

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

PRINTED: 09/12/2008
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045357	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/28/2008
NAME OF PROVIDER OR SUPPLIER GOLDEN LIVING CENTER - NORTH LITTLE ROCK			STREET ADDRESS, CITY, STATE, ZIP CODE 3600 RICHARDS ROAD NORTH LITTLE ROCK, AR 72117	
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F 000	INITIAL COMMENTS	F 000		
F 282 SS=E	<p>Complaint #13835 substantiated (all or in part) with deficiencies cited at F372 and F309. Complaint #13861, unsubstantiated.</p> <p>483.20(k)(3)(ii) COMPREHENSIVE CARE PLANS</p> <p>The services provided or arranged by the facility must be provided by qualified persons in accordance with each resident's written plan of care.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, record review, and interview the facility failed to ensure treatments were administered as ordered for 1 (Resident #3) of 6 case mix residents (Resident #1 through #6) who had physician orders for treatments. This failed practice had the potential to affect 72 residents who had physician orders for topical wound treatments according to a list dated 8/28/08. The findings are:</p> <p>Resident #3 had diagnoses of Vitamin D Deficiency, Vitamin 12 Deficiency, and Anemia. The Quarterly Minimum Data Set dated 8/12/08 documented the resident was moderately impaired in cognitive skills for daily decision making, required limited assistance for activities of daily living and was occasionally incontinent of bladder.</p> <p>a. A physician order dated 6/27/08 documented, "Hydrogen Peroxide 3% sol (Hydrogen Peroxide) Topical for cleansing two times per day to abrasion on chin until resolved. May leave uncovered."</p>	F 282		

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 282	Continued From page 1 b. The June 2008 Treatment Administration Record (TAR) documented by nurses' initials that the dressing order was implemented twice on 6/27/08. The TAR was initialed by nurses as administering the dressing change once a day on 6/28, 6/27/08, 6/29/08 and 6/30/08. The July and August 2008 TAR was initialed by nursing staff as administering the dressing change once a day from 7/1/08 through 8/26/08. c. On 8/27/08 at 12:48 p.m., the treatment nurse, LPN (Licensed Practical Nurse) #1 was asked if he usually initialed the TAR twice if the dressing was done twice. LPN #1 responded, "Yes". The treatment nurse was asked if he saw initials documenting that the dressing had been done twice each day. LPN #1 stated, "No, oh, I never noticed it was Bid (twice a day). Well, I haven't been doing it twice a day."	F 282			
F 309 SS=E	483.25 QUALITY OF CARE 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. This REQUIREMENT is not met as evidenced by: Based on observation, record review, and interview the facility failed to ensure treatments were administered as ordered and orders were obtained prior to administering treatments for 1 (Resident #1) of 6 case mix residents (Resident #1 through #6) who had physician orders for	F 309			

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F 309	<p>Continued From page 2</p> <p>treatments. This failed practice had the potential to affect 72 residents who had physician orders for topical wound treatments according to a list dated 8/28/08. The findings are:</p> <p>Resident #1 had diagnoses of Eczema, Microcystic Adnexal Carcinoma, and Skin Cancer. A Quarterly Minimum Data Set dated 7/1/08 documented the resident had modified independence in cognitive skills for daily decision-making.</p> <p>a. Post-operative instructions from the dermatology clinic dated 5/6/08 at 3:30 p.m. documented, "...please remove the Band-Aid tomorrow morning." and "Beginning in 24 hours, it is very important that you clean the surgical area(s) with Hydrogen Peroxide, followed with an application of Polysporin or Vaseline 3 times a day for 3 weeks."</p> <p>b. A physician order dated 5/6/08 documented, "Clean surgical sites with hydrogen peroxide & apply POLYSPORIN 500 U/GM-1000 OIN (bacitracin /zinc/Polymyxin B Sulfate) Topical three times per day xs (times) three weeks for 692.9 Eczema and dry skin of unspecified cause." The physician order did not specify where the surgical sites were located on the residents body.</p> <p>c. There was no nurses' note dated 5/6/08 that documented the surgery, resident assessment or the new orders.</p> <p>d. The May and June 2008 Treatment Record documented the treatment was completed from 5/6/08 through 6/12/08. According to the physician order the treatment should have been</p>	F 309			

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F 309	Continued From page 3 completed on 5/27/08. e. Post-operative instructions from the dermatology clinic dated 6/13/08 at 11:30 p.m. documented, please remove the Band-Aid tomorrow morning." and "Beginning in 24 hours, it is very important that you clean the surgical area(s) with Hydrogen Peroxide, followed with an application of Polysporin or Vaseline 3 times a day for 3 weeks." The report also documented that the surgical sites were the resident's left temple, left neck, chest and left ear. f. The physician's orders dated 6/13/08 documented, "Clean surgical sites with Hydrogen Peroxide & apply POLYSPORIN 500 U/GM-1000 OIN (bacitracin /zinc/Polymyxin B Sulfate) Topical three times per day xs three weeks for 692.9 Eczema and dry skin of unspecified cause"and documented the surgical sites as the left temple, left neck, chest and left ear. g. The June and July 2008 Treatment Records documented by nurses initials that the treatments were done beginning on the 7:00 a.m.-3:00 p.m. shift on 6/14/08 and continued through 7/8/08, four days past the ending date which should have been 7/4/08. The Treatment Records also documented the treatment was not initialed as given 7 times during the scheduled course of the ordered treatment. h. Post-operative instructions from the dermatology clinic dated 8/7/08 at 11:45 a.m. documented, "...You may use soap and water to the incision. Lightly wash. If there is dried blood that does not come off easily you may use peroxide to assist the cleaning... Do not apply Neosporin or peroxide over these strips..."	F 309			

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F 309	<p>Continued From page 4</p> <p>Observe the operative areas for signs of infection: Increased pain, Redness, Elevated temperature >101, Swelling, Foul odor. These signs and symptoms usually become apparent in 36 to 48 hours. If present, contact your physician." There was no documentation in the post-operative instructions of the location of the surgical site(s). There was no order to remove the dressing on a specified date.</p> <p>i. The August 2008 Treatment Record did not document any type of follow up instructions or orders to monitor site for signs/symptoms for 36 to 48 hours.</p> <p>j. Nurses notes dated 8/9/08 document, "dsg (dressing) dry and intact"</p> <p>k. Post-operative instructions from the dermatology clinic dated 8/26/08 at 11:30 a.m. documented the effected areas as "index finger, Rt (Right hand) hand, Lt (Left) hand, Lt forehead, "Wipe area(s) with Hydrogen Peroxide, 3 times a day for 3 weeks... Aldara: apply every night to right hand for 1 month."</p> <p>l. On 8/27/08 at approximately 9:00 a.m., the resident had a 1" (inch) square Band-Aid on her left cheek and a small "dot" Band-Aid on the left side of her neck.</p> <p>m. The August 2008 Treatment Record documented the following treatment: "Hydrogen Peroxide 3% SOL (Hydrogen Peroxide) Topical three times per day to sites of cryosurgery on index finger, R hand, L hand, and L forehead x 3 weeks or until healed for 232.8 Carcinoma in situ of skin, other specified sites of skin... Aldara 5% CRE (Imiquimod) Topical every evening at</p>	F 309			

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F 309	Continued From page 5 bedtime to R (right) hand x 1 month for 232.8 Carcinoma in situ of skin, other specified sites of skin." n. There was no documentation in the clinical record of a physician order dated 8/26/08 for a treatment for the surgical incisions on the resident's left cheek and the left side of her neck. o. On 8/27/08 at 4:30 p.m., the DON was asked if there should have been a treatment order for the surgical sites on the resident's left cheek and neck. The DON called the dermatology surgical center and a copy of the post-operative instruction orders was faxed to the facility on 8/27/08 at 4:30 p.m. p. On 8/27/08 at 4:45 p.m. the DON was asked, "Who should have caught this omission?" and the DON stated, "The nurse who was on duty when the resident returned from the clinic should have noticed there was no treatment for the cheek and neck and the treatment nurse should have caught it by the next morning if it was missed that night."	F 309			
F 372 SS=F	483.35(i)(3) SANITARY CONDITIONS - GARBAGE DISPOSAL The facility must dispose of garbage and refuse properly. This REQUIREMENT is not met as evidenced by: Based on observation and interview the facility failed to ensure the dumpsters doors were kept closed, and the outside area from the kitchen to the dumpsters was kept clean to prevent harborage and feeding of pests. This failed	F 372			

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F 372	<p>Continued From page 6</p> <p>practice had the potential to affect all 51 residents. The finding are:</p> <p>1. On 8/27/08 at 9:44 a.m., there were two dumpsters on a concrete slab outside the fenced/gated dumpster holding area.</p> <p>a. The door of the large green dumpster was open about 6 inches. Spray painted on the doors in 1 foot tall red letters ws "Read! Close Door!" There were particles of brown substances across the front of the dumpster</p> <p>b. There were multiple 74-foot long trails of dried brown, black, and white materials leading from the building, under the covered walkway, off onto the uncovered surface to the concrete driveway to the dumpster. There was some tissue paper in the covered walkway from the building.</p> <p>c. There were old and new cardboard boxes, and paper products lined the concrete and curb/drainage area behind the dumpsters for a distance of about 10 feet.</p> <p>d. A vinyl glove, crumpled paper, puddle stains from dried fluids, splattered chunks of a moist white substance in an irregular pattern covered an area approximately 20" x 8" and 3" x 15" with trails of white fluid on the ground immediately next to the dumpster nearest the facility. Dried puddle-like patterns of residues of various substances were in the area near the dumpsters.</p> <p>e. A milk crate was used as a trash can on the walkway along the back wall of the kitchen approximately 9 feet from the door through which kitchen deliveries were received. Flies were crawling on the items in the milk crate.</p>	F 372			

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F 372	Continued From page 7 f. A hair net and cigarette butts were laying across the access driveway from the dumpster, approximately 40 feet away. g. A dirty linen cart had used gloves and paper trash on the lid, on the bag, and on the ground next to the cart. h. An approximately one-inch-wide trail of brown/black substance extended from a point approximately 10 feet from the kitchen delivery door toward the dumpster for a distance of 36 feet. 2. On 8/28/08 at 8:49 a.m., the sliding door on the green dumpster was fully open. Two vinyl gloves were in the center of the driveway about 40 yards from the dumpsters. 3. On 8/28/08 at 9:49 a.m., the vinyl gloves remained on the ground as before. 4. On 8/28/08 at 9:51 a.m., when asked what an area of moist white chunky substance measuring approximately 10" x 14" was, the Administrator stated, "somebody dragged a bag and it ripped. I'm going to have [Head of Housekeeping] come out and pressure spray it off." 5. On 8/28/08 at 10:50 a.m., when asked who was responsible for keeping the area near the kitchen/dumpsters clean, the Head of Housekeeping stated that "as far as trash being picked up or cleaning up around the dumpster, that's me and the maintenance man." 6. On 8/28/08 at 11:23 a.m., when asked who handled it when spills happened, the Maintenance	F 372			

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F 372	<p>Continued From page 8</p> <p>Supervisor stated, "If it's a spill, if I see it, I get it." When asked if this included the walkway to the dumpster, the Maintenance Supervisor stated, "Yes. I'd hope they'd get it up. It doesn't happen all the time... I'll get it." When asked who does pressure washing of the area behind the kitchen, the Maintenance Supervisor stated, "Me and [maintenance person] do."</p> <p>7. On 8/28/08 at 11:32 a.m., when asked when the last time the area behind the kitchen was pressure washed, the Head of Housekeeping stated that it was in July. "It is a high traffic area and we usually wait till a 3-day weekend.</p> <p>8. On 8/28/08 at 11:37 a.m., the side door to the green dumpster was fully opened, there were cardboard boxes on the ground behind dumpsters, a strong sour milk smell, numerous flies, and the food service truck was unloading supplies to the kitchen. There was still trash in the milk crate on the side of the building approximately 9 feet from delivery door.</p> <p>9. On 8/28/08 at 1:12 p.m., the ombudsman was asked if there had been any recent complaints a three-part investigation was described including the dumpster and employee entrance on the back of the building. The complaint specified that family members as well as employees used the door as an entrance to the building. The ombudsman stated the complaint was checked on and the area near the entrance was found to be "kind of junky back there." When asked if this had been discussed with the Administrator, the Ombudsman stated it was discussed with the Administrator approximately 2 weeks ago.</p> <p>10. On 8/28/08 at 5:47 p.m., the milk crate still</p>	F 372			

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F 372	Continued From page 9 had food in it and an addition of a 2% milk carton and there were numerous flies in the area. The area had a mildly bad smell. The milk crate was approximately 9 feet from the kitchen delivery door. A hair net and cigarette butts were in the grass clippings at the edge of the building at the corner, and on the lid of a dirty linen cart was a pair of vinyl gloves turned inside out and some wadded dry paper toweling.	F 372			