

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155170	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  10/25/2013
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NAME OF PROVIDER OR SUPPLIER  WESTMINSTER VILLAGE MUNCIE INC	STREET ADDRESS, CITY, STATE, ZIP CODE 5801 W BETHEL AVE MUNCIE, IN 47304
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
F000000	<p>This visit was for a Recertification and State Licensure Survey.</p> <p>Survey dates: October 21, 22, 23, 24 and 25, 2013</p> <p>Facility Number: 000086 Provider Number: 155170 AIM Number: N/A</p> <p>Survey Team: Ginger McNamee, RN, TC Karen Lewis, RN Toni Maley, BSW (October 21, 22, 24 and 25, 2013) Karen Koeberlein, RN Tina Smith-Staats, RN</p> <p>Census Bed Type: SNF: 58 Residential: 181 Total: 239</p> <p>Census Payor Type: Medicare: 12 Other: 227 Total: 239</p> <p>Residential sample: 10</p> <p>This facility was found in compliance with 42 CFR Part 483, Subpart B</p>	F000000		

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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	<p>These State findings are cited in accordance with 410 IAC 16.2.</p> <p>Quality review completed by Debora Barth, RN.</p>				

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R000241	<p>410 IAC 16.2-5-4(e)(1) Health Services - Offense (e) The administration of medications and the provision of residential nursing care shall be as ordered by the resident ' s physician and shall be supervised by a licensed nurse on the premises or on call as follows: (1) Medication shall be administered by licensed nursing personnel or qualified medication aides.</p> <p>A. Based on interview and record review, the facility failed to ensure nurses administered sliding scale insulin in accordance with physician's orders for 2 of 2 residents reviewed with sliding scale insulin in a sample of 10. (Residents #R19 and #R145).</p> <p>B. Based on observation, record review, and interview, the facility failed to ensure a medication was given 30 minutes after the same meal each day as ordered by the physician for 1 of 5 residents observed during medication administration observation. (Resident # R32)</p> <p>Findings include:</p> <p>A.1.) Resident #R19's residential record was reviewed on 10/22/13 at 9:40 a.m.</p> <p>Resident #R19's current diagnoses included, but were not limited to, diabetes mellitus, dementia and hypertension.</p>	R000241	<p>Westminster Village Muncie, Inc. Plan of Correction 2013 R- 241 Health Services What corrective actions (s) will be accomplished for those Residents found to have been affected by the alleged deficient practice: Resident #R19 Clinical record was reviewed, doctor was notified, clarification of orders were received, no negative outcomes. Resident # 145 Clinical record was reviewed, doctor was notified, no negative outcomes, education was provided to resident and one on one education to nursing staff that was involved. Resident # 32 Clinical record was reviewed, medication administration time adjusted within the electronic health record, doctor was notified, no negative outcomes, education was provided to resident and one on one education to nursing staff that was involved. How other Residents having the potential to be affected by the same alleged deficient practice will be identified and what corrective actions (s) will be taken:All insulin dependent</p>	11/24/2013			

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	<p>Resident #R19 had a current, 9/4/13, physician's order for Novolog (Insulin) 100 unit/ml subcutaneous per sliding scale before meals and at bed time. The sliding scale (insulin administered at a does determined by the blood sugar results prior to the administration) doses were as follows: 0 - 100 = 5 units 100 - 150 = 6 units 150 - 200 = 7 units 200 - 250 = 8 units 250 - 300 = 9 units 300 - 350 = 10 units 350 - 400 = 11 units</p> <p>Review of Resident #R19's September, 2013, Medication Administration Record from the 5th to the 30th, indicated the following blood sugar results and Novolog coverage insulin given:</p> <p>9/5/13 at 6:00 a.m. - 10:30 a.m., blood sugar 179 - no coverage given and he should have received 7 units of coverage.</p> <p>9/5/13 at 11:00 a.m. - 1:00 p.m., blood sugar 138 - no coverage given and he should have received 6 units of coverage.</p> <p>9/6/13 at 11:00 a.m. - 1:00 p.m.,</p>		<p>residents' clinical records have been reviewed for accuracy. All residents with a specific time given for medication administration, clinical records have been reviewed for accuracy. All clinical records are compliant at this time. What measures will be put into place or what systemic changes will be made to ensure that the alleged deficient practice does not recur: Residential Services Manager and/or designee will monitor all residents with sliding scale coverage to insure that the alleged deficient practice does not reoccur. Residential Services Manager and/or designee will monitor all residents with a specific time for medication administration. The electronic health record has been modified to increase accuracy of documentation of medication administration. Nursing educational sessions have been set for November 14, 2013, November 15, 2013, and November 18, 2013. In-servicing will be completed for all residential nurses and QMA's by November 24, 2013. In-servicing will include medication administration and documentation. How the corrective actions (s) will be monitored to ensure the alleged deficient practice will not recur, i.e. what quality assurance program will be put into place: The Residential Services Manager</p>		

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	<p>blood sugar 177 - no coverage given and he should have received 7 units of coverage.</p> <p>9/6/13 at 4:30 p.m. - 6:30 p.m., blood sugar 169 - no coverage given and he should have received 6 units of coverage.</p> <p>9/7/13 at 4:30 p.m. - 6:30 p.m., blood sugar 208 - no coverage given and he should have received 8 units of coverage.</p> <p>9/8/13 at 4:30 p.m. - 6:30 p.m., blood sugar 389 - no coverage given and he should have received 11 units of coverage.</p> <p>9/8/13 at 6:30 p.m. - 10:00 p.m., blood sugar 389 - no coverage given and he should have received 11 units of coverage.</p> <p>9/9/13 at 6:00 a.m. - 10:30 a.m., blood sugar 218 - no coverage given and he should have received 8 units of coverage.</p> <p>9/9/13 at 11:00 a.m. - 1:00 p.m., blood sugar 129 - no coverage given and he should have received 6 units.</p> <p>9/10/13 at 6:00 a.m. - 10:30 a.m., blood sugar 114 - no coverage given</p>		<p>and/or designee will monitor all residents with sliding scale insulin orders upon admission, weekly for three months and then monthly for nine months to ensure quality care. The Residential Services Manager and/or designee will monitor all residents with a specific time parameter for medication administration, upon admission, weekly for three months, and then monthly for nine months to ensure quality care. The Quality Assurance Committee will review the results monthly for 12 months and modify the qualified auditing systems as necessary to maintain compliance. All components of the systematic adjustments for notification of changes will be implemented by November 24, 2013.</p>		

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	<p>and he should have received 6 units.</p> <p>9/10/13 at 6:00 p.m. - 10:00 p.m., blood sugar 260 - no coverage given and he should have received 9 units.</p> <p>9/11/13 at 4:30 p.m. - 6:30 p.m., blood sugar 212 - no coverage given and he should have received 8 units of coverage.</p> <p>9/11/13 at 6:30 p.m. - 10:00 p.m., blood sugar 400 - no coverage given and he should have received 11 units.</p> <p>9/12/13 at 6:00 a.m. - 10:30 a.m., blood sugar 218 - no coverage given and he should have received 8 units of coverage.</p> <p>9/12/13 at 11:00 a.m. - 1:00 p.m., no blood sugar results.</p> <p>9/12/13 at 4:30 p.m. - 6:30 p.m., no blood sugar results.</p> <p>9/14/13 at 6:00 a.m. - 10:30 a.m., blood sugar 125 - no coverage given and he should have received 6 units of coverage.</p> <p>9/14/13 at 6:30 p.m. - 10:00 p.m., blood sugar 116 - no coverage given and he should have received 5 units.</p>			

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	<p>9/15/13 at 4:30 p.m. - 6:30 p.m., blood sugar 220 - no coverage given and he should have received 8 units of coverage.</p> <p>9/15/13 at 6:30 p.m. - 10:00 p.m., blood sugar 124 - no coverage given and he should have received 6 units.</p> <p>9/16/13 at 11:00 a.m. - 1:00 p.m., blood sugar 100 - no coverage given and he should have received 5 units coverage.</p> <p>9/16/13 at 4:30 p.m. - 6:30 p.m., blood sugar 425 - exceeded the call orders.</p> <p>9/16/13 at 6:30 p.m. - 10:00 p.m., blood sugar 112 - no coverage given and he should have received 6 units.</p> <p>9/17/13 at 4:30 p.m. - 6:30 p.m., blood sugar 302 - no coverage given and he should have received 10 units of coverage.</p> <p>9/17/13 at 6:30 p.m. - 10:00 p.m., blood sugar 302 - no coverage given and he should have received 10 units.</p> <p>9/18/13 at 6:30 p.m. - 10:00 p.m., blood sugar 338 - no coverage given and he should have received 10 units.</p>						

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	9/19/13 at 11:00 a.m. - 1:00 p.m., blood sugar 129 - no coverage given and he should have received 6 units coverage.				
	9/20/13 at 6:00 a.m. - 10:30 a.m., blood sugar 157 - no coverage given and he should have received 7 units of coverage.				
	9/20/13 at 11:00 a.m. - 1:00 p.m., blood sugar obtained not only given regular scheduled insulin.				
	9/20/13 at 4:30 p.m. - 6:30 p.m., blood sugar 155 - no coverage given and he should have received 7 units of coverage.				
	9/20/13 at 6:30 p.m. - 10:00 p.m., blood sugar 125 - no coverage given and he should have received 6 units coverage.				
	9/21/13 at 4:30 p.m. - 6:30 p.m., blood sugar 319 - no coverage given and he should have received 10 units of coverage.				
	9/21/13 at 6:30 p.m. - 10:00 p.m., blood sugar 319 - no coverage given and he should have received 10 units coverage.				
	9/23/13 at 11:00 a.m. - 1:00 p.m.,				

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	<p>blood sugar not obtained only given regular scheduled insulin.</p> <p>9/24/13 at 4:30 p.m. - 6:30 p.m., blood sugar 218 - no coverage given and he should have received 8 units of coverage.</p> <p>9/24/13 at 6:00 a.m. - 10:30 a.m., blood sugar 125 - no coverage given and he should have received 6 units of coverage.</p> <p>9/24/13 at 11:00 a.m. - 1:00 p.m., no blood sugar obtain he had already eaten lunch.</p> <p>9/24/13 at 4:30 p.m. - 6:30 p.m., blood sugar 218 - no coverage given and he should have received 8 units of coverage.</p> <p>9/25/13 at 6:00 a.m. - 10:30 a.m., blood sugar 104 - no coverage given and he should have received 6 units of coverage.</p> <p>9/25/13 at 11:00 a.m. - 1:00 p.m., no blood sugar results - stated within normal range.</p> <p>9/26/13 at 4:30 p.m. - 6:30 p.m., blood sugar 237 - no coverage given and he should have received 8 units of coverage.</p>			

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	9/26/13 at 6:30 p.m. - 10:00 p.m., blood sugar 237 - no coverage given and he should have received 8 units coverage.						
	9/27/13 at 6:30 p.m. - 10:00 p.m., blood sugar 216 - no coverage given and he should have received 8 units coverage.						
	9/28/13 at 11:00 a.m. - 1:00 p.m., no blood sugar results.						
	9/28/13 at 4:30 p.m. - 6:30 p.m., blood sugar 272 - no coverage given and he should have received 9 units of coverage.						
	9/29/13 at 6:00 a.m. - 10:30 a.m., blood sugar 105 - no coverage given and he should have received 6 units of coverage.						
	9/29/13 at 6:30 p.m. - 10:00 p.m., blood sugar 272 - no coverage given and he should have received 9 units coverage.						
	9/30/13 at 4:30 p.m. - 6:30 p.m., blood sugar 225 - no coverage given and he should have received 8 units of coverage.						
	9/29/13 at 6:30 p.m. - 10:00 p.m.,						

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	<p>blood sugar 191 - no coverage given and he should have received 7 units coverage.</p> <p>This resulted in the physician's orders for monitoring the resident's blood sugar and or administering insulin not being followed for 49 of 104 opportunities.</p> <p>Review of Resident #R19's October, 2013, Medication Administration Record from the 1st to the 20th, indicated the following blood sugar results and Novolog coverage insulin given:</p> <p>10/1/13 at 4:30 p.m. - 6:30 p.m. - blood sugar 389 - no coverage given and he should have received 11 units of coverage.</p> <p>10/1/13 at 6:30 p.m. - 10:00 p.m. - blood sugar 389 - no coverage given and he should have received 11 units of coverage.</p> <p>10/2/13 at 11:00 a.m. - 1:00 p.m. - blood sugar 255 - no coverage given and he should have received 9 units of coverage.</p> <p>10/2/13 at 4:30 p.m. - 6:30 p.m. - blood sugar 305 - no coverage given and he should have received 10 units</p>						

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	<p>of coverage.</p> <p>10/2/13 at 6:30 p.m. - 10:00 p.m. - blood sugar 305 - no coverage given and he should have received 10 units of coverage.</p> <p>10/3/13 at 6:30 p.m. - 10:00 p.m. - blood sugar 361 - no coverage given and he should have received 11 units of coverage.</p> <p>10/4/13 at 4:30 p.m. - 6:30 p.m. - blood sugar 213 - no coverage given and he should have received 8 units of coverage.</p> <p>10/4/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 367 - no coverage given and he should have received 11 units of coverage.</p> <p>10/5/13 at 4:30 p.m. - 6:30 p.m., - blood sugar 125 - no coverage given and he should have received 6 units of coverage.</p> <p>10/5/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 125 - no coverage given and he should have received 6 units of coverage.</p> <p>10/6/13 at 11:00 a.m. - 1:00 p.m., - no blood sugar obtained.</p>				

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	10/8/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 320 - no coverage given and he should have received 10 units of coverage.			
	10/9/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 235 - no coverage given and he should have received 8 units of coverage.			
	10/10/13 at 6:00 a.m. - 10:30 a.m., blood sugar 120 - no coverage given and he should have received 6 units of coverage.			
	10/10/13 at 11:00 a.m. - 1:00 p.m., - blood sugar 151 - no coverage given and he should have received 7 units of coverage.			
	10/10/13 at 4:30 p.m. - 6:30 p.m., - blood sugar 321 - no coverage given and he should have received 10 units of coverage.			
	10/10/13 at 11:00 a.m. - 1:00 p.m., - blood sugar 151 - no coverage given and he should have received 7 units of coverage.			
	10/12/13 at 11:00 a.m. - 1:00 p.m., - no blood sugar obtained due to the resident had already eaten.			
	10/14/13 at 6:30 p.m. - 10:00 p.m., -			

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	<p>blood sugar 105 - no coverage given and he should have received 6 units of coverage.</p> <p>10/14/13 at 11:00 a.m. - 1:00 p.m., - no blood sugar obtained due to the resident had already eaten.</p> <p>10/15/13 at 4:30 p.m. - 6:30 p.m., - blood sugar 132 - no coverage given and he should have received 6 units of coverage.</p> <p>10/15/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 132 - no coverage given and he should have received 6 units of coverage.</p> <p>10/16/13 at 6:00 a.m. - 10:30 a.m., blood sugar not obtained due to the resident had already eaten.</p> <p>10/16/13 at 4:30 p.m. - 6:30 p.m., - blood sugar 128 - no coverage given and he should have received 6 units of coverage.</p> <p>10/16/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 128 - no coverage given and he should have received 6 units of coverage.</p> <p>10/17/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 263 - no coverage given and he should have received 9 units</p>			

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	<p>of coverage.</p> <p>10/19/13 at 4:30 p.m. - 6:30 p.m., - blood sugar 156 - no coverage given and he should have received 7 units of coverage.</p> <p>10/19/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 156 - no coverage given and he should have received 7 units of coverage.</p> <p>10/20/13 at 4:30 p.m. - 6:30 p.m., - blood sugar 132 - no coverage given and he should have received 6 units of coverage.</p> <p>10/20/13 at 6:30 p.m. - 10:00 p.m., - blood sugar 132 - no coverage given and he should have received 7 units of coverage.</p> <p>10/21/13 at 6:00 a.m. - 10:30 a.m., blood sugar 202 no coverage given and he should have received 8 units of coverage.</p> <p>This resulted in the physician's orders for monitoring the resident's blood sugar and or administering insulin not being followed for 31 of 80 opportunities.</p> <p>A.2.) Resident #R145's residential record was reviewed on 10/21/13 at</p>				

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	<p>2:25 p.m.</p> <p>Resident #R145's current diagnoses included, but were not limited to, diabetes mellitus and anemia.</p> <p>Resident #R145 had current, 6/12/13, physician orders for Humalog (insulin) KwikPen 100 u/ml subcutaneous in accordance with sliding scale 2 times daily A.M. and P.M. The sliding scale was as follows: 110 - 140 = 0 141 - 180 = 1 unit 181 - 220 = 2 units 221 - 260 = 4 units 261 - 300 = 6 units 301-340 = 7 units 341 - 380 = 8 units 381 - 420 = 9 units 421 - 480 = 10 units</p> <p>Review of Resident #R145's medication administration record for October 13 through 21, 2013 (resident on leave 10/1/13 to 10/12/13) indicated the resident did not receive insulin per sliding scale on 2 occasions as follows: 10/14/13, 6:00 a.m. to 10:00 a.m., results 171- insulin held due to resident had a glass of orange juice prior. The sliding scale dose for 171 was 1 unit. 10/21/13, 6:00 a.m. to 10:00 a.m.,</p>				

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	<p>results 156 - insulin held due to resident already ate breakfast. The sliding scale dose for 156 was 1 unit.</p> <p>During a 10/24/13, 10:00 a.m., interview RN #5, who was the Residential Service Coordinator, indicated the nurses could not hold insulin because a resident had eaten. The physician should be involved in the decision making. Additionally the facility did not have a policy which instructed the nurse to hold sliding scale insulin if the resident had eaten. It appeared Resident #R19 having routine insulin as well as sliding scale insulin had resulted in an oversight by nursing.</p> <p>During a 10/24/13, 4:00 p.m. interview, RN #1 indicated a nurse should complete an accucheck then administer insulin in accordance with the sliding scale.</p> <p>B 1. During a medication administration observation on 10/24/13 at 7:08 a.m., Resident #R32 received 1 capsule of tamsulosin ER 0.4 mg orally by LPN #1. The resident was then taken to the lounge to wait for the dining room to open to have breakfast.</p> <p>The clinical record for Resident #R32</p>						

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	<p>was reviewed on 10/24/13 at 8:37 a.m.</p> <p>Diagnoses for Resident #R32 included, but were not limited to, hypertension, benign localized hyperplasia of prostrate (BPH), and memory loss.</p> <p>Current physician orders for Resident #R32 included the following:</p> <p>Tamsulosin ER (a medication for BPH) 0.4 milligrams (mg) 1 capsule by mouth 30 minutes following the same meal each day. The original date of this order was 9/14/13.</p> <p>The Medication Administration Documentation History Detail Report for October 2013 indicated the resident received tamsulosin on the following dates and times:</p> <p>October 4, at 1:11 p.m.</p> <p>October 10, at 6:42 a.m.</p> <p>October 22, at 6:50 a.m.</p> <p>October 23, at 7:14 a.m.</p> <p>October 24, at 7:15 a.m.</p> <p>During an interview with Dietary #1 on</p>			

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	<p>10/24/13 at 10:00 a.m., he indicated the dining room was open from 7:30 a.m. to 10:00 a.m. for breakfast.</p> <p>During an interview with LPN #1 on 10/24/13 at 10:05 a.m., she indicated the physician's order for the tamsulosin had not been changed. Resident #R32 was to receive his tamsulosin 30 minutes following the same meal each day.</p> <p>Review of the revised policy, dated 1/1/13, titled "6.0 General Dose Preparation and Medication Administration," provided by RN#1 on 10/24/13 at 11:11 a.m., included, but was not limited to, the following:</p> <p>"Applicability:...</p> <p>...Facility staff should also refer to Facility policy regarding medication administration and should comply with Applicable Law and the State Operations Manual when administering medications.</p> <p>Procedure:...</p> <p>...4.1 Facility staff should:</p> <p>4.1.1 Verify each time a medication is administered that it is the correct medication, at the correct route, at the correct rate, at the correct time,</p>			

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	for the correct resident,..."			
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R000271	<p>410 IAC 16.2-5-5.1(d) Food and Nutritional Services - Deficiency (d) All modified diets shall be prescribed by the attending physician.</p> <p>Based on observation, interview, and record review, the facility failed to ensure a resident with a physician's order for a 2000 calorie ADA (American Dietetic Association) diet was served the diet that was ordered by the physician for 1 of 1 resident reviewed for specialized diets in a sample of 10 (Resident #R145).</p> <p>Findings include:</p> <p>Resident #R145's residential record was reviewed on 10/21/13 at 2:25 p.m.</p> <p>Resident #R145's current diagnoses included, but were not limited to, diabetics mellitus and anemia.</p> <p>Resident #R145 had a current, 6/12/13, 2000 KCal ADA (American Dietetic Association) diet ordered by the physician.</p> <p>During a 10/21/13, 11:30 a.m. to 12:05 p.m., lunch observation in the Residential Windsor dining room all diets served were liberalized diet with no specialized diets served.</p>	R000271	<p>Westminster Village Muncie, Inc. Plan of Correction 2013 R- 271 Health Services What corrective actions (s) will be accomplished for those Residents found to have been affected by the alleged deficient practice:Resident #R145 clinical record was reviewed. Physician has been notified, and dietary order has been modified. Dietary education was provided to the resident #R145. How other Residents having the potential to be affected by the same alleged deficient practice will be identified and what corrective actions (s) will be taken:Residential clinical records have been reviewed for modified caloric ADA dietary orders. All daily dietary requirements and requests, with consideration to food allergies are met in the residential dining room. All clinical records are compliant at this time. What measures will be put into place or what systemic changes will be made to ensure that the alleged deficient practice does not recur:Dietary menus have been updated to include symbolized identification to assist in offering dietary requirements per physician orders (See Attachment 1 and 2). Education has been provided to all residents that receive a modified diet in residential services regarding the</p>	11/24/2013			

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	<p>During a 10/24/13, 10:37 a.m., interview, Dietary Aide #2 indicated only one resident received a specialized diet in the residential dining room and it was a low sodium diet.</p> <p>During a 10/24/13, 11:50 a.m., interview, Registered Dietary Technician #3 indicated 2000 calorie ADA diets were not served in the residential dining room. She indicated all the diets were liberalized.</p> <p>During a 10/24/13, 3:30 p.m., interview the Director of Nursing indicated the nursing department should have clarified the diet order with the physician in order to obtain a diet that was covered by the liberalized diets provided in residential living.</p> <p>Review of a current, facility policy titled, " Food and Nutritional Services Policy" which was provided by the Assistant Administrator on 10/24/13 at 4:45 p.m., indicated the following:</p> <p>"Westminster Village will meet: 1) daily dietary requirements and requests, with consideration of food allergies... All modified diets shall be prescribed by the attending physician."</p>		<p>menu updates. Education has been provided to residential dietary staff/appropriate staff regarding the menu updates. Residential therapeutic diets will be identified and education offered per Nutritional Services upon admission and with each residential evaluation. How the corrective actions (s) will be monitored to ensure the alleged deficient practice will not recur, i.e. what quality assurance program will be put into place: Nutritional Services and/or designee will monitor every completed residential evaluation monthly for 12 months. The Quality Assurance Committee will review the results monthly and modify the qualified auditing system as deemed necessary to ensure quality care. All components of the systematic adjustments for notification of changes will be implemented by November 24, 2013.</p>		

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

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