

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155490	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 07/21/2014
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NAME OF PROVIDER OR SUPPLIER AMBASSADOR HEALTHCARE	STREET ADDRESS, CITY, STATE, ZIP CODE 705 E MAIN ST CENTERVILLE, IN 47330
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F000000	<p>This visit was for the Investigation of Complaint IN00152362.</p> <p>Complaint IN00152362 -- Substantiated. No deficiencies related to the allegations are cited.</p> <p>Unrelated deficiencies are cited.</p> <p>Survey dates: July 18 and 21, 2014</p> <p>Facility number: 000456 Provider number: 155490 AIM number: 100288750</p> <p>Survey team: Penny Marlatt, RN</p> <p>Census bed type: SNF: 5 SNF/NF: 108 Total: 113</p> <p>Census payor type: Medicare: 10 Medicaid: 85 Other: 18 Total: 113</p> <p>Sample: 3</p> <p>These deficiencies reflect state findings</p>	F000000	<p>By submitting the enclosed materials we are not admitting the truth or accuracy of any specific findings or allegations as of any proceedings and submit these responses pursuant to our regulatory obligations</p> <p>We are requesting a desk review for this survey</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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F000282 SS=D	<p>cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review completed on July 23, 2014 by Cheryl Fielden, RN.</p> <p>483.20(k)(3)(ii) SERVICES BY QUALIFIED PERSONS/PER CARE PLAN 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>Based on interview and record review, the facility failed to ensure hospital discharge medication orders were transcribed correctly which resulted in inaccurate medication dosage administration for 4 days for 1 of 3 residents reviewed for accuracy of admission orders. This deficient practice has the potential to cause untoward medication effects. (Resident #B)</p> <p>Findings include:</p> <p>Resident #B's clinical record was reviewed on 7-18-14 at 1:20 p.m. Her diagnoses included, but were not limited to, bipolar disorder, hypertension, history of myocardial infarction (heart attack) in 2000, coronary artery disease and diabetes. It indicated she was admitted to the facility from an area hospital on</p>	F000282	<p>F282</p> <p>1. Resident B is no longer in the facility.</p> <p>2. An audit of all new admissions over the last 60 days that are still in the facility was done to ensure that all medications were transcribed correctly.</p> <p>3. All new Admissions and Re-Admissions will be required to be checked and signed off by 2 nurses before sending to the pharmacy. Medical Records will check all new Admissions and Re-Admissions within 72 hours or next scheduled day for transcribing issues. Medical Records will report any issues found to the D.O.N. and/or designee immediately when an issue in transcribing is found. The issue will be immediately corrected, Physician and Family notified and the nurse mis-transcribing an order will be immediately in-serviced on how to transcribe a Physicians Order.</p>	08/20/2014

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	<p>6-23-14 and remained in the facility until she passed away on 6-28-14.</p> <p>The hospital discharge medication orders, dated 6-23-14, indicated the resident was to receive the following medications: -atenolol 25 milligrams (mg) 0.5 tablet (total of 12.5 mg) daily every morning orally. This medication is used in the treatment of hypertension and angina. -diltiazem 180 mg 2 capsules (total of 360 mg) daily every morning orally. This medication is used in the treatment of hypertension and angina.</p> <p>In review of Resident #B's Medication Administration Record (MAR), dated 6-23-14, indicated the following medications: -atenolol 25 milligrams mg daily every morning orally. -diltiazem 180 mg daily every morning orally.</p> <p>In review of the June, 2014 MAR, it indicated the resident received the following medications: -atenolol 25 milligrams mg daily every morning orally on 6-25-14, 6-26-14, 6-27-14 and 6-28-14. -diltiazem 180 mg daily every morning orally 6-25-14, 6-26-14, 6-27-14 and 6-28-14.</p>		<p>All Nursing Staff were in-serviced on new policy on 7/30/2014. (Attachment 1)</p> <p>4. Medical Records will report quarterly to the Q.A. Committee of all issues that were found during their audit of transcribing new and re-admit Physician's orders. D.O.N. will monitor to ensure that the new policy put in place is preventing this issue from happening and report to Q.A. Committee. If there continues to be issues the Q.A. Committee will make adjustments to the policy as needed.</p> <p>5. August 20, 2014</p>				

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	<p>In interview with LPN #1 on 7-21-14 at 11:35 a.m., she indicated admission orders for new or returning residents are to be transcribed verbatim onto the MAR. She indicated the facility does not require a second staff member to verify the orders. She indicated the facility usually does not call the attending physician/medical director regarding admission or readmission orders unless there is a question or concern.</p> <p>In interview with LPN #2 on 7-21-14 at 11:55 a.m., she indicated all new or returning residents being admitted to the facility should be accompanied by a packet of information from the discharging hospital or facility with paperwork that would include the current medication orders. She indicated the facility staff are to transcribe the new orders verbatim onto the MAR. She indicated the facility does not require a second staff member to verify orders. She indicated the facility usually does not immediately call the attending physician/medical director regarding admission or readmission orders unless there is a question or concern. She indicated generally the facility staff pool calls for him until the end of the day or when he comes into the facility.</p> <p>In interview with the Director of Nursing</p>						

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	<p>on 7-21-14 at 12:40 p.m., she indicated the facility does not require a second staff member to verify orders. She indicated the facility's contracted pharmacy service normally requests a copy of the admission orders from the discharging hospital or facility to compare to the facility's transcription on the MAR to check for accuracy.</p> <p>In interview with the Administrator on 7-21-14 at 12:40 p.m., she indicated the facility learned earlier in the day the contracted pharmacy service has not been comparing the discharge orders to the admission orders on the facility's MAR.</p> <p>The Director of Nursing provided a copy of a policy entitled, "Physician Orders - Obtaining and Processing," on 7-21-14 at 11:10 a.m. This policy indicated, "Purpose: To insure [sic] physician orders are written and understood accurately and completely...All physician orders shall be recorded on the Physician Order form...If an order is received from a physician other than the attending physician, the attending physician must be notified, Such [sic] as an order from an ER physician..."</p> <p>3.1-35(g)(2)</p>			

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F000514 SS=D	<p>483.75(l)(1) RES RECORDS-COMPLETE/ACCURATE/ACCE SSIBLE The facility must maintain clinical records on each resident in accordance with accepted professional standards and practices that are complete; accurately documented; readily accessible; and systematically organized.</p> <p>The clinical record must contain sufficient information to identify the resident; a record of the resident's assessments; the plan of care and services provided; the results of any preadmission screening conducted by the State; and progress notes.</p> <p>Based on interview and record review, the facility failed to ensure hospital discharge medication orders were transcribed correctly for 1 of 3 residents reviewed for accuracy of admission orders. This deficient practice has the potential to cause untoward medication effects. (Resident #B)</p> <p>Findings include:</p> <p>Resident #B's clinical record was reviewed on 7-18-14 at 1:20 p.m. Her diagnoses included, but were not limited to, bipolar disorder, hypertension, history of myocardial infarction (heart attack) in 2000, coronary artery disease and diabetes. It indicated she was admitted to the facility from an area hospital on 6-23-14.</p>	F000514	<p>F514</p> <p>1. Resident B is no longer in the facility.</p> <p>2. An audit of all new admissions over the last 60 days that are still in the facility was done to ensure that all medications were transcribed correctly.</p> <p>3. All new Admissions and Re-Admissions will be required to be checked and signed off by 2 nurses before sending to the pharmacy. Medical Records will check all new Admissions and Re-Admissions within 72 hours or next scheduled day for transcribing issues. Medical Records will report any issues found to the D.O.N. and/or designee immediately when an issue in transcribing is found. The issue will be immediately corrected, Physician and Family notified and thenurse</p>	08/20/2014

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	<p>The hospital discharge medication orders, dated 6-23-14, indicated the resident was to receive the following medications:</p> <ul style="list-style-type: none"> -atenolol 25 milligrams (mg) 0.5 tablet (total of 12.5 mg) daily every morning orally. This medication is used in the treatment of hypertension and angina. -diltiazem 180 mg 2 capsules (total of 360 mg) daily every morning orally. This medication is used in the treatment of hypertension and angina. <p>In review of Resident #B's Medication Administration Record (MAR), dated 6-23-14, indicated the following medications:</p> <ul style="list-style-type: none"> -atenolol 25 milligrams mg daily every morning orally. -diltiazem 180 mg daily every morning orally. <p>In interview with LPN #1 on 7-21-14 at 11:35 a.m., she indicated admission orders for new or returning residents are to be transcribed verbatim onto the MAR. She indicated the facility does not require a second staff member to verify the orders. She indicated the facility usually does not call the attending physician/medical director regarding admission or readmission orders unless there is a question or concern.</p>		<p>mis-transcribing an order will be immediately in-serviced on how to transcribe a Physician Order.</p> <p>All Nursing Staff were in-serviced on new policy on 7/30/2014. (Attachment 1)</p> <p>4. Medical Records will report quarterly to the Q.A. Committee of all issues that were found during their audit of transcribing new and re-admit Physician's orders. The D.O.N. will explain to the Q.A. Committee what she has done to correct each issue. D.O.N. will monitor to ensure that the new policy put in place is preventing this issue from happening and report to Q.A. Committee. If there continues to be issues the Q.A. Committee will make adjustments to the policy As needed.</p> <p>5. August 20, 2014</p>		

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	<p>for accuracy.</p> <p>In interview with the Administrator on 7-21-14 at 12:40 p.m., she indicated the facility learned earlier in the day the contracted pharmacy service has not been comparing the discharge orders to the admission orders on the facility's MAR.</p> <p>The Director of Nursing provided a copy of a policy entitled, "Physician Orders - Obtaining and Processing," on 7-21-14 at 11:10 a.m. This policy indicated, "Purpose: To insure [sic] physician orders are written and understood accurately and completely...All physician orders shall be recorded on the Physician Order form...If an order is received from a physician other than the attending physician, the attending physician must be notified, Such [sic] as an order from an ER physician..."</p> <p>3.1-50(a)(2)</p>			
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DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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