

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

PRINTED: 08/28/2023  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>345322</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>08/01/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>THE LAURELS OF HENDERSONVILLE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>290 CLEAR CREEK ROAD</b> <b>HENDERSONVILLE, NC 28792</b>		
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F 000	INITIAL COMMENTS  A complaint investigation survey was conducted from 7/31/23 through 8/1/23. Event ID# XRHU11. The following intake was investigated: NC00204658. 5 of the 5 complaint allegations did not result in deficiency.	F 000			
F 554 SS=D	Resident Self-Admin Meds-Clinically Approp CFR(s): 483.10(c)(7)  §483.10(c)(7) The right to self-administer medications if the interdisciplinary team, as defined by §483.21(b)(2)(ii), has determined that this practice is clinically appropriate. This REQUIREMENT is not met as evidenced by: Based on record review, observations, resident, staff and Physician Assistant interviews, the facility failed to assess the ability of a resident to self-administer medications for 1 of 1 sampled resident observed with medications at the bedside (Resident #7).  The findings included:  Resident #7 was admitted to the facility on 5/25/20. Her diagnoses included osteoarthritis and chronic dry eyes.  The quarterly Minimum Data Set (MDS) dated 6/12/23 revealed Resident #7 had intact cognition.  Review of Resident #7's medical record revealed no documentation that Resident #7 was assessed for self-administration of medications.  Review of the physician's orders for Resident #7 revealed no order for self-administration of	F 554	F554 The facility will continue to assess the ability of residents to self-administer medications per facility policy. Resident # 7 had a self-administration of medication assessment completed on 8.1.23. A physician's order was obtained on 8.1.23 to allow Resident #7 to self-administer ordered medications after set-up by the nurse. Resident #7's care plan was updated on 8.1.23 to reflect this change. No negative outcome was identified relating to this observation. Current residents that request to self-administer medications have the potential to be affected. All current residents that have requested to self-administer medications had self-administration of medication assessments completed, physician orders obtained, and care plans updated as of 8.18.23. No negative outcomes were identified relating to these assessments.	8/21/23	

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

TITLE

(X6) DATE

Electronically Signed

08/18/2023

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 554	<p>Continued From page 1 medications.</p> <p>Review of Resident #7's Medication Administration Record (MAR) for July and August 2023 revealed orders for:</p> <ol style="list-style-type: none"> <li>1. Refresh Solution 1.4-0.6 % (Polyvinyl Alcohol-Povidone PF) started on 6/15/22 - Instill one drop in both eyes two times a day for dry eyes at 8:00 AM and 8:00 PM.</li> <li>2. Cyclosporine Emulsion 0.05 % started on 8/5/22 - Instill one drop in both eyes two times a day for dry eyes due to inflammation to be administered 15 minutes after Refresh solution at 8:00 AM and 8:00 PM.</li> <li>3. Voltaren Gel 1 % (Diclofenac Sodium) started on 7/10/23 - Apply 4 grams to painful knee topically four times a day for arthritis pain at 8:00 AM, 12:00 PM, 4:00 PM and 8:00 PM. - Apply 2 grams to backs of lower legs topically at bedtime for muscle cramps at night at 9:00 PM.</li> </ol> <p>During a medication administration observation on 8/1/23 at 8:28 AM, Resident #7 was sitting up on the side of her bed with the overbed table pulled directly in front of her and on top of the overbed table was a medicine cup containing a white gel. Resident #7 was wearing a white glove on her right hand and her left pant leg was pulled above her knee. She informed Nurse #1 that she was getting ready to put the gel on her knee. The nurse placed single-use vials of Refresh Solution and Cyclosporine Emulsion on the overbed table, and asked Resident #7 to take her oral medications first. Nurse #1 observed Resident #7 swallow her medications and proceeded to leave the room without observing Resident #7 apply the white gel or self-administer the eye drops. When Nurse #1 exited Resident #7's room, she took out Resident #7's tube of Voltaren Gel 1% from the</p>	F 554	<p>100% of licensed nurses and medication aides will be in serviced by the ADON on the facility policy for self-administration of medication by 8.21.2023.</p> <p>The ADON or designee will utilize a QA monitoring tool to ensure ongoing compliance beginning on 8.22.23. The ADON or designee will randomly observe medication administration 5x/week x 1 week then 3x/week x 1 week then weekly x 2 weeks, then bi-weekly x 4 weeks, then randomly x 4 weeks to ensure that all residents that request to self-administer medications are assessed per facility policy. Variances will be corrected at the time of observation and additional education or corrective action provided when indicated.</p> <p>Observation results will be reported to the Administrator weekly for the next three months beginning 9.1.23 and concerns will be reported to the Quality Assurance Committee during monthly meetings. Continued compliance will be monitored through random electronic medical record audits and observations and through the facility's Quality Assurance Program. Compliance will be monitored by the QA Committee for next 3 months or until resolved and additional training will be provided for any issues identified. The facility's date of completion is 08/21/2023.</p>		

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F 554	<p>Continued From page 2</p> <p>medication cart and showed it to the surveyor. Nurse #1 explained that Resident #7 preferred to apply the Voltaren gel to herself and administer her own eye drops because the resident did not want staff to touch her eyes.</p> <p>During an interview with Resident #7 on 8/1/23 at 9:53 AM, the medicine cup with a white gel was still on Resident #7's overbed table and was untouched but both eyedrops were gone. Resident #7 stated she administered both eyedrops to herself. She stated she was scared somebody might gouge her eyes, so she requested to self-administer her eye drops. She stated the nurses administered the eyedrops a few times when she was initially admitted to the facility but sometimes the nurses touched her eyes with the dropper. She also stated sometimes the nurses forgot to come back and administer the second eyedrop. Resident #7 explained that she got distracted with the medication administration earlier this morning and did not get to apply the Voltaren gel. She stated she rubbed it around her knees and her shoulders anytime during the day and asked for more as needed.</p> <p>During an interview on 8/1/23 at 11:50 AM, Nurse #1 explained an evaluation and an order was needed before a resident could self-administer. She stated Resident #7 was alert, oriented and requested to self-administer her eye drops and Voltaren gel. Nurse #1 thought there was an order for Resident #7 to self-administer but she could not find one in Resident #7's medical record. She stated a resident assessment regarding self-administration of medication was needed but she couldn't find one that had been completed for Resident #7.</p>	F 554			

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F 554	Continued From page 3  During an interview on 8/1/23 at 4:35 PM, Medication Aide (MA) #1 stated she observed Resident #7 take her oral medications on the evening shift on 7/31/23 but did not observe Resident #7 administer her eye drops and Voltaren gel to herself after she handed them to her. MA #1 stated she was aware Resident #7 had been self-administering her eye drops and her gel since a month ago when she started working as a medication aide at the facility.  During an interview on 8/1/23 at 12:02 PM, the Unit Manager stated she was aware of Resident #7 self-administering her eye drops and gel since she started working at the facility. She was not aware that there were no assessments or doctor's order for the self-administration. The Unit Manager stated she was unsure about the facility's process for residents who wanted to self-administer their medications.  During an interview on 8/1/23 at 10:35 AM, the Assistant MDS Coordinator revealed that an order was needed for a resident to self-administer medications, and it should be included in the resident's medication record. She also stated that there should be a Self-Administration Assessment completed for the resident. She stated she was not aware of Resident #7 administering her own eye drops and gel.  During an interview on 8/1/23 at 11:11 AM, the Physician Assistant (PA) stated she was not aware of Resident #7 administering her eyedrops and applying her Voltaren gel on herself. She stated she did not recall if Resident #7 had an order to self-administer but the order should be in the MAR if there was one. The PA stated the	F 554			

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F 554	<p>Continued From page 4</p> <p>nurses did not mention this to her, but she thought Resident #7 would be able to self-administer her eye drops and pain gel.</p> <p>During an interview on 8/1/23 at 12:10 PM, the Assistant Director of Nursing (ADON) stated Resident #7 should have an assessment and physician's order to self-administer before she was allowed to administer her eye drops and Voltaren gel to herself. She stated that the nurses had just informed her that Resident #7 had been administering her own eye drops and applying the Voltaren gel to herself. The ADON further stated that a self-administration assessment was not completed on Resident #7 because the nurses thought it wasn't needed due to Resident #7 not keeping her medications at the bedside.</p> <p>During an interview on 8/1/23 at 4:29 PM, the Administrator stated residents were allowed to self-administer medications as authorized by the PA in accordance with the guidelines requiring a self-administration evaluation be completed first. The Administrator stated he thought it had been communicated by the nurses to the PA about Resident #7's request to self-administer her eye drops and Voltaren gel but he wasn't sure if this was documented in her medical record or if this was done before 8/1/23.</p>	F 554			