

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345403 | (X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____ | | (X3) DATE SURVEY COMPLETED C 11/08/2023 |
|---|--|---|---|----------------------|---|
| NAME OF PROVIDER OR SUPPLIER CARY HEALTH AND REHABILITATION | | | STREET ADDRESS, CITY, STATE, ZIP CODE 6590 TRYON ROAD CARY, NC 27518 | | |
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| E 000 | Initial Comments | E 000 | | | |
| F 000 | A recertification and complaint investigation survey was conducted from 11/06/23 through 11/08/23. The facility was found in compliance with the requirement CFR 483.73, Emergency Preparedness. Event ID #L6VE11. | F 000 | | | |
| F 578 SS=E | INITIAL COMMENTS A recertification and complaint investigation survey was conducted from 11/06/23 through 11/08/23. Event ID# L6VE11. The following intakes were investigated NC00208019, NC00207469, and NC00207351. 12 of the 12 complaint allegations did not result in deficiency Request/Refuse/Dscntnue Trmnt;Forml Adv Dir CFR(s): 483.10(c)(6)(8)(g)(12)(i)-(v) §483.10(c)(6) The right to request, refuse, and/or discontinue treatment, to participate in or refuse to participate in experimental research, and to formulate an advance directive. §483.10(c)(8) Nothing in this paragraph should be construed as the right of the resident to receive the provision of medical treatment or medical services deemed medically unnecessary or inappropriate. §483.10(g)(12) The facility must comply with the requirements specified in 42 CFR part 489, subpart I (Advance Directives). (i) These requirements include provisions to inform and provide written information to all adult residents concerning the right to accept or refuse medical or surgical treatment and, at the resident's option, formulate an advance directive. | F 578 | | 12/6/23 | |

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

TITLE

(X6) DATE

Electronically Signed

12/03/2023

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 578 | <p>Continued From page 1</p> <p>(ii) This includes a written description of the facility's policies to implement advance directives and applicable State law.</p> <p>(iii) Facilities are permitted to contract with other entities to furnish this information but are still legally responsible for ensuring that the requirements of this section are met.</p> <p>(iv) If an adult individual is incapacitated at the time of admission and is unable to receive information or articulate whether or not he or she has executed an advance directive, the facility may give advance directive information to the individual's resident representative in accordance with State law.</p> <p>(v) The facility is not relieved of its obligation to provide this information to the individual once he or she is able to receive such information. Follow-up procedures must be in place to provide the information to the individual directly at the appropriate time.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on records reviews and staff interviews, the facility failed to have Advance Directives (AD) in the residents' records for 7 of 9 sampled residents. (Resident #16, Resident #76, Resident #132, Resident #33, Resident #44, Resident #47, and Resident #52).</p> <p>The findings included:</p> <p>1. Resident #16 was admitted to the facility on 08/30/2023.</p> <p>Review of the quarterly Minimum Data Set (MDS) dated 09/17/2023 indicated the resident 's cognition was cognitively impaired.</p> <p>Review of the computerized clinical record for</p> | F 578 | <p>Resident #132 no longer resides at the facility. Resident #16, #76, #33, #44, #47 and #52 advance directive discussion document was completed and uploaded to the electronic medical record on 11/29/2023 by the Social Services Director</p> <p>All residents in house have the potential to be affected by this deficient practice. A quality review was performed by the Social Services Director to ensure that Advance Directives have been discussed and documented utilizing the Advance Directive Discussion Document. 55 residents were identified to not have the Advance Directive Discussion document</p> | | |

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| F 578 | <p>Continued From page 2</p> <p>Resident # 16 revealed no advanced directive noted in the resident's medical record.</p> <p>An interview with the Administrator was conducted on 11/07/2023 at 02:04 PM, He stated he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during admissions and the advance directive documentations will be scanned into the residents' electronic medical records.</p> <p>An interview with the Social Worker (SW) was conducted on 11/07/23 02:10 PM. The SW stated the advanced directives were being completed by the Admissions Coordinator . They currently do not have an Admission Coordinator, and she had recently been trained in Advanced Directives and code status. The task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in the admission packet and in the future, she will be discussing it in the scheduled admission meeting and documenting it on the Advanced Directive Discussion Document in the admission packet and in her notes.</p> <p>An interview with the Director of Nursing (DON) was conducted on 11/07/23 03:10 PM. The DON stated the advanced directives are completed by the admissions Coordinator. She indicated they did not have an Admission Coordinator at the time of the survey, but a new Admission Coordinator</p> | F 578 | <p>noted in EMR. The Advance Directive Discussion documents will be obtained and uploaded to the EMR by the Social Services Director by Tuesday 12/05/2023.</p> <p>The Executive Director provided education to the Social Services Director, Social Worker assistant on 11/10/2023 Education will be provided to Admissions team as well by 12/06/2023 to ensure that the Advance Directive Discussion Document is being completed and uploaded to the EMR.</p> <p>The Social Services Director/Social Services Assistant will conduct random quality monitoring on 10 residents to ensure advance directive discussion document is completed and uploaded in EMR 3 times a week for 8 weeks then weekly X4. The Social Services Director will report the results of the quality monitoring to the Quality Assurance Performance Improvement Committee (QAPI). Findings will be reviewed by the QAPI committee and quality monitoring will be updated as needed.</p> <p>Completion Date 12/06/2023</p> | | |

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| F 578 | <p>Continued From page 3</p> <p>would be starting on Monday 11/13/2023. DON indicated that currently the task of completing new admissions packets is shared among the staff. She stated she was not aware the advanced directives were not being signed in the admission packet and in the future, it will be discussed during the initial 72 hours care plan meetings.</p> <p>2. Resident #76 was admitted to the facility on 08/25/2023.</p> <p>Review of the quarterly Minimum Data Set (MDS) dated 08/31/2023 indicated the resident 's cognition was intact.</p> <p>Review of the computerized clinical record for Resident # 76 revealed no advanced directive noted in the resident's medical record.</p> <p>An interview with the Administrator was conducted on 11/07/2023 at 02:04 PM, He stated he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during admissions and the advance directive documentations will be scanned into the residents' electronic medical records.</p> <p>An interview with the Social Worker (SW) was conducted on 11/07/23 02:10 PM. The SW stated the advanced directives were being completed by the Admissions Coordinator . They currently do not have an A, and she had recently been trained</p> | F 578 | | | |

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| F 578 | <p>Continued From page 4</p> <p>in Advanced Directives and code status. The task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in the admission packet and in the future, she will be discussing it in the scheduled admission meeting and documenting it on the Advanced Directive Discussion Document in the admission packet and in her notes.</p> <p>An interview with the Director of Nursing (DON) was conducted on 11/07/23 03:10 PM. The DON stated the advanced directives are completed by the Admissions Coordinator . She indicated they did not have an Admissions Coordinator at the time of the survey, but a new Admission Coordinator would be starting on Monday 11/13/2023. DON indicated that currently the task of completing new admissions packets is shared among the staff. She stated she was not aware the advanced directives were not being signed in the admission packet and in the future, it will be discussed during the initial 72 hours care plan meetings.</p> <p>3. Resident #132 was admitted to the facility on 11/04/2023.</p> <p>Review of the computerized clinical record for Resident #132 revealed no advanced directive noted in the resident's medical record.</p> <p>An interview with the Administrator was conducted on 11/07/2023 at 02:04 PM, He stated he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance</p> | F 578 | | | |

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| F 578 | <p>Continued From page 5</p> <p>directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during admissions and the advance directive documentations will be scanned into the residents' electronic medical records.</p> <p>An interview with the Social Worker (SW) was conducted on 11/07/23 02:10 PM. The SW stated the advanced directives were being completed by the Admissions Coordinator. They currently do not have an Admission Coordinator, and she had recently been trained in Advanced Directives and code status. The task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in the admission packet and in the future, she will be discussing it in the scheduled admission meeting and documenting it on the Advanced Directive Discussion Document in the admission packet and in her notes.</p> <p>An interview with the Director of Nursing (DON) was conducted on 11/07/23 03:10 PM. The DON stated the advanced directives are completed by the Admissions Coordinator. She indicated they did not have an Admission Coordinator at the time of the survey, but a new Admission Coordinator would be starting on Monday 11/13/2023. DON indicated that currently the task of completing new admissions packets is shared among the staff. She stated she was not aware the advanced directives were not being signed in the admission packet and in the future, it will be discussed during the initial 72 hours care plan meetings.</p> <p>4. Resident #33 was admitted to the facility on</p> | F 578 | | | |

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| F 578 | <p>Continued From page 6 03/07/2023.</p> <p>The quarterly MDS dated 9/13/2023 had resident coded as moderately cognitively impaired.</p> <p>A review of the computerized medical record for Resident #33 did not reveal a advanced directive noted in the resident's medical record.</p> <p>An interview with the Administrator was conducted on 11/07/2023 at 2:04 PM. He stated he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during the admission process and the advance directive information will be scanned into the resident's electronic medical record.</p> <p>An interview with the Social Service Worker (SW) was conducted on 11/07/2023 at 2:10 PM. The SW stated the advanced directives were being completed by the Admissions Coordinator . They currently do not have an Admission Coordinator and she had recently been trained in Advanced Directives and code status. The task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in the admission packet and in the future, she will be discussing it in the scheduled admission meeting and documenting it on the Advanced Directive Discussion document in the admission packet and in her notes.</p> <p>5. Resident #44 was admitted to the facility on</p> | F 578 | | | |

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| F 578 | Continued From page 7 08/30/18. A review of Resident #44's annual Minimum Data Set (MDS), dated 08/24/23, indicated resident was cognitively intact. A review of Resident #44's electronic health record (EHR) revealed no advance directives noted in the resident's medical record. An interview with the Administrator was conducted on 11/07/2023 at 2:04 p.m. The Administrator he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during admissions and the advance directive documentation will be scanned into the residents' EHR. An interview with the SW was conducted on 11/07/23 at 2:10 p.m. The SW stated the advanced directives were being completed by the Admissions Coordinator and explained they currently do not have an Admission Coordinator. The SW stated she had recently been trained in Advanced Directives and code status. The SW further explained the task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in the admission packet and in the future, she will be discussing it in the scheduled admission meeting and documenting it on the Advanced Directive Discussion Document in the admission packet | F 578 | | | |

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| F 578 | <p>Continued From page 8 and in her notes.</p> <p>6. Resident #47 was admitted into the facility on 3/12/2020.</p> <p>A review of Resident #47 Prospective Payment System Part A discharge Minimum Data Set dated 10/4/2023 revealed the Resident #46 was moderately cognitively impaired.</p> <p>A review of the computerized clinical record for Resident #47 revealed no advanced directive noted in the resident's medical record.</p> <p>An interview with the Administrator was conducted on 11/07/2023 at 2:04 PM. He stated he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during the admission process and the advance directive information will be scanned into the resident's electronic medical record.</p> <p>An interview with the Social Service Worker (SW) was conducted on 11/07/2023 at 2:10 PM. The SW stated the advanced directives were being completed by the Admissions Coordinator . They currently do not have an Admission Coordinator and she had recently been trained in Advanced Directives and code status. The task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in the admission packet and in the future, she will be discussing it in the scheduled admission</p> | F 578 | | | |

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| F 578 | <p>Continued From page 9 meeting and documenting it on the Advanced Directive Discussion document in the admission packet and in her notes.</p> <p>7. Resident #52 was admitted into the facility on 5/1/2020.</p> <p>A review of Resident #52's quarterly Minimum Data Set dated 10/15/2023 revealed that Resident #52 was severely cognitively impaired.</p> <p>A review of the computerized clinical record for Resident #52 revealed no advanced directive noted in the resident's medical record.</p> <p>An interview with the Administrator was conducted on 11/07/2023 at 2:04 PM. He stated he could not find the advance directive in the medical records and there was no documentation found that stated the resident refused to sign the advance directives. He indicated advance directives were not completed due to a shift in key personnel and admission process. He indicated that currently the Social Worker (SW) will complete the advance directives during the admission process and the advance directive information will be scanned into the resident's electronic medical record.</p> <p>An interview with the Social Service Worker (SW) was conducted on 11/07/2023 at 2:10 PM. The SW stated the advanced directives were being completed by the Admissions Coordinator . They currently do not have an Admission Coordinator and she had recently been trained in Advanced Directives and code status. The task of completing new admissions packets was shared among the staff. The SW also stated she was not aware the advanced directives were not signed in</p> | F 578 | | | |

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

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| F 578 | <p>Continued From page 10</p> <p>the admission packet and in the future, she will be discussing it in the scheduled admission meeting and documenting it on the Advanced Directive Discussion document in the admission packet and in her notes.</p> <p>An interview with the Director of Nursing (DON) was conducted on 11/07/2023 at 3:10 PM. The DON stated the advanced directives were completed by the Admissions Coordinator. She indicated they did not have an Admission Admission Coordinator at the time of survey but, a new Admission Coordinator would be starting on Monday 11/13/2023. The DON indicated that currently the task of completing new admission packets was shared among the staff. She stated she was not aware the advanced directives were not being signed in the admission packet and in the future, it will be discussed during the initial 72-hour care plan meeting.</p> | F 578 | | | |