

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

PRINTED: 12/27/2022
FORM APPROVED
OMB NO. 0938-039

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER		X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____		X3) DATE SURVEY COMPLETED 11/18/2022	
NAME OF PROVIDER OR SUPPLIER SILVER BIRCH OF EVANSVILLE				STREET ADDRESS, CITY, STATE, ZIP COD 475 S GOVERNOR STREET EVANSVILLE, IN 47713			
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R 0000 Bldg. 00	<p>This visit was for the Investigation of Complaints IN00391999, IN00389458, IN00389366, IN00388900, IN00388446, IN00387654, and IN00385445.</p> <p>Complaint IN00387654 - Unsubstantiated due to lack of evidence.</p> <p>Complaint IN00391999 - Substantiated. State deficiencies related to the allegations are cited at R297 and R349.</p> <p>Complaint IN00389458 - Substantiated. State deficiencies related to the allegations are cited at R297 and R349.</p> <p>Complaint IN00389366 - Substantiated. State deficiencies related to the allegations are cited at R297 and R349.</p> <p>Complaint IN00388900 - Substantiated. State deficiencies related to the allegations are cited at R297 and R349.</p> <p>Complaint IN00388446 - Unsubstantiated due to lack of evidence.</p> <p>Complaint IN00385445 - Substantiated. State deficiencies related to the allegations are cited at R297 and R349.</p> <p>Survey dates: November 15, 16, 18, 2022</p> <p>Facility number: 014238</p> <p>Residential Census: 104</p> <p>These State Residential findings are cited in</p>			R 0000			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Piper Bakrevski

Senior Clinical Advisor

12/19/2022

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 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 30 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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R 0297 Bldg. 00	<p>accordance with 410 IAC 16.2-5.</p> <p>Quality review completed November 29, 2022.</p> <p>410 IAC 16.2-5-6(c)(1) Pharmaceutical Services - Noncompliance (c) If the facility controls, handles, and administers medications for a resident, the facility shall do the following for that resident: (1) Make arrangements to ensure that pharmaceutical services are available to provide residents with prescribed medications in accordance with applicable laws of Indiana. Based on record review and interview, the facility failed to provide pharmacy services for continued availability of medications for 7 of 8 residents reviewed for medication administration. (Resident B, Resident C, Resident H, Resident J, Resident F, Resident D, Resident E)</p> <p>Findings include:</p> <p>1. Resident B's clinical record was reviewed on 11/16/22 at 11:00 a.m.. The diagnoses included, but were not limited to, hypertension, dementia, major depressive disorder, chronic pain, low back pain, and anxiety.</p> <p>The September 2022 MAR (Medication Administration Record) indicated the following medications were not administered.</p> <p>Amitriptyline (antidepressant medication) HCL 25 mg (milligrams), ordered 6/21/21, was not administered on 9/23/22, 9/24/22, and 9/25/22. The MAR indicated the medication was not available.</p> <p>Lexapro (antidepressant medication) 10 mg, one time a day, ordered on 8/26/22, was not administered on 9/24/22. The MAR indicated the medication was not available.</p>			R 0297	<p><u>R0297 – Pharmaceutical Services – Non-compliance</u></p> <p><u>- What corrective action will be accomplished for those residents found to have been affected by the deficient practice:</u></p> <p>Resident B: Medication administration is being monitored and any missed doses are addressed at the time of discovery</p> <p>Resident C: Medication administration is being monitored and any missed doses are addressed at the time of discovery</p> <p>Resident D: no longer resides at the community</p> <p>Resident E: no longer resides at the community</p> <p>Resident F: Medication administration is being monitored and any missed doses are addressed at the time of discovery</p> <p>Resident H: Medication administration is being monitored</p>		01/06/2023

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	<p>Calcium Carbonate Vitamin D (vitamin) 600/400 units, two times a day, ordered on 8/20/21, was not administered in the morning on 9/24/22. The MAR indicated the medication was not available.</p> <p>The October 2022 MAR indicated the following medications were not administered.</p> <p>Amitriptyline HCL 25 mg (milligrams), ordered 6/21/21, was not administered on 10/2/22 and 10/30/22. The MAR indicated the medication was not available.</p> <p>On 11/18/22 at 11:15 a.m., Resident B was interviewed. She indicated the facility had a new pharmacy now. The timeliness of the medication and the availability was better than it had been.</p> <p>2. Resident C's clinical record was reviewed on 11/16/22 at 2:30 p.m. The diagnoses included, but was not limited to, Diabetes Mellitus, seizures, and hypertension.</p> <p>The medication administration record was not complete for each drug ordered as follows:</p> <p>The August 2022 MAR indicated the following medications were not administered.</p> <p>Calcitriol (vitamin) 0.25 mg every Monday, Wednesday, and Friday, ordered on 6/18/21. The MAR indicated the medication was not available on 8/22/22. The MAR indicated on 8/31/22 the medication was not administered for other reasons and to see progress notes. No progress notes were available related to the medication not being administered.</p> <p>Dicyclomine (a medication used to treat intestinal spasms) HCl 10 mg, one tablet every, ordered on</p>				<p>and any missed doses are addressed at the time of discovery</p> <p>Resident J: Medication administration is being monitored and any missed doses are addressed at the time of discovery</p> <p><u>How the facility will identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken:</u></p> <p>All current residents residing at Silver Birch of Evansville have the potential to be affected by the alleged deficient practice. The community now receives pharmacy services from Extended Pharmacy #2. Medications are packaged by the pharmacy and delivered in dose packs every 2 weeks. This is known as "cycle fill."</p> <p>Pharmacy personnel provided education for nurses and QMAs on cycle fill and communication with the pharmacy on October 26, 2022.</p> <p><u>What measures will be put into place or what systemic changes the facility will make to ensure that the deficient practice does not recur:</u></p> <p>The Director of Nursing & Wellness (DONW) or designee will audit cycle fill every 2 weeks for 3 months, then 1 time monthly for 3 months, then randomly for 3 months for missing medications. Any findings will be addressed at</p>		

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	<p>8/12/22. The MAR indicated the medication was unavailable on 8/22/22.</p> <p>Escitalopram (anti-depressant medication) 20 mg, one time a day, ordered 8/12/22. The MAR indicated the medication was not available on 8/22/22.</p> <p>Ferrous Sulfate (iron supplement) 325 mg, two times a day, ordered on 12/1/19. The MAR indicated the medication was not available on 8/22/22.</p> <p>Lasix (a diuretic medication) 40 mg, two times a day, ordered on 10/19/21. The MAR indicated the medication was not available on 8/22/22.</p> <p>Lasix 40 mg, two times a day, reordered on 8/25/22. The MAR indicated the medication was not available on 8/31/22.</p> <p>Primidone (a medication used to treat seizures) 50 mg, four tablets two times a day, ordered on 8/31/21. The MAR indicated the medication was not available in the morning on 8/22/22 and in the evening on 8/31/22.</p> <p>The October 2022 MAR indicated the following medications were not administered.</p> <p>Calcitriol 0.25 mg every Monday, Wednesday, and Friday, ordered on 6/18/21. The MAR indicated the medication was not available on 10/28/22.</p> <p>Donepezil (a medication used to treat dementia) HCI 5 mg, at bedtime, ordered 6/20/22. The MAR indicated the medication was not available on 10/14/22.</p>			<p>the time of discovery and recorded on an audit tool.</p> <p><u>How the corrective action will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place:</u></p> <p>The DONW or designee will report findings of audits to the Quality Assurance (QA) Committee monthly until 100% compliance is met for 3 consecutive months, then quarterly until resolved as determined by the QA Committee.</p> <p><u>What date the systemic changes will be completed:</u></p> <p>January 6, 2023</p>			

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	<p>Jardiance (a medication used to treat Diabetes Mellitus) 10 mg, one time a day, ordered on 9/24/22. The MAR indicated the medication was not available on 10/24/22.</p> <p>Plavix (a blood thinner medication) 75 mg, one tablet every day, ordered 10/22/22. The MAR indicated the medication was not available on 10/24/22, 10/28/22, 10/29/22, and 10/30/22.</p> <p>3. Resident H's clinical record was reviewed on 11/16/22 at 11:30 a.m. The resident's diagnoses included, but was not limited to, chronic obstructive pulmonary disease, congestive heart failure, depressive disorder, hypothyroidism, hypertension, gastroesophageal reflux disease, and neuropathy.</p> <p>The September 2022 MAR indicated the following medications were not administered.</p> <p>Levothyroxine (a medication used to treat hypothyroidism) 75 mcg (micrograms), one tablet every morning at 4:00 a.m., ordered 4/13/22. The MAR indicated the medication was not available on 9/2/22.</p> <p>The October 2022 MAR indicated the following medications were not administered.</p> <p>Atenolol (a medication used to treat high blood pressure) 50 mg, one time a day, ordered 9/12/21. The MAR indicated the medication was not administered on 10/4/22 and to see progress notes, no progress notes were related to the medication not being administered. The MAR indicated on 10/6/22 the medication was not available.</p> <p>Citalopram (an antidepressant medication) 40 mg,</p>						

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	<p>one time, ordered 9/12/21. The MAR indicated on 10/4/22 and 10/5/22 the medication was not administered and to see progress notes, no progress notes were available related to the medication not being administered. The MAR indicated on 10/6/22 the medication was not available.</p> <p>Dexamethasone (a steroid medication) 6 mg, one time a day for COVID-19 for 6 days, ordered 10/15/22. The MAR indicated on 10/15/22 and 10/17/22 the medication was not available.</p> <p>4. Resident J's clinical record was reviewed on 11/16/22 at 3:20 p.m. The diagnoses included, were not limited to, hypertension, atherosclerotic heart disease, gastroesophageal reflux disease, and Diabetes Mellitus.</p> <p>The July, August, September and October MAR's were reviewed and incomplete as follows:</p> <p>The July 2022 MAR indicated the following medications were not administered.</p> <p>Aspirin Chewable (a nonsteroidal anti-inflammatory and blood thinner medication) 81 mg, one tablet every day, ordered on 3/23/22. The MAR indicated on 7/23/22 and 7/26/22 the medication was not available.</p> <p>Omeprazole (a medication used to treat heartburn) capsule 40 mg, one time a day, ordered on 3/12/22. The MAR indicated the medication was not available on 7/29/22.</p> <p>Valsartan Hydrochlorothiazide (a combination anti-hypertensive and diuretic medication) 320 mg/12.5 mg one daily, ordered on 3/12/22. The MAR indicated the medication was not available</p>						

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	<p>on 7/1/22 through 7/11/22, 7/20/22 through 7/29/22, and 7/31/22 were not available. The MAR indicated on 7/30/22 to see progress note, no progress notes were available related to the medication not being administered.</p> <p>The August 2022 MAR indicated the following medications were not administered.</p> <p>Valsartan Hydrochlorothiazide 320 mg/12.5 mg one daily, ordered on 3/12/22. The MAR indicated the medication was not available from 8/1/22 through 8/5/22.</p> <p>The September 2022 MAR indicated the following medications were not administered.</p> <p>Oxycodone (a narcotic pain medication) 7.5 mg/325 mg, four times a day, ordered on 7/11/22. The doses were scheduled for 6:00 a.m., 11:00 a.m., 4:00 p.m., and 7:00 p.m. The MAR indicated the medication was not available on 9/8/22 at 4:00 p.m. and 7:00 p.m.</p> <p>The November 2022 MAR indicated the following medications were not administered.</p> <p>Omeprazole capsule 40 mg, one time a day, ordered on 3/12/22. The MAR indicated the medication was not available on 11/1/22.</p> <p>Valsartan Hydrochlorothiazide 320 mg/12.5 mg one daily, ordered on 3/12/22. The MAR indicated the medication was not available on 11/1/22.</p> <p>Carvedilol (a medication used to treat high blood pressure) 12.5 mg, two times, ordered on 3/12/22. The MAR indicated the medication was not available for both doses on 11/1/22.</p>						

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	<p>Atorvastatin Calcium (a medication used to treat high cholesterol) 40 mg, at bedtime, ordered 3/12/22. The MAR indicated on 11/3/22 the medication was not available.</p> <p>Sertraline HCI (an anti-depressant medication) 100 mg, one time a day, ordered on 3/23/22. The MAR indicated on 11/1/22 the medication was not available.</p> <p>Apixaban (a blood thinner medication) 5 mg, two times a day, ordered on 3/12/22. The MAR indicated on 11/1/22 the medication was not available.</p> <p>5. Resident F's clinical record was reviewed on 11/16/22 at 3:50 p.m. The diagnoses included, but were not limited to, hypertension, anxiety disorder, bipolar disorder, and depressive disorder.</p> <p>The August 2022 MAR indicated the following medications were not administered</p> <p>Ambien CR (a medication used to treat sleep disorders) 6.25 mg, give at bedtime, ordered on 6/21/22. The MAR indicated the medication was not available on 8/8/22, 8/23/22, 8/29/22, and 8/31/22.</p> <p>The September 2022 MAR indicated the following medications were not administered.</p> <p>Ambien CR 6.25 mg, give at bedtime, ordered on 6/21/22. The MAR indicated the medication was not available on 9/1/22, 9/2/22, 9/10/22, 9/11/22, 9/14/22, 9/16/22, 9/18/22, and 9/24/22.</p> <p>The October 2022 MAR indicated the following medications were not administered.</p>						

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	<p>Ambien CR 6.25 mg, give at bedtime, ordered on 6/21/22. The MAR indicated the medication was not available on 10/12/22, 10/13/22, and 10/14/22.</p> <p>Atorvastation 20 mg, at bedtime, ordered on 12/19/21. The MAR indicated the medication was not available on 10/14/22.</p> <p>6. Resident D's clinical record was reviewed on 11/18/22 at 1:00 p.m.</p> <p>The August, September, October MAR lacked documentation of all drugs given, as follows:</p> <p>The August 2022 MAR indicated the following medications were not administered.</p> <p>Bumetanide (a diuretic medication) 2 mg, give one in the morning scheduled for 6:00 a.m., ordered on 6/15/22. The MAR indicated the medication was not available on 8/25/22 and 8/26/22.</p> <p>Trazadone HCl (an anti-depressant medication) 50 mg, at bedtime, ordered on 12/29/21. The MAR indicated the medication was not available on 8/23/22, 8/24/22, and 8/30/22.</p> <p>The September MAR indicated the following medications were not administered.</p> <p>Trazadone HCl 50 mg, at bedtime, ordered on 12/29/21. The MAR indicated the medication was not available on 9/6/22, 9/17/22, 9/23/22, and 9/24/22.</p> <p>7. Resident E's clinical record was reviewed on 11/18/22 at 1:30 p.m. The diagnoses included, but not limited to, hypokalemia, hypothyroidism, vitamin deficiency, and hyperlipidemia.</p>						

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	<p>The July 2022 MAR indicated the following medications were not administered.</p> <p>Folic acid (a supplement) 1 mg, give every morning, ordered on 7/26/22. The MAR indicated the medication was not administered on 7/26/22 and 7/28/22 through 7/30/22 and to see progress notes, the progress notes did not indicate why the medication was not administered. The MAR indicated on 7/31/22 the medication was not available.</p> <p>Synthroid (a medication used to treat hypothyroidism) 50 mcg, every morning at 6:00 a.m. The MAR indicated on 7/19/22 and 7/20/22 the medication was not available.</p> <p>The August 2022 MAR indicated the following medications were not administered.</p> <p>Folic acid 1 mg, give every morning, ordered on 7/26/22. The MAR indicated on 8/1/22, 8/4/22, 8/8/22, and 8/26/22 the medication was not available.</p> <p>Cholecalciferol (vitamin supplement) 50 mcg, one tablet every day, ordered on 6/7/22. The MAR indicated on 8/28/22 the medication was not available.</p> <p>Lovastatin (a medication used to treat high cholesterol) 40 mg, at bedtime, ordered on 6/6/22. The MAR indicated the medication was not available on 8/27/22.</p> <p>All records lacked documentation in the progress notes regarding the medication when it was not given and unavailable.</p>						

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R 0349 Bldg. 00	<p>On 11/15/22 at 9:40 a.m., during interview with Administrator and Assistant Administrator, they indicated the facility had a new pharmacy provider which started 11/10/22. They indicated they were closer in distance to the facility.</p> <p>On 11/15/22 at 2:30 p.m., both pharmacy contracts were reviewed. The newest and current contract was started on 11/10/22 and continued to be fully implemented. Both contracts indicated it was the responsibility of the pharmacy to supply the prescribed medications.</p> <p>On 11/18/22 at 10:25 a.m., Resident G indicated the new pharmacy was in the process of bringing the drugs to each resident's room. She pointed to a locked drawer in the kitchenette, she described how all the drugs would be locked in those drawers.</p> <p>This State Residential finding relates to Complaints IN00391999, IN00389458, IN00389366, IN00388900, and IN00385445.</p> <p>410 IAC 16.2-5-8.1(a)(1-4) Clinical Records - Noncompliance (a) The facility must maintain clinical records on each resident. These records must be maintained under the supervision of an employee of the facility designated with that responsibility. The records must be as follows: (1) Complete. (2) Accurately documented. (3) Readily accessible. (4) Systematically organized. Based on interview and record review, the facility failed to document all the prescribed drugs or the reason doses were not given for 8 of 8 residents reviewed for prescribed medications. (Resident B,</p>			R 0349	<p><u>R0349 – Clinical Records – Non-compliance</u> <u>What corrective action will be accomplished for those</u></p>		01/06/2023

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	<p>Resident C, Resident H, Resident G, Resident J, Resident F, Resident D, Resident E)</p> <p>Findings include:</p> <p>1. Resident B's clinical record was reviewed on 11/16/22 at 11:00 a.m.. The residents diagnoses included, but were not limited to, hypertension, dementia, major depressive disorder, chronic pain, low back pain, and anxiety.</p> <p>The monthly medication records were reviewed and were noted to contain incomplete Medication Administration Records (MAR) as follows:</p> <p>The September 2022 and October 2022 MAR indicated the following:</p> <p>Amitriptyline (anti-depressant medication) HCL 25 mg (milligrams), at bedtime, ordered on 6/21/2021. The drug was not documented as given on the following dates, 9/1/22 through 9/5/22 and 9/21/22. On 9/6/22 the drug record recorded "5" meaning "on Hold, See progress notes". The progress notes lacked information regarding the holding of drug. On 9/23/22 through 9/25/22, 10/2/22, and 10/30/22 the drug record coded "11", medication not available.</p> <p>Aricept (medication used to treat dementia) 5 mg, at bedtime, ordered on 6/14/22. The drug was not documented as given on the following dates. On 9/1/22 through 9/5/22, 9/22/22, 10/2/22, and 10/30/22 all lacked documentation the medication was administered as ordered.</p> <p>Lexapro (anti-depressant medication) 10 mg, one time a day, ordered on 8/26/22. On 9/21/22 the drug was coded as "9", other /see</p>				<p><u>residents found to have been</u> <u>affected by the deficient</u> <u>practice:</u> Resident B: Medication administration is being monitored and any missed doses are addressed at the time of discovery Resident C: Medication administration is being monitored and any missed doses are addressed at the time of discovery Resident D: no longer resides at the community Resident E: no longer resides at the community Resident F: Medication administration is being monitored and any missed doses are addressed at the time of discovery Resident G: Medication administration is being monitored and any missed doses are addressed at the time of discovery Resident H: Medication administration is being monitored and any missed doses are addressed at the time of discovery Resident J: Medication administration is being monitored and any missed doses are addressed at the time of discovery <u>How the facility will identify</u> <u>other residents having the</u> <u>potential to be affected by the</u> <u>same deficient practice and</u> <u>what corrective action will be</u> <u>taken:</u> All current residents residing at Silver Birch of Evansville have the</p>		

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	<p>progress note. The progress notes lacked information regarding holding of the drug. On 9/22/22 the record lacked documentation of administration. On 9/24/22 the drug was coded "11", medication not available.</p> <p>Calcium Carbonate Vitamin D 600/400 mg, two times a day, ordered on 8/20/21. On 9/1/22 through 9/5/22, and 9/22/22 the medication administration of the evening dose was not documented. On 9/24/22 the morning dose was coded "11", medication was not available. On 10/2/22 and 10/30/22 both doses for those days were not documented.</p> <p>Colace (stool softener) 100 mg, two times a day, ordered on 1/31/22. On 9/1/22 through 9/5/22 and 9/22/22, the drug administration was not documented. On 10/2/22 and 10/30/22 the evening dose was not documented as administered. On 10/23/22 the morning dose was not documented as administered.</p> <p>Levothyroxine (a medication used to treat hypothyroidism) 75 mcg (micrograms) one tablet in the morning at 4:00 a.m. On 9/11/22, 9/12/22, 9/24/22, and 9/27/22 the record lacked documentation of the medication administration.</p> <p>Ferrous Sulfate (iron supplement) 325 mg, daily, ordered on 8/21/21, was not documented on 10/23/22.</p> <p>Norvasc (a medication used to treat high blood pressure) 5 mg, every morning, ordered on 10/21/22, was not documented on 10/23/22.</p>				<p>potential to be affected by the alleged deficient practice. The Director of Nursing & Wellness (DONW) or designee will provide nurses and QMAs re-education on proper procedures for follow up with the pharmacy, documentation of the reason a medication was missed, informing residents of medications not available and when they will be, and informing the DONW or designee of missing medications and what follow up was completed. This training will be provided on or before December 23, 2022.</p> <p><u>What measures will be put into place or what systemic changes the facility will make to ensure that the deficient practice does not recur:</u></p> <p>The DONW or designee will monitor the Medication Admin Audit Report 2 x daily for 6 weeks, then 1 time daily for 4 weeks, then randomly ongoing for missed medications and/or lack of documentation of the reason for a missed medication. Any findings will be addressed at the time of discovery.</p> <p><u>How the corrective action will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place:</u></p> <p>The DONW or designee will report findings of audits to the Quality</p>		

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	<p>Lisinopril (a medication used to treat high blood pressure) 20 mg, one tablet in the morning, ordered on 10/21/22 was not documented as administered on 10/23/22.</p> <p>Omeprazole (a medication used to treat gastroesophageal reflux disease) 40 mg, one time a day, ordered on 1/31/22 was not documented as administered on 10/23/22.</p> <p>Zolpidem (a sleep aid) 10 mg, at bedtime, ordered on 10/8/22, was not documented as administered on 10/30/22.</p> <p>On 11/18/22 at 11:15 a.m. Resident B was interviewed, when questioned about drug administration Resident B indicated the facility had a new pharmacy now. The timeliness of the medication and the availability was better than it had been.</p> <p>2. Resident C's clinical record was reviewed on 11/16/22 at 2:30 p.m. The diagnoses included, but were not limited to, Diabetes Mellitus, seizures, and hypertension.</p> <p>The MAR for August 2022, September 2022, and October 2022 was not complete for each drug ordered as follows:</p> <p>Calcitriol (supplement) 0.25 mg, every Monday, Wednesday, and Friday, ordered on 6/18/21. On 8/22/22 and 10/28/22 the drug was coded as "11", medication not available. On 8/31/22 the drug was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered.</p>				<p>Assurance (QA) Committee monthly until 100% compliance is met for 3 consecutive months, then quarterly until resolved as determined by the QA Committee.</p> <p><u>What date the systemic changes will be completed:</u> January 6, 2023</p>		

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	<p>Dicyclomine (a medication used to treat intestinal spasms) HCl 10 mg, one tablet in the morning, ordered on 8/12/22.</p> <p>On 8/22/22 the drug was coded as "11", medication not available.</p> <p>On 8/31/22 the drug was coded as "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered.</p> <p>Escitalopram (anti-depressant medication) 20 mg, one time a day, ordered on 8/12/22.</p> <p>On 8/22/22 the drug was coded "11", medication not available.</p> <p>On 8/31/22 and 9/26/22 the drug was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered.</p> <p>On 10/24/22 the record lacked documentation the medication was administered.</p> <p>Ferrous Sulfate 325 mg, two times a day, ordered on 12/1/19.</p> <p>On 8/22/22 the drug was coded "11", medication not available.</p> <p>On 8/31/22 the drug was coded as "9", other/see progress notes, no documentation in the progress notes related to the not providing the drug as ordered.</p> <p>On 10/7/22, 10/15/22, 10/21/22, 10/24/22, 10/30/22, 10/31/22, and 11/4/22, the record lacked documentation the drug was given.</p> <p>Lasix (a diuretic medication) 40 mg, two times a day, ordered on 10/19/21.</p> <p>On 8/22/22 the drug was coded "11", medication not available.</p> <p>On 8/24/22 the drug was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as</p>						

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	<p>ordered.</p> <p>Lasix 40 mg, two times a day, ordered on 8/25/22. On 8/31/22 the morning dose was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered. On 8/31/22 the evening dose was coded "11", medication not available.</p> <p>Pantoprazole (a medication used to treat heartburn) 40 mg, two times a day, ordered on 12/6/21. On 8/31/22 the morning dose was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered. On 10/7/22, 10/15/22, 10/21/22, 10/30/22, 10/31/22, and 11/4/22 medication administrations were blank.</p> <p>Primidone (a medication used to treat seizures) 50 mg, four tablets two times a day, ordered on 8/31/21. On 8/22/22 the morning dose was coded "11", medication not available. On 8/31/22 and 9/26/22 the morning dose was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered. On 8/31/22 the evening dose was coded "11", medication not available. On 9/25/22 the evening dose was coded "9", other/see progress notes, no documentation in the progress notes related to not providing the drug as ordered. On 10/7/22, 10/15/22, 10/21/22, 10/24/22, 10/30/22, 10/31/22, and 11/4/22 the medication administrations were blank.</p>						

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	<p>Gabapentin (a medication used to treat nerve pain) 300 mg, three times a day, ordered on 4/14/20. On 8/11/22 the afternoon administration was blank. On 8/31/22 the morning dose was coded "9", other/see progress notes, no documentation in progress notes related to not providing the drug as ordered. On 10/4/22, 10/7/22, 10/12/22, 10/15/22, 10/21/22, 10/30/22, and 10/31/22, the bedtime dose administrations were blank. On 10/24/22 the afternoon and evening doses were blank.</p> <p>Donepezil (a medication used to treat dementia) HCl 5 mg, at bedtime, ordered 6/20/22. On 10/14/22 the drug was coded "11", medication not available. On 10/7/22, 10/15/22, 10/21/22, 10/30/22, 10/31/22, and 11/4/22 administrations were blank.</p> <p>Jardiance (a medication used to treat Diabetes Mellitus) 10 mg, one time, ordered 9/24/22. On 10/24/22 the drug was coded "11", medication not available.</p> <p>Plavix (a blood thinner) 75 mg, one tablet every day, ordered on 10/22/22. On 10/24/22, 10/28/22, 10/29/22, and 10/30/22 the doses were coded "11", medication not available.</p> <p>Prevastatin (a medication used to treat high cholesterol) 20 mg, one time a day, ordered 10/19/21. On 10/7/22, 10/15/22, 10/21/22, 10/24/22, 10/30/22, 10/31/22, and 11/4/22 the administrations were blank.</p> <p>Clonidine HCl (a medication used to treat high blood pressure) 0.1 mg, two times a day, ordered</p>						

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	<p>on 1/4/20.</p> <p>On 10/7/22, 10/15/22, 10/21/22, 10/24/22, 10/30/22, 10/31/22, and 11/4/22 administrations were blank. No blood pressures were recorded and no other documentation regarding the drug.</p> <p>On 11/18/22 at 10:05 a.m., Resident C was interviewed. The resident indicated the worry of not getting the prescribed drugs. "I went without my seizure and heart medications for 11 days. It is better now with the new pharmacy." The resident continued about the worry it caused to her children for several months the medications were not available or given as ordered.</p> <p>3. Resident H's clinical record was reviewed on 11/16/22 at 11:30 a.m. The diagnoses included, but were not limited to, COPD (chronic obstructive pulmonary disorder), CHF (congestive heart failure), depressive disorder, hypothyroidism, hypertension, GERD (gastroesophageal reflux disorder), and neuropathy.</p> <p>The September 2022, October 2022, and November 2022 MAR's were found to be incomplete as follows:</p> <p>Levothyroxine (a medication used to treat hypothyroidism) 75 mcg (micrograms), one tablet every morning at 4:00 a.m., ordered on 4/13/22. On 9/2/22 the drug was coded "11", medication not available.</p> <p>On 9/11/22, 9/18/22, 9/19/22, 9/24/22, 9/26/22, 10/1/22 through 10/4/22, 10/8/22, 10/11/22, 10/16/22 through 10/17/22, 10/22/22 through 10/24/22, 10/26/22, and 10/29/22 through 10/31/22 administrations were blank.</p> <p>Atenolol (a medication used to treat high blood pressure) 50 mg, one time a day, ordered on</p>						

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	<p>9/12/21.</p> <p>On 10/4/22 through 10/5/22 the drug was coded "9", other/see progress notes; no progress notes related to not providing the drug as ordered.</p> <p>On 10/6/22 the drug was coded "11", medication not available.</p> <p>Citalopram (anti-depressant medication) 40 mg, one time a day, ordered on 9/12/21.</p> <p>On 10/4/22 through 10/5/22 the drug was coded "9", other /see progress notes, no progress notes related to not providing the drug as ordered.</p> <p>On 10/6/22 the drug was coded "11", medication not available.</p> <p>Dexamethasone 6 mg, one time a day for Covid-19 for 6 days, ordered on 10/15/22.</p> <p>On 10/15/22 the first dose was coded "11", medication not available.</p> <p>On 10/17/22 the third dose was coded "11", medication not available.</p> <p>According to documentation the resident received 4 of 6 doses.</p> <p>Advair diskus (a medication used to treat asthma and COPD) 250/50 mcg, one puff by mouth two times a day, ordered on 6/17/22.</p> <p>On 10/7/22, 10/21/22, 10/24/22, 10/30/22, and 10/31/22 the evening doses were blank.</p> <p>Famotidine (a medication used to treat heartburn) 20 mg, two times a day, for 20 doses ordered on 10/15/22.</p> <p>On 10/21/22 and 10/24/22 the doses were left blank, 18 doses were documented as given.</p> <p>Gabapentin 600 mg, three times a day, ordered on 7/26/22.</p> <p>On 10/15/22 and 10/23/22 the afternoon doses were blank.</p>						

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	<p>On 10/7/22, 10/21/22, 10/24/22, 10/30/22, and 10/31/22 the evening doses were blank.</p> <p>4. Resident G's clinical record was reviewed on 11/16/22 at 3:00 p.m. The diagnosis included, but was not limited to, hypertension.</p> <p>The September 2022, October 2022, and November 2022 MAR's were reviewed and were incomplete as follows:</p> <p>KCL (Potassium Chloride) ER 10 meq (milliequivalents), two tablets two times a day, ordered on 8/10/21. On 9/13/22, 10/22/22, 10/26/22, 10/27/22, 11/10/22, and 11/15/22 the afternoon doses were blank.</p> <p>On 11/18/22 at 10:25 a.m., Resident G was interviewed. The resident explained the new pharmacy that was in the process of bringing the drugs to each resident's room. Pointing to a locked drawer in the kitchenette, she described how all the drugs would be locked in those drawers. She described running out of medication this summer and it took 7 days to refill. She indicated she had been on blood pressure pills for years and then they had run out for 7-8 days. She indicated she had to go to the hospital for high blood pressure and her heart still fluttered at times since being in the hospital.</p> <p>5. Resident J's clinical record was reviewed on 11/16/22 at 3:20 p.m. The diagnoses included, were not limited to, hypertension, atherosclerotic heart disease, GERD, and Diabetes Mellitus.</p> <p>The July 2022, August 2022, September 2022, and October 2022 MAR's were reviewed and incomplete as follows:</p>						

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	<p>Aspirin Chew (a blood thinner) 81 mg, one table every day, ordered on 3/23/22. On 7/23/22 and 7/26/22 the drug was coded "11", medication not available. On 9/1/22 the administration was blank.</p> <p>Omeprazole capsule 40 mg, one time a day, ordered on 3/12/22. On 7/29/22 and 11/1/22 the drug was coded "11", medication not available. On 8/30/22, 9/1/22, and 10/23/22 the administration was blank</p> <p>Valsartan Hydrochlorothiazide (a combination medication for high blood pressure and a diuretic) 320/12.5 mg, one daily, ordered on 3/12/22. On 7/1/22 through 7/11/22, 7/20/22 through 7/29/22, 7/31/22, 8/1/22 through 8/5/22, and 11/1/22 were coded "11", medication not available. On 7/30/22 the dose was coded "9", other/see progress note, no progress notes were recorded. On 8/23/22, 8/26/22, 8/30/22, 9/1/22, and 10/23/22 the administrations were blank.</p> <p>Carvedilol (a medication used to treat high blood pressure) 12.5 mg, two times a day, ordered 3/12/22. On 7/1/22 and 7/13/22 the administrations were blank. On 8/1/22, 8/12/22, 8/13/22, 8/15/22, 8/19/22, through 8/21/22, 8/25/22, 8/29/22, and 9/1/22 through 9/5/22 the evening doses were blank. On 8/24/22 and 8/30/22 the morning doses were blank. On 11/1/22 the morning and evening doses were coded "11", medication not available.</p> <p>Atorvastatin Calcium (a medication used to treat high cholesterol) 40 mg, at bedtime, ordered on 3/12/22.</p>						

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	<p>On 8/1/22, 8/12/22, 8/15/22, 8/19/22 through 8/21/22, 8/25/22, 8/29/22, and 9/1/22 through 9/5/22 the administrations were blank.</p> <p>On 11/3/22 the drug was coded "11", medication not available.</p> <p>Sertraline HCI (anti-depressant medication) 100 mg, one time a day, ordered on 3/23/22.</p> <p>On 8/30/22, 9/2/22, 9/16/22, 9/30/22, and 10/23/22 the administrations were blank.</p> <p>On 11/1/22 the drug was coded "11", medication not available.</p> <p>Apixaban (a blood thinner) 5 mg, two times a day, ordered on 3/12/22.</p> <p>On 8/1/22 through 8/12/22, 8/15/22, 8/19/22 through 8/21/22, 8/25/22, 8/29/22, 9/1/22 through 9/5/22, 10/2/22, 10/16/22, and 10/30/22 the evening doses were blank.</p> <p>On 8/30/22 and 10/23/22 the morning doses were blank.</p> <p>On 11/1/22 the morning dose was coded "11", medication not available.</p> <p>Oxycodone (a narcotic pain medication) 7.5/325 mg, four times a day (scheduled at 6:00 a.m., 11:00 a.m., 4:00 p.m., and 7:00 p.m.), ordered 7/11/22.</p> <p>On 8/30/22, 9/1/22, and 10/23/22, the 6:00 a.m. doses were blank.</p> <p>On 8/23/22, 8/26/22, 8/30/22, 9/1/22, 9/26/22, and 10/23/22 the 11:00 a.m. doses were blank.</p> <p>On 8/12/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 8/30/22, 9/26/22, 10/2/22, and 10/16/22 the 4:00 p.m. doses were blank.</p> <p>On 8/1/22, through 8/12/22, 8/15/22, 8/19/22 through 8/21/22, 8/25/22, 8/29/22, 9/1/22 through 9/2/22, 10/2/22, 10/16/22, 10/30/22, and 11/12/22 the 7:00 p.m. doses were blank.</p> <p>On 9/8/22 the 11:00 a.m., 4:00 p.m., and 7:00 p.m. doses were coded "11", medication not available.</p>						

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	<p>6. Resident F's clinical record was reviewed on 11/16/22 at 3:50 p.m. The diagnoses included, but were not limited to, hypertension, anxiety disorder, bipolar disorder, and depressive disorder.</p> <p>The August 2022, September 2022, and October 2022 MAR's were reviewed, not all drugs were documented as given as follows:</p> <p>Ambien CR 6.25 mg, give at bedtime, ordered on 6/21/22. On 8/8/22, 8/23/22, 8/29/22, 8/31/22, 9/1/22, 9/2/22, 9/10/22, 9/11/22, 9/14/22, 9/16/22, 9/18/22, 9/24/22, and 10/12/22 through 10/14/22 the doses were coded as "11", medication not available. On 10/6/22, 10/7/22, and 11/5/22 the administrations were blank.</p> <p>Lorazepam (anti-anxiety medication) 0.5 mg, give one in the afternoon, ordered on 1/5/22. On 8/11/22, 9/9/22, 9/20/22 administrations were blank.</p> <p>Percocet (narcotic pain medication) 7.5/325 mg, give four times a day, ordered on 6/18/22. On 8/11/22, 10/6/22, 10/7/22, 10/15/22, 10/23/22, 10/24/22, 10/27/22, 10/30/22, and 10/31/22 administrations were blank.</p> <p>Atorvastation 20 mg, at bedtime, ordered on 12/19/21. On 10/6/22, 10/7/22, 10/15/22, 10/24/22, 10/30/22, and 10/31/22 the administrations were blank. On 10/14/22 the dose was coded "11", medication not available.</p> <p>Belsomra (a sleep aid medication) 5 mg, at bedtime, ordered on 10/24/22.</p>						

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	<p>On 10/24/22, 10/30/22, and 10/31/22 administrations were blank.</p> <p>Lorazepam 1 mg, give at bedtime, scheduled at 7:00 p.m., ordered on 1/5/22. On 10/6/22, 10/7/22, 10/15/22, 10/24/22, 10/30/22, and 10/31/22 administrations were blank.</p> <p>Lorazepam 0.5 mg, give in the afternoon, scheduled at 1:00 p.m., ordered on 1/5/22. On 10/23/22 and 10/27/22 administrations were blank.</p> <p>Lyrica (a medication used to treat nerve pain) 100 mg, twice a day, ordered on 8/23/22. On 10/6/22, 10/7/22, 10/15/22, 10/14/22, 10/30/22, and 10/31/22 administrations were blank.</p> <p>Olanzapine (an antipsychotic medication) 5 mg, twice a day, ordered on 6/16/22. On 10/6/22, 10/7/22, 10/15/22, 10/24/22, 10/30/22, and 10/31/22 administrations were blank.</p> <p>Vasotec (a medication used to treat high blood pressure) 2.5 mg, two times a day, ordered on 3/22/21. On 10/6/22, 10/7/22, 10/15/22, 10/24/22, 10/30/22, and 10/31/22 administrations were blank.</p> <p>Levothyroxine 150 mcg, every morning, scheduled for 4:00 a.m., ordered on 6/9/22. On 10/1/22 through 10/4/22, 10/8/22 through 10/12/22, 10/14/22 through 10/17/22, 10/22/22 through 10/24/22, 10/26/22, 10/29/22 through 10/31/22, and 11/4/22 through 11/7/22 administrations were blank. The medication was reordered on 11/11/22. On 11/12/22 through 11/15/22 administrations were blank.</p> <p>7. Resident D's clinical record was reviewed on</p>						

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	<p>11/18/22 at 1:00 p.m.</p> <p>The August 2022, September 2022, and October 2022 MAR's lacked documentation of all drugs given, as follows:</p> <p>Aspirin 81 mg, ordered on 1/15/20. On 9/16/22, 9/21/22, and 10/2/22 administrations were blank.</p> <p>Atorvastatin Calcium 80 mg, at bedtime, ordered on 1/14/22. On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, and 10/2/22 administrations were blank.</p> <p>Bumetanide (a diuretic medication) 2 mg, give one in the afternoon, scheduled for 1:00 p.m., ordered on 6/14/22. On 8/4/22, 8/9/22, 8/11/22, 8/16/22, 8/17/22, 8/18/22, 8/25/22, 8/30/22, 8/31/22, 9/1/22, 9/8/22, 9/16/22, 9/19/22 through 9/21/22, 9/24/22, 9/29/22, and 10/2/22 administrations were blank.</p> <p>Bumetanide 2 mg, give one in the morning, scheduled for 6:00 a.m., ordered on 6/15/22. On 8/25/22 and 8/26/22 doses were coded "11", medication not available. On 10/2/22 and 10/3/22 administrations were blank.</p> <p>Clopidogrel Bisulfate (a blood thinner) 75 mg, at bedtime, ordered on 1/14/20. On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, and 10/2/22 administrations were blank.</p> <p>Magnesium oxide (a supplement) 400 mg, one time a day, ordered on 11/29/22. On 8/25/22, 9/16/22, 9/21/22, and 10/2/22</p>						

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	<p>administrations were blank.</p> <p>Multiple Vitamin, one time a day, ordered on 1/15/20. On 8/25/22, 9/16/22, 9/21/22, and 10/2/22 administrations were blank.</p> <p>Trazadone HCl (anti-depressant medication) 50 mg, at bedtime, ordered on 12/29/21. On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, 9/18/22, and 10/2/22 administrations were blank. On 8/23/22, 8/24/22, 8/30/22, 9/6/22, 9/17/22, 9/23/22, and 9/24/22 doses were coded "11", medication not available.</p> <p>Vitamin B-12 500 mcg, one time a day, ordered 12/29/21. On 8/25/22 and 10/2/22 administrations were blank.</p> <p>Allopurinol (a medication used to treat gout) 300 mg, give 150 mg twice a day, ordered on 8/25/20. On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22 through 9/5/22, 9/18/22, 9/30/22, and 10/2/22 evening doses were blank. On 10/2/22 and 10/3/22 the morning doses were blank.</p> <p>Famotidine 20 mg, give two times a day, ordered 1/11/20. On 10/2/22 and 10/3/22 the morning doses were blank. On 8/12/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, and 10/3/22, the afternoon doses were blank.</p> <p>Hydralazine HCl (a medication used to treat high blood pressure) 50 mg, give two times a day, ordered on 10/23/20.</p>						

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	<p>On 9/1/22, 10/2/22, and 10/3/22 the morning doses were blank.</p> <p>On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/1/22, and 10/2/22 the afternoon doses were blank.</p> <p>Isosorbide Mononitrate ER (a vasodilator medication) 24 hour 30 mg, give one one time a day, ordered on 3/1/22.</p> <p>On 9/1/22, 10/2/22 and 10/3/22 administrations were blank.</p> <p>Klor-con M20 ER (a potassium supplement), one tablet two times a day, ordered on 1/14/20.</p> <p>On 10/2/22 the noon dose was blank.</p> <p>On 8/12/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, 9/16/22, 9/21/22, and 10/2/22 the afternoon doses were blank.</p> <p>Oxybutynin Chloride ER (a medication used to treat overactive bladder), one table two times a day, ordered on 1/27/20.</p> <p>On 10/2/22 and 10/3/22 the morning doses were blank.</p> <p>On 9/3/22 the afternoon dose was blank.</p> <p>Ranolazine ER (a medication used to treat heart pain) 500 mg two times a day, ordered on 12/29/21.</p> <p>On 10/2/22 and 10/3/22 the morning doses were blank.</p> <p>On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, 9/4/22, 9/5/22, 9/18/22, 9/29/22, and 10/2/22 the afternoon doses were blank.</p> <p>Vascepa capsule (a medication used to reduce the risk of a heart attack) 1 GM (gram), give two capsule two times a day, ordered on 6/17/20.</p> <p>On 10/2/22 and 10/3/22 the morning doses were blank.</p> <p>On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22,</p>						

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	<p>8/29/22, 9/3/22, 9/4/22, 9/5/22, 9/18/22, 9/29/22, and 10/2/22 the evening doses were blank.</p> <p>Gabepentin Capsule 300 mg, three times a day, ordered on 1/10/20.</p> <p>On 10/2/22 and 10/3/22 the morning doses were blank.</p> <p>On 8/12/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, and 10/2/22 the afternoon doses were blank.</p> <p>On 8/12/22, 8/15/22, 8/20/22, 8/21/22, 8/25/22, 8/29/22, 9/3/22, and 10/2/22 the evening doses were blank.</p> <p>8. Resident E's clinical record was reviewed on 11/18/22 at 1:30 p.m. The diagnoses included, but not limited to, hypokalemia, hypothyroidism, vitamin deficiency, and hyperlipidemia.</p> <p>The July 2022 and August 2022, MAR's lacked documentation of all drugs given, as follows:</p> <p>Folic acid 1 mg, give every morning, ordered on 7/26/22.</p> <p>On 7/26/22, 7/28/22, 7/29/22, 7/30/22, 8/9/22, 8/10/22, 8/16/22, 8/17/22, and 8/18/22 doses were coded "9", other /see progress notes.</p> <p>On 7/31/22, 8/1/22, 8/4/22, 8/8/22, and 8/26/22 doses were coded "11", medication not available.</p> <p>Synthroid 50 mcg, every morning scheduled at 6:00 a.m.</p> <p>On 7/19/22 and 7/20/22 the doses were coded "11", medication not available.</p> <p>Cholecalciferol 50 mcg, one tablet every day, ordered on 6/7/22.</p> <p>On 8/28/22 the dose was coded "11", medication not available.</p>						

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	<p>Lovastatin 40 mg, at bedtime, ordered on 6/6/22. On 8/12/22, 8/15/22, 8/19/22, 8/20/22, 8/21/22, 8/25/22, and 8/29/22 administrations were blank. On 8/27/22 the drug was coded "11", medication not available.</p> <p>On 11/15/22 2:30 p.m., both pharmacy contracts were reviewed, the most recent contract had begun on 11/10/22. Both indicated they would supply medication to the residents in a timely manner.</p> <p>On 11/18/22 at 10:40 a.m., QMA 1 indicated medication administration documentation was documented based on the chart codes listed on the MAR.</p> <p>This State Residential finding related to Complaints IN00391999, IN00389458, IN00389366, IN00388900, and IN00385445.</p>						