

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

PRINTED: 04/19/2023

FORM APPROVED

OMB NO. 0938-039

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155628	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  03/14/2023
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NAME OF PROVIDER OR SUPPLIER  CREEKSIDE HEALTH AND REHABILITATION CENTER	STREET ADDRESS, CITY, STATE, ZIP COD 3114 EAST 46TH STREET INDIANAPOLIS, IN 46205
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F 0000  Bldg. 00	<p>This visit was for the Investigations of Complaints IN00402786, IN00388819 and IN00400626. This visit included a COVID-19 Focused Infection Control Survey.</p> <p>Complaint IN00402786 - No deficiencies related to the allegations are cited.</p> <p>Complaint IN00388819 - No deficiencies related to the allegations are cited.</p> <p>Complaint IN00400626 - Federal/state deficiencies related to the allegations are cited at F745.</p> <p>Survey date: March 14, 2023</p> <p>Facility number: 009569 Provider number: 155628 AIM number: 200139920</p> <p>Census Bed Type: SNF/NF: 110 Total: 110</p> <p>Census Payor Type: Medicare: 9 Medicaid: 86 Other: 15 Total: 110</p> <p>These deficiencies reflect State Findings cited in accordance with 410 IAC 16.2-3.1.</p> <p>Quality review completed on March 17, 2023</p>	F 0000	<p><b>The completion of this plan of correction does not constitute an admission that the alleged deficiency exists. The plan of correction is provided as evidence of the facilities desire to comply with the regulations and continue to provide quality care in a safe environment. The facility is requesting a desk review for compliance.</b></p>	
F 0745 SS=D	483.40(d) Provision of Medically Related Social Service			

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 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 disclosed 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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Bldg. 00	<p>§483.40(d) The facility must provide medically-related social services to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident.</p> <p>Based on observation, interview, and record review, the facility failed to coordinate mental health services between facility providers for 1 of 3 residents reviewed for mental health services and ensure residents received recommended dental services timely for 2 of 3 residents reviewed for dental services. (Resident B and Resident D)</p> <p>Findings include:</p> <p>1. a) The clinical record for Resident B was reviewed on 3/14/23 at 11:20 a.m. His diagnoses included, but were not limited to, mood disorder with depression and insomnia. He was admitted to the facility on 12/19/21.</p> <p>The depression care plan indicated he was at risk of having signs and symptoms of depression like loss of interest in activities, loss of appetite, sleeplessness, and feeling down. The goal was for his depression symptoms to be managed through his care plan interventions. Interventions were to receive his medications as ordered and to receive/participate in mental health services as ordered/needed.</p> <p>The antidepressant medications care plan indicated he was at risk for adverse effects related to his use of antidepressant medications. The goal was for him to have no adverse effects from the use of his medication to treat his mental health and psychological well being. Interventions were to receive his medications as ordered and for him to report and the facility to observe for adverse side effects including agitation, irritability, and</p>	F 0745	<p>The facility requests IDR for this citation as it feels it has made every good faith effort to meet this requirement.</p> <p>The facility will ensure this requirement is met through the following corrective measures:</p> <ol style="list-style-type: none"> <li>Resident B did see the oral surgeon of his choice for consultation. He failed to list the facility on his HIPPA release so the office will provide the facility with no information. Per the resident, he will be scheduling his next appointment in the next few weeks and let the facility know when that is. Has psychiatric medications remain as directed by psychiatric services and the facility NP has agreed to participate in the next GDR meeting, either in person or otherwise. Resident D has her oral surgery consultation scheduled for 3/27/23 and the facility will be prepared to transport as back-up in the event the state-approved transportation vendor does not show or decides to leave without the resident.</li> <li>All residents receiving psychiatric services were reviewed to ensure recommended medication(s) and dosage(s) are in place and no concerns were</li> </ol>	04/05/2023
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	<p>anxiety.</p> <p>The 1/20/23, 3:36 p.m. social services note read, "Writer met with resident today. He states that he has a diagnosis of depression and does not know why he is not on any antidepressants. Writer explained that it appears that he is on Wellbutrin for mood and trazodone for insomnia. Resident states that he was put on Wellbutrin years ago to help with smoking cessation not depression. Resident states that depression runs in his family and everyone else takes an antidepressant so he feels that he should as well. Writer asked if resident was having depressive symptoms or mood changes. Resident stated that he is not sleeping well and he is depressed because he has a diagnosis of depression. Writer asked if he had any other mood concerns other than not sleeping well and if there are any recent changes that might be exacerbating symptoms? Resident replied, "I don't know, I'm just depressed." Resident also denies any thoughts of self harm. Resident made the remark "If I went to a doctor for a broken leg they would treat that, why won't they treat my depression. Just because I don't want to kill my self, everyone feels I am not depressed." Writer advised that Nursing, MD, and Psych [psychiatric/psychological] provider would be notified. Resident is agreeable to be seen by psych services as next visit and is agreeable to counseling a services referral."</p> <p>The 1/23/23 psyche note read, "Chief Complaint: 'I get more and more depressed by the day.' HPI [History of Present Illness:] Patient is seen on this date. Patient voiced that he was depressed and upset he was not on anti-depressant. Patient was still initially in denial that Wellbutrin is for depression although he admitted being on a higher dose in the past and not being</p>		<p>noted. All residents were reviewed to determine if all necessary dental consultation has been provided and all are up to date.</p> <p>3. The policy regarding Ancillary Services was reviewed and no changes are indicated. Nursing staff will be educated on this policy. Facility staff were alerted to ensure phone volume is not muted. The HFA or her designee will review 5 residents per week to determine if any dental or psychiatric services have made recommendations and ensure follow-up is complete. This will continue weekly for 6 weeks and until 100% compliance is achieved, then 5 per month for 6 months and until 100% compliance is maintained. Additionally, the HFA or her designee will call the facility 5 random times weekly, after normal business hours, to ensure staff answer timely and phone is not set on mute. This will continue weekly for 6 weeks and until 100% compliance is achieved, then 5 per month for 6 months and until 100% compliance is maintained.</p> <p>4. The findings of these audits will be presented during the facility's QAPI meetings and the plan of action adjusted accordingly.</p>	

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	<p>depressed...Due the patient being limited on psychotropic medications due to his chronic medical concerns, this provider discussed increasing Wellbutrin only at this time. Patient did admit being on a higher dose of this medication in the past, but reports it was reduced at a hospital when he had Covid. Patient was receptive to increasing Wellbutrin at this time. This provider also encouraged the patient to work on healthy coping skills/behavioral interventions to work on improving his depression....Plan: ...4) Discontinue Wellbutrin XL 300 mg qd [every day.] 5) Start Wellbutrin XL (not SR or regular) 450 mg po [by mouth] qd....Monitor for progress and medication side effects. Provide psychoeducation, supportive therapy and reassurance."</p> <p>The physician's orders indicated the Wellbutrin was increased from 300 mg qd to 450 mg qd, effective 1/24/23.</p> <p>The 1/25/23 physician note, written by Physician 12, indicated Resident B was being seen due to complaints of worsening of his depression, with a history of depression for 10 years. He was currently on Wellbutrin, but Resident B did not think it was helpful. The assessment and plan section of the note indicated safety measures were addressed and would refer to psyche for his depressive disorder.</p> <p>The 1/26/23 NP (nurse practitioner) note, written by NP 13, indicated Resident B was being seen for an acute visit for depression. Psych recently increased his Wellbutrin to 450 mg daily, but Resident B reported it was not effective for him and was originally prescribed for smoking cessation, not depression. He reported his mother and sister both took Prozac. Resident B was encouraged to give the increased dose of</p>			

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	<p>Wellbutrin time to notice efficacy and if no improvement in mood, Prozac may be an option for him. Resident B reported depression and sleep disturbances. The assessment and plan section of the note indicated for his depression that Resident B was encouraged to give the new dose of Wellbutrin 2 weeks to take effect and psych was following him.</p> <p>The 2/2/23 NP note, written by NP 13, indicated Resident B was seen for an acute visit for depression. Resident B reported his increased dose of Wellbutrin was not effective for him and was frustrated because he did not want to be on Wellbutrin and would like a different antidepressant. He reported his mother and sister both took Prozac with great efficacy. He reported depression and sleep disturbances. The assessment and plan section of the note indicated for his depression to decrease the Wellbutrin XL back to 300 mg qd; to start Prozac 20 mg qd; and that psych was following him.</p> <p>The physician's orders and February, 2023 MAR indicated the Wellbutrin XL was decreased from 450 mg qd to 300 mg qd, effective 2/3/23 and Prozac 20 mg qd was started 2/3/23.</p> <p>The 2/9/23 NP note, written by NP 13, indicated Resident B was seen for an acute visit for depression. Resident B reported his mood had been the best in several months and wished to continue the taper off Wellbutrin. The assessment and plan section of the note indicated for his depression to decrease the Wellbutrin XL to 150 mg qd for 7 days, then discontinue and to continue the Prozac 20 mg qd and consider and increase in Prozac next week; and that psych was following him.</p>			

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	<p>The physician's orders indicated to administer 150 mg of Wellbutrin XL starting 2/10/23 with a discontinue date of 2/9/23. The February, 2023 MAR indicated he received his last 300 mg dose of Wellbutrin XL on 2/9/23 and no Wellbutrin XL, starting 2/10/23.</p> <p>The 2/13/23 NP note, written by NP 13, indicated Resident B was seen for an acute visit for depression and pain management. He was recently started on Prozac and also on a taper off of Wellbutrin. he reported significant improvement with Prozac and again requested his Prozac dose be increased. The assessment and plan section of the note indicated for his depression to decrease the Wellbutrin XL 150 mg qd for 7 days, then discontinue; to continue the Prozac at 20 mg qd and consider an increase next week; and that psych was following him.</p> <p>The physician's orders regarding the Wellbutrin XL did not change from 2/9/23, as he continued to no longer receive the medication. The February, 2023 MAR indicated he received his last 20 mg administration of Prozac on 2/13/23, and began receiving 30 mg of Prozac qd, starting 2/14/23.</p> <p>The 2/20/23 NP note, written by NP 13, indicated Resident B was seen for an acute visit for depression and congestion. He reported noticing significant improvement with Prozac as "it was increased to 30 mg last week." The assessment and plan section of the note indicated for his depression to continue Prozac 30 mg qd and that psych was following him.</p> <p>The 2/22/23 social services behavior note read, "Description of the behavior: Resident was yelling at staff, threw pills, and was difficult to redirect last evening. Resident was upset about missed</p>			

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	<p>dental appointment and feeling that staff is not addressing his cold symptoms. Resident ordered OTC [over the counter] meds [mediations] online himself and took pill prior to obtaining MD order. See behavior sheet for details. Root Cause of behavior: resident upset about dental appt [appointment] and had feelings that nothing was being done about his cold symptoms. Resident has a dx [diagnosis] of depression and had recent psychoactive medication changes. Intervention: Staff attempted to redirect by educating resident on following md orders, staff attempted to reason with resident, asked him to calm down, offered reassurance but was difficult to redirect. Resident was redirected to his room and calmed down after resident was later reproached by staff. Outcome and Prevention: Resident was seen by NP on 2/20 [2/20/23] and Flonase was ordered. MD and Psych services notified of behaviors on 2/20/23. Mucinex order was given and psych services to see resident at next visit on 2/23/23. Dental appt was scheduled for 3/2/23 - facility to transport resident.</p> <p>Staff to continue to monitor."</p> <p>The 2/23/23 psych note read, " Patient is seen today as a crisis visit per staff request. Patient was seen on 1/23/23....Since our last visit, the PCP [Primary Care Physician] NP made major psychotropic medication changes that were unknown to this team and staff members. Patient made complaints of chronic depressive symptoms reportedly. Patient is limited on psychotropic medication changes due to his medical concerns. Patient is also very focused on his on Wellbutrin. PCP NP significantly decreased and discontinued the patient's Wellbutrin within 7 days. The patient was not aware it was discontinued. He said he was told it was 'being adjusted' only. Patient was aware of the new Prozac order. PCP NP started</p>			

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	<p>this medication at a higher dose and increased it to 30 mg po qd within 10 days. Patient has been having significant mood/anger issues since that time. He has been dealing with depressive symptoms for quite some time. His sleep issues are also chronic....Patient wants his Wellbutrin order restarted. This provider voiced the Prozac is not appropriate for him. He also explained it was increased too quickly, and this will cause mood issues, insomnia and possible hgb/NA [hemoglobin/sodium] concerns. Patient was receptive to discontinuing this medication....Depression: depressed mood, Anhedonia [lack of pleasure], self isolating. Mood: irritable, angry, easily provoked, mood swings. Anxiety: persistent worrying, ruminating thoughts....Sleep: chronic issues, problems falling asleep, problems staying asleep. Behavioral Issues: verbal aggression, gestures of aggression....Patient has been angry, argumentative and even threw a cup at staff yesterday. These behaviors are abnormal for him....Wellbutrin XL...PCP NP decreased and discontinued this medication earlier this month. This was not known to the patient or this team....PCP NP start Prozac at 20 mg qd on 2/3/23 and increased it aggressively to 30 mg qd on 2/13/23. These order changes were not known by this team until yesterday....Plan: 1) PLEASE NOTE ON THE PATIENT'S CHART THAT NO PROVIDERS SHOULD MAKE PSYCHOTROPIC MEDICATION CHANGES UNLESS IT IS AN [name of psych provider] PROVIDER. 2) Discontinue Prozac 30 mg po qd due to excessive dosing/side effect risk/mood concerns. 3) Start Prozac 20 mg po qd X [times] 3 days and then discontinue. Patient understood and agreed to this medication change. 4) Resume Wellbutrin XL 300 mg (not 450 mg) po qd for depression at this time. Patient wants his Wellbutrin resumed. 5)</p>			



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	<p>Patient understood that no further psychotropic medication changes will be made or recommended until his lab results are known and if the resuming of Wellbutrin is not effective for him....Monitor for progress and medication side effects. Provide psychoeducation, supportive therapy and reassurance."</p> <p>The February, 2023 MAR indicated the Wellbutrin XL was restarted at 300 mg qd on 2/24/23 and the Prozac was decreased from 30 mg qd to 20 mg qd on 2/24/23.</p> <p>An interview was conducted with SSA (Social Services Assistant) 2 on 3/14/23 at 1:18 p.m. She indicated her understanding of Resident B's situation was that psych was seeing him and his Wellbutrin was "switched" by the facility's NP and he was having different side effects. She thought nursing was responsible for coordinating care between psych and the facility's primary care providers. The facility had GDR (gradual dose reduction) meetings monthly and they were going to start having the facility's NP start attending, so that they and psyche could "be on the same page." It hadn't happened yet, but that was the plan moving forward, probably starting with next month's meeting.</p> <p>The Medically Related Psychosocial Needs policy was provided by ED (Executive Director) 1 on 3/14/23 at 1:03 p.m. It read, "Medically related Social Service goals: ...10. Provision of services for special population...c. Mentally ill Residents...11. Communicating residents' social service needs to other disciplines and coordinating efforts to meet those needs. 12. Integration of social service plan in the resident's overall health care plan."</p>			

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	<p>1. b) The clinical record for Resident B was reviewed on 3/14/23 at 11:20 a.m. His diagnoses included, but were not limited to, mood disorder with depression and insomnia. He was admitted to the facility on 12/19/21.</p> <p>The 10/11/22 dental note, from the facility's dental provider, indicated he had decay and a retained root. It read, "Doctors note Tooth #5 has gross distal decay, nonrestorable. Patient states teeth hurt all the time and he would like them removed and a denture placed. Left a referral at the home for extractions. Emergency Exam Patient presents for a limited exam with discomfort; Probable cause - broken tooth; Location - lower. Patient is currently taking OTC [over the counter] pain medicine for this condition. Area has been a problem for a few days. The following course of treatment was recommended - Extraction."</p> <p>The 10/12/22 social service note indicated, "Referral to oral surgeon was given by [name of facility dental provider] during 10/11/22 visit. Writer submitted online referral to [name of oral surgeon provider.] Writer to call to follow up on referral if office has not called by next week."</p> <p>The 12/22/22 social services note read, "[Name of transportation company] did not show for resident's scheduled appointment today. Writer spoke with [name of staff member from oral surgeon provider] - appt [appointment] was rescheduled for 2/16/23.</p> <p>The 2/10/23 social services note read, "Writer called [name of transportation company] spoke with [name of transportation company staff member] - transport scheduled for dental appt on 2/16/23 @ 12:45 at [name of oral surgeon provider.] pick up time is 12pm. Trip ID 2636639."</p>			

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	<p>The 2/21/23 social services note read, "Resident became upset this evening related to not going to his dentist appointment last week (see behavior sheet dated 2/21/23). Writer assured resident that the reason he was unable to go to the appointment would be investigated and writer would attempt to reschedule again in the AM as oral surgeon's office is closed for the evening. Writer called [name of transportation company] spoke with [name of transportation company staff member,] she states that there was a scheduling error on [name of transportation company's] end. It appears that duplicate transport was made on 2/15 and 2/16 and the rep [representative] canceled both dates rather than just the duplicate. [Name of transportation company's staff member] apologized for the inconvenience."</p> <p>The 2/22/23 social services note read, "Writer called [name of another dental provider,] spoke with [name of dental provider's staff member,] due to a cancellation there is an appointment in the office tomorrow at 10am. [Name of staff member] states that MD may do extractions in office tomorrow if medical records are reviewed and it is deemed safe - [Name of staff member] provided fax number to send info [information.] Writer met with resident this AM and informed him that [name of dental provider] has an appointment available tomorrow morning. Resident stated that he would rather make an appointment with [name of different dental provider] as he was seen there previously. Resident is not sure if extractions could be done in the office but would like to be seen by [name of provider] anyway. Writer also addressed resident having the right to see his preferred dentist. Resident stated that he thought he could only see [name of facility dental provider.] Writer advised that [name of facility</p>			

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	<p>dental provider] care is usually convenient for residents as they visit the facility for routine care but resident has the option to see his preferred dentist if he chooses. Resident has not asked to see another dentist in the past. Writer offered to call [name of facility dental provider] to end dental services an continue routine care with his preferred dentist. Resident stated that he wanted to leave [name of facility dental provider] dental care in place and also see [name of another dental provider] to review her recommendations for oral surgery. Writer called [name of other dental provider] - spoke with [name of other provider's staff member] she states [name of dental provider] has availability on 3/2/23 @ 8am. Rep states that [name of dental provider] does some extractions in office but also may referral out if necessary. Rep requested that dental referral information be faxed to [dental provider's fax number.]"</p> <p>The 2/22/23 social services behavior note indicated a dental appointment was scheduled for 3/2/23 and the facility was to transport the resident there.</p> <p>An interview was conducted with Resident B on 3/14/23 at 1:51 p.m. He indicated his tooth "hurts all the time," and pointed to a tooth on the bottom, right side of his mouth. He was unsure exactly which tooth it was. Transportation did not pick him up for his December, 2022 or his February, 2023 appointments, and the 3/2/23 appointment was not confirmed by the facility. He went to the 3/2/23 appointment, but when he arrived, he was told the facility did not confirm the appointment, so it needed rescheduled. He couldn't believe he had to wait 2 months, twice, for the first 2 appointments. He had a weakened immune system and needed any infection he may have taken care of immediately. He informed</p>			

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	<p>nursing four times a day, upon receiving his medications, about his tooth pain, because they always brought him ice water with his medications, and he informed them he couldn't drink ice water due to the pain it caused his tooth. He had another appointment scheduled for 3/22/23, but was uncertain whether it would happen either.</p> <p>An interview was conducted with SSA (Social Services Assistant) 2 on 3/14/23 at 1:18 p.m. She indicated she was unsure what happened with his 3/2/23 appointment, but that transportation did not show up for his December, 2022 and February, 2023 appointments. She stated, "We have a lot of issues with transportation," mostly due to staffing.</p> <p>They had a facility bus, but only one driver, who usually took residents to their regularly scheduled appointments, like dialysis. 2. The clinical record for Resident D was reviewed on 3/14/23 at 11:30 a.m. The diagnoses for Resident D included, but were not limited to, hemiplegia. The resident's admission date was 11/28/20.</p> <p>A Quarterly Minimum Data Set (MDS) assessment, dated 2/4/23, indicated Resident D was cognitively intact.</p> <p>A social services progress note dated 10/12/22 indicated "...Writer submitted online referral to [oral surgery facility]...Writer to call to follow up on referral if office has not called by next week."</p> <p>A social services progress note dated 10/21/2022 indicated Resident D's dental appointment was scheduled for a consultation prior to extractions on 12/22/22 at 12:45 p.m.</p> <p>A social services progress note dated 12/22/22</p>			

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	<p>indicated the transportation services that was scheduled by the facility to take Resident D to her dental appointment did not show up to take her. Resident D's dental appointment had been rescheduled for 2/15/23 at 10:30 a.m.</p> <p>A nursing progress note dated 2/15/23 indicated Resident D had missed her dental appointment today. The oral surgery facility indicated the medical provider will not provide services to her, because she had not shown up to her scheduled appointments. She would need to find another oral surgeon for dental services.</p> <p>An interview was conducted with Resident D and Family Member 15 on 3/14/23 at 11:48 a.m. Resident D indicated transportation was arranged and provided by the facility for outside appointments. The transportation service the facility uses a lot of times does not show up to take her to her outside appointments or staff don't tell her they are there and they leave without her. About a month ago, she had a scheduled dental appointment, and the staff had not notified her the transportation service had arrived to pick her up. Receptionist 10 had trouble reaching staff when she called back to the unit to notify the staff the transportation service had arrived to take the her. The resident was told the unit phone was on mute. The transportation service had left by the time the resident found out they were here to take her, and she missed another scheduled dental appointment. Family Member 15 indicated the oral surgeon was upset; because Resident D had already missed scheduled appointments and refused to reschedule any future appointments. He had to start all over again and look for another oral surgeon to get Resident D's tooth extraction. Resident D does not refuse to go to her appointments. Transportation has always been</p>			

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	<p>the problem. This problem with transportation has been on going for years for all outside appointments.</p> <p>An interview was conducted with Receptionist 10 on 3/14/23 at 12:23 p.m. She indicated about a month ago Resident D had a dental appointment, and she did miss the appointment. The transportation service had arrived and Receptionist 10 had called back on the unit by phone, but staff would not pick up to notify the resident she needed to come up to the front to go to her appointment. She had tried to notify the unit utilizing the overhead system, group text, and calling back to unit by phone and was unable to reach the nursing staff. Receptionist 10 walked back to the unit to notify the staff, but by the time she returned to the lobby the transportation service had left. The volume had been turned down on the unit's phone, so staff could not hear the phone ringing. The transportation service will only wait 15 minutes for the resident, and then they leave. Resident D had come to the lobby shortly after and was very upset that she had missed her dental appointment.</p> <p>An interview was conducted with the Executive Director 1 on 3/14/23 at 2:02 p.m. The facility uses a transportation service or the facility bus for residents that have outside appointments. Resident D had missed a dental appointment about a month ago. The resident was unable to use the bus for outside appointments due to her size, and the motorized wheelchair weight. She has to use the transportation service, but the service does not always show up to take her. The resident's dental appointment was rescheduled.</p> <p>The dental policy was provided by the Executive Director on 3/14/23 at 12:50 p.m. It indicated</p>			

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

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	<p>"...Dental, Vision, Hearing, Podiatry Services...Policy. It is the policy of this facility to assure all resident's with dental, vision, hearing, or podiatry needs are seen by the Consultants in these areas...11. The facility will assist a resident in arranging for transportation to and from outside ancillary service providers as recommended..."</p> <p>This Federal Tag relates to complaint IN00400626.</p> <p>3.1-34(a)(1) 3.1-34(a)(2)</p>			