

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155264	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 05/18/2012
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NAME OF PROVIDER OR SUPPLIER GOLDEN LIVING CENTER-GOLDEN RULE	STREET ADDRESS, CITY, STATE, ZIP CODE 2330 STRAIGHT LINE PIKE RICHMOND, IN 47374
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F0000	<p>This survey was for a Recertification and State Licensure Survey.</p> <p>May 14, 15, 16, 17 and 18, 2012</p> <p>Facility number: 000165 Provider number: 155264 AIM number: 100288220</p> <p>Survey team: Leslie Parrett RN TC Sharon Lasher RN Cheryl Fielden RN Diana Sidel RN</p> <p>Census bed type: SNF/NF: 137 Total: 137</p> <p>Census payor type: Medicare: 20 Medicaid: 99 Other: 18 Total: 137</p> <p>Sample: 24 Supplemental Sample 1</p> <p>This deficiency reflects state findings cited in accordance with 410 IAC 16.2.</p> <p>Quality review completed on May 22,</p>	F0000	Preparation, submission and implementation of this Plan of Correction does not constitute an admission of or agreement with the facts and conclusions set forth on the survey report. Our Plan of Correction is prepared and executed as a means to continuously improve the quality of care and to comply with all applicable State and Federal regulatory requirements.	

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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	2012 by Bev Faulkner, RN			

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F0309 SS=D	<p>483.25 PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING 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>Based on observation, interview and record review, the facility failed to evaluate and treat a resident's pain for 1 of 16 residents reviewed for pain in a sample of 24. (Resident #122)</p> <p>Findings include:</p> <p>Resident #122's record was reviewed on 5/15/12 at 3:00 p.m. The record indicated Resident #122's diagnoses included but was not limited to COPD (chronic obstructive pulmonary disease), osteoporosis, disorder of bone and cartilage, diseases of</p>	F0309	F309 SS=D The corrective actions accomplished for those residents found to have been affected by the deficient practice as as follows: MD was notified of resident #122 interview response of having pain routinely and was placed on routine pain medication. MD noted " resident #122 had not complained of pain to him prior to this date of survey " All staff were in-serviced on 5th vital sign pain and to be routinely asking residents when they are in their rooms, Licensed nurse to monitor that all residents have pain medications if requested and that CNA's are to report pain to the licensed nurse immediately when pain is verbalized or witnessed. Other residents having the potential to be affected by the same deficient practice will be identified and the corrective actionstaken are as follows: All residents Quarterly MDS assessments were pulled up for the last 3 months, (which captured the whole facility) by DNS to review. Any resident who triggered pain was audited by DNS to ensure that they were on	06/01/2012	

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	<p>circulatory system, alcohol dependence, closed fracture unspecified part neck femur and unspecified debility.</p> <p>Resident #122's MDS (Minimum Data Set), assessment, dated 4/30/12, indicated the following:</p> <ul style="list-style-type: none"> - makes self understood, understood. - ability to understand others, understands. - BIMS (Brief Interview for Mental Status), 13, (score of 13-15 indicates cognition intact). - transfer, extensive assistance with two+ person assist. - pain management, received scheduled pain medication regimen, no. - pain management, received PRN (as needed) pain medication or was offered and 		<p>medications for pain relief and that it was effective. All staff were in-serviced on 5th vital sign pain and to be routinely asking residents when they are in their rooms, Licensed nurse to monitor that all residents have pain medications if requested and that CNA's are to report pain to the licensed nurse immediately when pain is verbalized or witnessed. The measures put into place and the systemic changes made to ensure that this deficient practice does not recur are as follows: MDS staff were asked to ensure they communicate needs of residents during quarterly assessment interviews to DNS and unit supervisors to ensure appropriate interventions are in place for any changes. All staff were in-serviced on 5th vital sign pain and to be routinely asking residents when they are in their rooms, Licensed nurse to monitor that all residents have pain medications if requested and that CNA's are to report pain to the licensed nurse immediately when pain is verbalized or witnessed. Also educated on verbal and non verbal signs of pain. These corrective actions will be monitored and a quality assurance program implemented to ensure the corrective actions accomplished to prevent the deficient practice for recurring: MDS staff will electronically notify DNS</p>		

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	<p>declined, yes.</p> <ul style="list-style-type: none"> - should pain assessment interview be conducted, yes. <p>Pain Assessment Interview:</p> <ul style="list-style-type: none"> - pain presence, "have you had pain or hurting at any time, in the last 5 days," "yes." - pain frequency, "how much of the time have you experienced pain or hurting over the last 5 days," "frequently." - pain effect on function, "over the past 5 days, has pain made it hard for you to sleep at night," "yes." - "over the past 5 days, have you limited your day-to-day activities because of pain," "yes." - pain intensity, "please rate you worst pain over the last 5 days on a zero to ten scale, with zero being no pain and ten as the worst pain you can 		<p>and unit supervisor when a MDS interview triggers pain that is uncontrolled. Unit supervisor will notify MD of the need for pain management. DNS will follow-up that interventions are put into place to manage pain control. RNAC will follow-up in 1 week to ensure interventions were effective and care planned. This will be reviewed monthly for 6 months during QA&A. Team members will ensure action plan is effective monthly.</p>	
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	<p>imagine," "7."</p> <p>Resident #122's care plan, dated 2/9/12, indicated "Focus, I am at increased risk for pain and pain related symptoms due to advancing effects of osteoporosis and general debility. Resident will verbalize a decrease in pain with pain relieving strategies thru next assessment, target date, 5/9/12." Interventions, dated 2/9/12, included, "notify physician if pain interventions are no longer effective to seek alternative treatments/medication options, implement pain control strategies as ordered by physician, evaluate need to provide medications prior to treatment or therapy, assess and establish level of pain on numeric scale/or assessment</p>				

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	<p>tool, do not wait for resident to request pain medication but offer it to the resident at frequencies indicated in the physician's order, administer pain medication as ordered, monitor response on pain scale relative to: Medications, Treatment, Procedures, implement non-pharmacological interventions of: Dim lighting/quiet environment, reassuring words/gestures, repositioning, as examples and on therapy case load per physician order."</p> <p>Resident #122's physician orders, dated 1/20/12, included "Tylenol, 650 mg (milligrams), by mouth, every 4 hours, PRN for mild to moderate pain" and "Hydrocodone (narcotic pain medication) 5 mg/Tylenol 325</p>				

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	<p>mg, by mouth, every 4 hours, PRN for complaint of moderate to severe pain."</p> <p>During an interview with Resident #122 on 5/16/12 at 3:10 p.m., when queried, he stated "Yes, I do hurt all over a lot of the time and I tell them I have pain but they will only give me Tylenol and I don't take that because it doesn't help my pain at all. I ask for a pain pill but they all say the doctor won't give me a pain pill."</p> <p>During an interview with LPN #1 on 5/17/12 at 8:40 a.m., the LPN indicated Resident #122 has not asked for pain medication or told her he was in pain.</p> <p>During an interview with Resident #122 on 5/17/12 at</p>			

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	<p>9:00 a.m., he indicated he does have pain most of the time and it hurts every time his heart beats. He rates the pain at a 7 on a scale of 0-10. He also indicated it does not do any good to tell the nurses about his pain because when he has in the past they tell him all they can give him is Tylenol and he says it does not work. When he asks for a pain pill the nurses tell him the physician does not have anything else ordered for him for pain.</p> <p>During an observation on 5/17/12 at 3:00 p.m., CNA #2 was observed removing Resident #122's socks with RN #3 at the bedside. Resident #122 yelled out in pain during the time his socks were removed and stated "Yes, I am in pain. I have been telling you</p>				

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	<p>I have pain."</p> <p>During an interview on 5/17/12 at 3:10 p.m., CNA #2 indicated she had told the nurse last evening Resident #122 was complaining of pain.</p> <p>Review of Resident #122's MAR (Medication Administration Record) on 5/18/12 at 10:20 a.m., indicated Resident #122 was not given any pain medication on 5/17/12 after he complained of pain.</p> <p>During an interview on 5/18/12 at 9:55 a.m., with Physical Therapist #4, the therapist indicated therapy had just released Resident #122 from their case load on 5/15/12. She indicated Resident #122 wanted to be able to ambulate so he could go home but due to</p>						

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	<p>an old war injury his hips, knees, ankles and feet would not make it possible for him to ambulate because there had been so much trauma to them and weight bearing just caused him too much pain that he was not able to do ambulate. She, stated "It was causing more trauma to him so they discharged him last Tuesday from therapy and he said he would exercise on his own ever day at 3:00 p.m."</p> <p>During an interview on 5/18/12 at 10:40 a.m., Resident #122 indicated the exercise he tried to do at 3:00 p.m. caused him pain but stated "I am in pain anyway, the pain is from my waist down and I rate it at a 7."</p> <p>During an interview on 5/18/12 at 1:00 p.m., the DON</p>			

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	<p>(Director of Nursing) indicated she was not aware Resident #122 was having a problem with pain but she would inform the physician when he came in today.</p> <p>Resident #122's MAR indicated during March, April and May of 2012 the only pain medication Resident #122 received was Tylenol 650 mg on March 28, 2012 at 4:00 p.m., and at 6:00 p.m., "follow-up pain rating" indicated resting.</p> <p>3.1-37(a)</p>				