

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

PRINTED: 09/12/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345509	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 08/09/2023
NAME OF PROVIDER OR SUPPLIER ACCORDIUS HEALTH AT ABERDEEN			STREET ADDRESS, CITY, STATE, ZIP CODE 915 PEE DEE ROAD ABERDEEN, NC 28315		
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F 000	INITIAL COMMENTS An unannounced onsite revisit and complaint survey was conducted 8/8/23 through 8/9/23. NC00204721, NC00205425, and NC00203919 were investigated during the complaint survey. Event ID# OET611. 1 of the 8 allegations was substantiated.	F 000			
F 791 SS=E	Routine/Emergency Dental Srvcs in NFs CFR(s): 483.55(b)(1)-(5) §483.55 Dental Services The facility must assist residents in obtaining routine and 24-hour emergency dental care. §483.55(b) Nursing Facilities. The facility- §483.55(b)(1) Must provide or obtain from an outside resource, in accordance with §483.70(g) of this part, the following dental services to meet the needs of each resident: (i) Routine dental services (to the extent covered under the State plan); and (ii) Emergency dental services; §483.55(b)(2) Must, if necessary or if requested, assist the resident- (i) In making appointments; and (ii) By arranging for transportation to and from the dental services locations; §483.55(b)(3) Must promptly, within 3 days, refer residents with lost or damaged dentures for dental services. If a referral does not occur within 3 days, the facility must provide documentation of what they did to ensure the resident could still eat and drink adequately while awaiting dental services and the extenuating circumstances that	F 791		8/31/23	

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

TITLE

(X6) DATE

Electronically Signed

08/30/2023

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 791	<p>Continued From page 1 led to the delay;</p> <p>§483.55(b)(4) Must have a policy identifying those circumstances when the loss or damage of dentures is the facility's responsibility and may not charge a resident for the loss or damage of dentures determined in accordance with facility policy to be the facility's responsibility; and</p> <p>§483.55(b)(5) Must assist residents who are eligible and wish to participate to apply for reimbursement of dental services as an incurred medical expense under the State plan. This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, record review, staff interviews and interview with Nurse Practitioner (NP), Medical Director (MD), and Dental Office Customer Service Representative, the facility failed to refer a medically complex resident with multiple caries and broken teeth to an oral surgical center for recommended extractions in 1 of 1 resident (Resident #2) reviewed for dental care.</p> <p>The findings included:</p> <p>Resident #2 as admitted to the facility on 8/12/2022 for diagnoses that included cerebral vascular accidents (stroke). The residents quarterly Minimum Data Set (MDS) dated 6/30/2023 indicated the resident was rarely or never understood and her cognitive skills for daily decision making were severely impaired. Resident #2 required extensive assistance with activities of daily living and personal hygiene during the assessment period.</p> <p>On 8/8/2023 at 10:30AM Resident #2 was</p>	F 791	<p>Resident #2 was not affected by the deficient practice. Received orders for consultation for oral surgery on 8/8/23 by nurse practitioner. Received orders from medical director on 8/22/23 for medical clearance for cardiology and neurology due to multiple comorbidity issues before oral surgery clearance. Cardiology consultation visit on 8/24/23 with medical clearance. Neurology consultation visit scheduled on 8/31/23 but notified by neurology doctor's office on 8/30/23 will have to reschedule appointment due to surgeon with family emergency issues and rescheduled for 9/7/23. Oral surgeon office will not schedule a date for oral surgery until the clearance of neurology is completed. Will schedule thereafter if medically cleared.</p> <p>All residents who have dental consults have the potential to be affected by the deficient practice.</p> <p>Administrator educated Medical Director and Nurse Practitioner to follow-up with</p>		

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F 791	<p>Continued From page 2</p> <p>observed sitting up in her bed with her smart phone in her hand. Resident #2 did not speak when spoken to but she did open her mouth when writer demonstrated mouth opening. The resident was observed to have several discolored teeth and a strong odor coming from her mouth.</p> <p>Resident #2 was observed 8/8/2023 at 8:45AM. She was sitting up in her bed asleep. Her breakfast tray was still in front of her. The resident had eaten scrambled eggs, grits, and bacon. She had consumed 75% of her meal.</p> <p>At 12:00PM on 8/8/2023 Resident #2 was observed eating her lunch tray which included wide flat buttered noodles, and meatballs with brown gravy. The resident did not express discomfort while eating her meal.</p> <p>The resident's active physician orders did not contain a referral for oral surgery consult.</p> <p>Review of the resident's medical record revealed no weight loss.</p> <p>On 1/10/2023 the NP noted Resident #2 had dental caries and "untreated dental caries could lead to bacteremia and subsequent heart valve vegetation " (bacteria that settle on and destroy the heart valve).</p> <p>The medical record contained a progress noted dated 1/24/2023 that indicated the resident was seen by the dentist on that date and new orders were received. The note also indicated a "follow up appointment would be scheduled by the provider".</p> <p>The facility provided a paper copy of an after-visit</p>	F 791	<p>the Director of Nursing on any consultations and recommendations in regards to any resident that requires medical services outside the facility for notification and follow-up on 8/10/23. Director of Nursing educated licensed nurses to review orders and physician progress notes to ensure that physician orders, consultations, and recommendations are confirmed and completed in a timely manner on 8/10/23. All newly hired licensed nurses will be educated during orientation.</p> <p>The Director of Nursing or designee completed an audit on 8/9/23 by looking back 30 days on all consultations and review the physician progress notes on Point Click Care to ensure that consultations and recommendations have been confirmed and completed in a timely manner.</p> <p>The Director of Nursing or unit manager will review physician progress notes and orders with all current residents on Point Click Care 5 days per week times 4 weeks, then monthly times 3 months to ensure all consultations and recommendations have been completed in a timely manner per physician/nurse practitioner orders.</p> <p>Director of Nursing or designee will bring these audits to Quality Assurance Committee meeting monthly for 3 consecutive months. The Quality Assurances Committee will evaluate the effectiveness of the above plan and will make additional interventions and recommendations based on the audits to ensure continued compliance.</p>		

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F 791	<p>Continued From page 3</p> <p>summary from an offsite dental office dated 5/25/2023 indicated the resident was seen at an offsite dental office for sedation and extractions. The summary indicated the dentist reviewed the resident's medical record and discovered she was on an anticoagulant. The dentist requested medical clearance from the MD prior to sedation and extractions. The resident returned to the facility without receiving treatment.</p> <p>The facility also provided a paper copy of a note from the dental office dated 6/12/2023. The note indicated a phone conversation took place between the dentist and the MD regarding exactly what treatment the resident required. The note indicated the MD did not want the resident to undergo sedation and extractions at the dental office due to the resident's medically complex condition. The note further indicated the MD would send over her recommendation of a dental surgical center and the dentist would send the referral to the dental surgical center of her choice.</p> <p>The medical record contained a note by the NP dated 6/13/2023. The note read in part, "patient with significant need for dental intervention. Local dentist requesting extraction of 20 teeth under conscious sedation. MD requested that patient receive services in the outpatient surgical center. Patient has been treated for multiple abscesses and underwent multiple antibiotic therapy due to oral infection. Awaiting referral from dental surgeon in outpatient surgery center."</p> <p>On 6/19/2023 the NP again noted in the medical record she was "awaiting referral to local oral surgeon".</p> <p>The medical record indicated Resident #2 was</p>	F 791			

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F 791	<p>Continued From page 4</p> <p>seen by the MD on 7/10/2023. The MD noted, "pending referral to oral surgeon".</p> <p>Resident #2 was evaluated by the NP on 7/12/2023 and indicated again, "currently awaiting referral from an ambulatory surgical clinic for patient to receive extractions in a medical facility".</p> <p>An interview was conducted with the Social Worker on 8/8/2023 at 12:24PM. She stated she is responsible for making sure residents are scheduled to see the dentist. She further stated Resident #2 was scheduled to see an offsite dentist in May but due to a miscommunication, the resident's anticoagulant was not stopped, and she could not get treatment that day. She stated Resident #2 did not have an existing appointment to a dentist or referral to an oral surgeon to her knowledge.</p> <p>A phone interview was conducted with the scheduler and transporter on 8/8/2023 at 1:00PM. She stated Resident #2 did not have an existing appointment with a dentist or oral surgeon. She further stated she was told the facility was waiting on a referral from the dental office.</p> <p>On 8/8/2023 a phone interview was conducted with the NP at 4:45PM. She stated Resident #2 was medically complex, on anticoagulants and had a history of strokes. The dental office requested medical clearance from the facility back in May. She stated she spoke with the MD regarding medical clearance and the MD called the dental office. The MD was not comfortable with the resident undergoing sedation and extraction of over 20 broken or infected teeth in the dental office so she requested the resident have the procedure performed in a dental surgical center when the resident could be monitored</p>	F 791			

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F 791	<p>Continued From page 5</p> <p>closely. The NP stated she had tried multiple times to reach the resident's family to determine if the resident had required prophylactic antibiotics for dental care in the past. She further stated that was not holding up the resident's referral to an oral surgeon. The NP stated she was waiting for the dental office to make the referral to a dental surgical center. The NP acknowledged that she had not reached out to the dental office to follow up on the referral, but she would do so.</p> <p>A phone interview was conducted 8/9/2023 at 8:05AM with a Customer Service Representative from the dental offices. She stated the dentist was waiting for the facility to contact them regarding what oral surgical center the resident's referral and records needed to be forwarded to.</p> <p>On 8/9/2023 at 8:50AM an phone interview was conducted with the MD. She stated when the dental office requested medical clearance for Resident #2, she called and spoke with the dentist regarding what dental treatment the resident required. She was informed the resident needed over 20 broken or infected teeth extracted. The MD stated Resident #2 was on anticoagulant and has had multiple strokes in the past, she was not comfortable with the treatment being completed in a dental office. She felt the resident needed to be monitored more closely and a dental surgical center or outpatient surgical center would be more appropriate. The MD stated she sat down with the NP and the Unit Manager and discussed finding a dental surgical center or outpatient surgical center. She stated the NP and the Unit Manger were to follow up with the resident's dental care. She was not aware the referral had not been made.</p>	F 791			

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F 791	Continued From page 6 The Unit Manager was no longer employed with the facility and attempts to contact her were not successful.	F 791			