

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

PRINTED: 05/07/2021
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345115	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 04/07/2021
NAME OF PROVIDER OR SUPPLIER ACCORDIUS HEALTH AT SALISBURY			STREET ADDRESS, CITY, STATE, ZIP CODE 635 STATESVILLE BOULEVARD SALISBURY, NC 28144		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 000	INITIAL COMMENTS An unannounced on-site complaint investigation was conducted from 4/5/21 through 4/7/2021. 1 of the 16 complaint allegation(s) was substantiated resulting in deficiencies. Additional deficiency was cited. Event ID# 4PID11	F 000			
F 732 SS=B	Posted Nurse Staffing Information CFR(s): 483.35(g)(1)-(4) §483.35(g) Nurse Staffing Information. §483.35(g)(1) Data requirements. The facility must post the following information on a daily basis: (i) Facility name. (ii) The current date. (iii) The total number and the actual hours worked by the following categories of licensed and unlicensed nursing staff directly responsible for resident care per shift: (A) Registered nurses. (B) Licensed practical nurses or licensed vocational nurses (as defined under State law). (C) Certified nurse aides. (iv) Resident census. §483.35(g)(2) Posting requirements. (i) The facility must post the nurse staffing data specified in paragraph (g)(1) of this section on a daily basis at the beginning of each shift. (ii) Data must be posted as follows: (A) Clear and readable format. (B) In a prominent place readily accessible to residents and visitors. §483.35(g)(3) Public access to posted nurse staffing data. The facility must, upon oral or written request, make nurse staffing data available to the public for review at a cost not to	F 732		4/29/21	

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

TITLE

(X6) DATE

Electronically Signed

04/29/2021

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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F 732	<p>Continued From page 1 exceed the community standard.</p> <p>§483.35(g)(4) Facility data retention requirements. The facility must maintain the posted daily nurse staffing data for a minimum of 18 months, or as required by State law, whichever is greater. This REQUIREMENT is not met as evidenced by: Based on observations, staff interview and review of required posted nurse staffing sheets revealed the facility failed to accurately post and update the facility's skilled nursing resident census information to reflect changes in facility census for 14 of 14 days that daily posted staffing was reviewed.</p> <p>Findings included:</p> <p>On 03/05/2021 at 9:00 AM an observation of the posted form titled "Today's Staffing" in the front lobby across from the receptionist desk dated 03/05/2021 revealed the facility census number was blank and the form recorded nurse staff numbers scheduled to work on all three shifts (day, evening and night) for the date of 03/05/2021. During the survey entrance conference with the facility administrator the census was confirmed as 117 residents at that time.</p> <p>The facility's skilled nursing (SNF) daily staffing form titled "Today's Staffing" dated 02/12/2021 recorded SNF census was 118 residents.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/13/2021 recorded the SNF census was 119 residents.</p>	F 732	<p>The alleged deficient practice occurred when the facility failed to correctly report the hours worked for licensed and unlicensed staff and failed to correctly report the census.</p> <p>The staffing coordinator was re-educated by the Administrator on 4/27/2021 regarding the daily posting of licensed, unlicensed staff, and census.</p> <p>Procedure for implementing the plan:</p> <p>Director of Nursing, Nursing Supervisors, unit managers and scheduler was re-educated on 4/27/2021 by the Administrator regarding the daily posting of nurse staffing from, each shift to ensure proper census, licensed and unlicensed hours are correct.</p> <p>Daily staffing form from prior day will be reviewed daily by Director of Nursing/unit coordinators/scheduler, or weekend supervisor to ensure accurate care hours were posted for licensed and unlicensed staff to ensure regulatory compliance.</p> <p>Monitoring procedure:</p>		

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F 732	<p>Continued From page 2</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/14/2021 recorded the SNF census was 118 residents.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/21/2021 recorded the SNF census was 116 residents.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/22/2021 and 02/23/2021 recorded the SNF census was 117 residents both days.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/24/2021 recorded the SNF census was 116 residents.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/26/2021 recorded the SNF census was 117 residents.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 02/27/2021 and 02/28/2021 recorded the SNF census was 118 residents on both days.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 03/01/2021 recorded the SNF census was 115 residents.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 04/05/2021 recorded the SNF census was 117 residents recorded at 11:15 AM.</p> <p>On 04/05/2021 at 3:11 PM an interview was conducted with the nurse staff scheduler. The nurse staff scheduler explained that she was responsible to post the form titled "Today's</p>	F 732	<p>Copies of daily nurse staffing posting will be submitted to Quality Assurance Performance Improvement committee by the staffing coordinator monthly for 3 months, for recommendations or modifications until compliance is achieved.</p> <p>An audit will be completed using an audit tool by Administrator or Director of Nursing 5 times a week for 2 weeks, 3 times a week for 2 weeks, once a week for 2 weeks, and then as needed.</p> <p>Title of person responsible for implementing plan:</p> <p>Administrator Director of Nursing</p>		

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F 732	<p>Continued From page 3</p> <p>Staffing" since was employed by the facility on 03/22/2021. She explained that she posted a new form each day as soon as she came to work on Monday through Friday and recorded the resident census as reported by the nurses or the business office manager (BOM). The nurse staff scheduler explained that she alone was responsible to complete the form every day to include all nurse staff scheduled for that day as well as resident census information and that the form was not updated by any other facility staff to reflect nurse staff changes or resident census changes. The nurse staff scheduler explained that every Friday she completed the forms for both Saturday and Sunday with scheduled nurse staff and that on Monday morning she collected the forms and entered the census number for the previous weekend days as provided by the BOM. When asked again to clarify the numbers recorded on each form daily she revealed that the forms in question were not updated by any other staff member at any time when she was not present at the facility so that the forms did not indicate any nurse staff changes or resident census number changes.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 04/06/2021 recorded the SNF census was 117 residents.</p> <p>An interview conducted on 04/06/2021 at 11:27 AM with the nurse assistant (NA) # 1 revealed that she was the previous nurse staff scheduler and had been responsible for posting the daily form titled "Today's Staffing" until the current nurse staff scheduler was hired to take the position at the end of March 2021. NA # 1 revealed that she had no training related to completion of the form titled "Today's Staffing"</p>	F 732			

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F 732	<p>Continued From page 4</p> <p>and she was not aware that the form needed to be updated throughout the day if the nurse staffing numbers or resident census number changed. NA #1 revealed that she posted the form every morning on Monday through Friday and on Friday she posted the forms without a resident census number for the weekend days and when she returned to work on Monday she retrieved the forms and updated them on a new form to indicate the resident census number and nurse staff changes reported by nurse staff and BOM over the weekend and then maintained the corrected forms only and destroyed any previously posted forms that had been incorrect.</p> <p>The facility's SNF daily staffing form titled "Today's Staffing" dated 04/07/2021 recorded the SNF census was 118 residents.</p> <p>On 04/07/2021 at 2:50 PM an interview was conducted with the facility administrator and director of nurses (DON) and both agreed that the expectation was the form titled "Today's Staffing" be posted daily be updated and current as required by the regulation.</p>	F 732			