

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155695	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 07/09/2014
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F000000	<p>This visit was for an Investigation of Complaint IN00151085.</p> <p>Complaint IN00151085 - Substantiated. Federal/ state deficiency related to the allegation is cited at F312.</p> <p>Survey date: July 9, 2014</p> <p>Facility number: 003075 Provider number: 155695 AIM number: 200364160</p> <p>Survey team: Shelly Miller-Vice, RN</p> <p>Census bed type: SNF/NF: 89 Total: 89</p> <p>Census payor type: Medicare: 13 Medicaid: 63 Other: 13 Total: 89</p> <p>Sample: 3</p> <p>This deficiency reflects state findings cited in accordance with 410 IAC 16.2-3.1.</p>	F000000	<p>The creation and submission of this plan of correction does not constitute an admission by this provider of any conclusion set forth in the statement of deficiencies, or of any violation of regulation.</p> <p>Due to the relative low scope and severity of this survey, the facility respectfully requests a desk review in lieu of a post-survey revisit on or after August 8, 2014.</p>	

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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F000312 SS=D	<p>Quality Review completed on July 11, 2014, by Brenda Meredith, R.N.</p> <p>483.25(a)(3) ADL CARE PROVIDED FOR DEPENDENT RESIDENTS A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene. Based on observation, interview and record review, the facility failed to ensure oral hygiene care was provided according to the care plan. This affected 1 of 3 resident's reviewed for oral care. (Resident B)</p> <p>Findings included:</p> <p>A confidential interview regarding Resident B was conducted on 7/9/14 at 10:15 a.m. The confidential interview indicated the Dentist had communicated at the last dental visit, the poor condition of Resident B's teeth was due to the lack of good oral care. Also, Resident B sees the Dentist routinely and receives exams, cleanings and needed dental care on a regular basis.</p>	F000312	<p>F312 – ADL Care Provided for Dependent Residents It is the practice of this provider that all residents who are unable to carry out activities of daily living receive the necessary services to maintain good nutrition, grooming, and personal and oral hygiene. What corrective action(s) will be accomplished for those residents found to have been affected by the deficient practice: <i>Resident B's</i> profile and care plan approaches have been updated to reflect her oral hygiene needs. She has been receiving ADL and oral care according to her plan of care. How other residents having the potential to be affected by the same deficient practice will be identified and what corrective</p>	08/08/2014

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	<p>An interview was conducted with the Administrator on 7/9/14 at 11:10 a.m. The Administrator indicated, "...she [Resident B] has a partial [denture] that she wears and has 1 [one] tooth that is her own tooth used to anchor the partial to. There was an issue I discussed with the Guardian about the Dentist..." The Administrator indicated the Guardian had described a poorly cleaned mouth of Resident B and the Dentist's concern with poor oral hygiene and, "...I know [Resident B] had a cookie or something to eat right before she was transported to the Dentist, so we [the facility] think this is why her mouth looked so bad to the Dentist."</p> <p>An interview was conducted with the Dentist's office manager on 7/9/14 at 11:20 a.m. The Office Manager indicated she had worked with the Dentist for a number of years and was familiar with Resident B. A record review of the Dentist documented notes was conducted alongside of the interview. The Office manager indicated a Dental Hygienist routinely cares for Resident B upon the dental visits and the Dentist reviews their work and signs off on the care provided and recommendations for further dental needs. The following documentation was noted:</p>		<p>action(s) will be taken: All residents requiring assistance with ADL and hygiene care have the potential to be affected by this finding. Nurse Management team observed all residents who required assistance with ADL's and oral hygiene to ensure resident's received adequate oral hygiene. The Nurse Management Team audited all resident care plans and profiles related to oral hygiene needs. Profile care plan approaches will be accurately updated to reflect each resident's oral status and specifically identified oral hygiene needs. Each resident's specific oral hygiene needs will be communicated to the direct care staff via the Resident Care Profile. Completion of oral care will be monitored through daily review of Point of Care documentation. In addition, all residents will be reviewed for oral care during nursing rounds per shift daily. Any noted concerns will be addressed immediately. What measures will be put into place or what systemic changes will be made to ensure that the deficient practice does not recur: A nursing in-service will be conducted on or before 8/8/14. This in-service will be conducted by the DNS/designee and include review of the facility policy related to oral hygiene, documentation of ADL care and use of proper</p>				

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	<p>"3/16/13. Cleaning and Exam. Found 4 [four] cavities. heavy plaque. Needs help with care of teeth. 4/2/13. 4 [four] cavities completed. 9/18/13. Follow up clean and appointment. heavy plaque. Upper denture and lower partial. Only 5 teeth. Gum swelling and red. Examined and has several cavities. Recommend only use partial and keep teeth clean. 10/31/13. Cavities completed. 4/18/2014. 6 [six] month check up. 1 [one] cavity and exam. Son, called concerned with number of cavities. Wonders is it's due to Calcium and/or other medications. No relation to medications. Due to lack of oral care. 5/5/2014. Cavity filled." The Office Manager indicated, "... [Resident B's name] oral health is not due to a recently eaten cookie or meal, this is because she is not given the oral hygiene she requires to prevent further decay of the remaining teeth...."</p> <p>An interview was conducted with the Director of Nursing Services (DNS) on 7/9/14 at 11:46 a.m. The DNS indicated, "Every Resident is expected to be provided oral care every morning, every night at bedtime and as needed between those times. If a Resident has only dentures; remove, clean and soak at bedtime and rinse off in the morning. If a</p>		<p>technique during oral care. Completion of oral care will be monitored through daily review of Point of Care documentation. In addition, all residents will be reviewed for oral care during nursing rounds per shift daily. Any concerns noted during these rounds will be discussed/reviewed during daily meetings and addressed/corrected immediately. Care plans related to oral care will be reviewed by the IDT annually, quarterly and with any significant change in condition. Changes in resident hygiene and ADL care needs will be accurately reflected on the care plan and profile. How the corrective action(s) will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place: To ensure ongoing compliance with this corrective action, the DNS/designee will be responsible for completion of the CQI Audit Tool titled, "Accommodation of Needs" daily x 4 weeks and monthly thereafter for at least 6 months. If threshold of 90% is not met, an action plan will be developed. Findings will be submitted to the CQI Committee for review and follow up. By what date the systemic changes will be completed: Completion date: 8/8/14.</p>				

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	<p>Resident has partial [dentures], brush the teeth. The nursing staff, nurses, Certified Nurse Aids [CNA] and Unit Managers [UM] can do this. CareTracker is used to document the oral care and the CNA's find the Resident's oral needs under the Profile tab in the computer. [Resident B's name] has dentures, oral care is provided three times a day and as needed, and dental services are provided."</p> <p>A record review was conducted of the Clinical Medical Record (CMR) of Resident B on 7/9/14 from 1:25 p.m. till 1:40 p.m. alongside of the DNS. The following were noted: The Minimum Data Set assessment, dated 6/3/2014, indicated Resident B required extensive assistance for personal hygiene. "Resident Profile: [Resident B's name]. Profile Care Plan Approaches. Dental Care. 7/30/13. wears dentures... Dental Care. 1/20/14. Provide oral care at least 3 times/day..." "Care Plan. [Resident B's name]. Problem. Dental Care. *Resident wears partial, has cavities, risk for choking and oral health problems... Approach: Provide oral care at least 3 times/day. Assist resident with oral care...."</p> <p>The following was a record review conducted along side the DNS on 7/9/14 at 1:41 p.m. of the, "Point of Care</p>						

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	<p>History. [Resident B's name]. How did the resident maintain personal hygiene?"</p> <p>The DNS indicated this particular record, "... captures the oral care that is provided to the resident's." The following was indicated:</p> <p>On 7/7/14, 1 (one) oral care was provided.</p> <p>On 7/6/14, 2 (two) oral cares were provided.</p> <p>On 7/2/14, 2 (two) oral cares were provided.</p> <p>On 6/29/14, 2 (two) oral cares were provided.</p> <p>On 6/26/14, 2 (two) oral cares were provided.</p> <p>On 6/24/14, 2 (two) oral cares were provided.</p> <p>On 6/19/14, 2 (two) oral cares were provided.</p> <p>On 6/18/14, 2 (two) oral cares were provided.</p> <p>On 6/16/14, 2 (two) oral cares were provided.</p> <p>On 6/12/14, 2 (two) oral cares were provided.</p> <p>On 6/9/14, 2 (two) oral cares were provided.</p> <p>An interview was conducted with the DNS on 7/9/14 at 1:42 p.m.. The DNS indicated that Resident B was to receive, "...at least 3 oral cleanings daily."</p>			
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	An observation of Resident B receiving oral care by CAN #2 was conducted on 7/9/14 at 1:50 p.m. The following was observed: Resident B was informed of the activity. CNA #2 gathered the denture care supplies and assisted Resident B per wheelchair into the Resident's bathroom. Resident B removed her lower partial denture and gave it to the CNA. The CNA used the denture supplies to clean and soak the denture while providing oral care to Resident B. CNA used a toothbrush and toothpaste to manually brush the upper denture remaining in Resident B's mouth and brushed the lower 4 teeth for approximately 30 seconds. The Resident was assisted to rinse her mouth with tap water from a plastic cup. The Resident requested to be taken closer to the bathroom sink to allow her to spit into the sink. The staff assisted her in this action. The lower partial was returned to Resident B's mouth. Upon observing Resident B's mouth after the oral care had been provided, it was noted that the upper denture had remained in place during the oral care and the Resident upon request removed the upper denture without difficulty. The tongue had a filmy substance on it and the lower teeth had food particles between the teeth. When asked how the oral care had been provided, Resident B noted, "...I still			

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	<p>have food in my teeth and I need to keep them clean...."</p> <p>An interview was conducted with CNA #2 on 7/9/14 at 1:55 p.m. during the above observation. CNA #2 indicated, "...she only has a partial...when a resident has a denture, there is a break in the there [points to gum line while brushing the teeth of Resident B] and I don't see that...."</p> <p>This Federal tag relates to Complaint IN00151085.</p> <p>3.1-38(a)(3)(C)</p>			