2007 showed documentation by various CNAs of bruising (areas circled) 26 days out of the 30 days of documentation for August 2007 and 20 days of 24 days of documentation for September with a signature of the CNA | F 490 | | | |

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| F 490 | Continued From page 26 performing the skin audit and initials or signature of the Licensed Nurse as having reviewed the audit form and "assessed the above area." The form documented, "I have checked (Resident #1) skin and circled the area the nurse must check and reported it to (blank space for nurse's name)." 1) As of 10/11/07 at 12:30 p.m., there was no documentation in the Nurse's Notes of any bruising or notification of the physician of any bruising from admission on 4/23/07 through 9/24/07. 2) The facility Personal Care Report form for the resident for August and September 2007 documented, "6. Skin Audit (see below)." Space was provided on the form under the heading "Body Audit" for documentation by the staff and signatures or initials were documented by the CNA and the Charge Nurse. There was no documentation in the body audit section regarding bruises from August 1, 2007 and only September 3, 2007 documentation showed the resident had any bruising all others did not document any bruising through September 24, 2007. 3. The Immediate Jeopardy was removed and the scope and severity reduced to an "H" on 10/11/07 at 5:45 p.m. when the following Plan of Removal was implemented: a. All residents currently receiving coumadin will have body audits completed by a licensed nurse within the next 5 hours. Next 5 hours starting at 5:00 p.m. b. All residents currently receiving coumadin will have a prior month 60 day chart review for lab | F 490 | | |

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| F 490 | Continued From page 27 timeliness and results. Audit to be completed by midnight 10/11/07. c. Any negative findings resulting from steps 1-2 will be corrected as soon as possible and reported to DNS/Designee, ED (Executive Director), MD (medical doctor) if needed. d. All nursing personnel working 10/11/07 on the current shift will be retrained on coumadin/blood thinning medications, body assessments and reporting/communication procedures, signs and symptoms of blood thinning medications, and lab reviews by the end of the shift/10:30 p.m. e. Beginning 10/11/07 on 11/7 shift, all nursing personnel will be retrained on step #4. Training will be required before beginning the shift. All nursing personnel will have the required training prior to working their shift. f. DNS/Designee will conduct 2 body audits and 2 chart reviews for residents on blood thinners, 5 days per week for the next 6 weeks to ensure accuracy of lab orders and body audits. This audit will include review of CNA body assessments, communication to charge nurses, and charge nurses subsequent follow-up to any negative findings. g. Any negative findings will require retraining of staff related to step #6. | F 490 | | | |