

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

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PRINTED: 09/27/2012
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345186	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/14/2012
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NAME OF PROVIDER OR SUPPLIER FIVE OAKS MANOR	STREET ADDRESS, CITY, STATE, ZIP CODE 413 WINECOFF SCHOOL ROAD CONCORD, NC 28027
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F 441 SS=D	<p>483.65 INFECTION CONTROL, PREVENT SPREAD, LINENS</p> <p>The facility must establish and maintain an Infection Control Program designed to provide a safe, sanitary and comfortable environment and to help prevent the development and transmission of disease and infection.</p> <p>(a) Infection Control Program The facility must establish an Infection Control Program under which it - (1) Investigates, controls, and prevents infections in the facility; (2) Decides what procedures, such as isolation, should be applied to an individual resident; and (3) Maintains a record of incidents and corrective actions related to infections.</p> <p>(b) Preventing Spread of Infection (1) When the Infection Control Program determines that a resident needs isolation to prevent the spread of infection, the facility must isolate the resident. (2) The facility must prohibit employees with a communicable disease or infected skin lesions from direct contact with residents or their food, if direct contact will transmit the disease. (3) The facility must require staff to wash their hands after each direct resident contact for which hand washing is indicated by accepted professional practice.</p> <p>(c) Linens Personnel must handle, store, process and transport linens so as to prevent the spread of infection.</p>	F 441	<p>Corrective action will be accomplished for those residents found to have been affected by the alleged deficient practice;</p> <p>1. No residents have been affected by the alleged deficient practice.</p> <p>Corrective action will be accomplished for those residents having potential to be affected by the same alleged deficient practice.</p> <p>1. Facility has no documented evidence or confirmation that any resident nor staff member had a diagnosis of scabies. 2. Nurse #1 received disciplinary Action/education for not following facility policy on Infection Control. 9-28-12 3. Nurse #1 was cleared by CMC Urgent Care on 9/14/2012 return to work with no restrictions. 4. Staff will receive additional training on the following topics: Infection control, Preventing Spread of infection and Linens.</p>	10-5-12
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
John Wall Administrator
TITLE
DATE 10-4-12

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 441	Continued From page 1 This REQUIREMENT is not met as evidenced by: Based on observation, staff interview and document review the facility failed to ensure 1 of 1 staff members (Nurse #1) with a potential diagnosis of scabies did not return to work before receiving treatment. The findings included: According to the Centers for Disease Control and Prevention (CDC) "Human scabies is caused by an infestation of the skin by the human itch mite (<i>Sarcoptes scabiei</i> var. <i>hominis</i>). The microscopic scabies mite burrows into the upper layer of the skin where it lives and lays its eggs. The most common symptoms of scabies are intense itching and a pimple-like skin rash. The scabies mite usually is spread by direct, prolonged, skin-to-skin contact with a person who has scabies." Review of the document titled "CDC - Scabies - Resources for Health Professionals - Institutional Settings - Single case" revealed, in part, "Maintain a high index of suspicion that scabies may be the cause of undiagnosed skin rash; suspected cases should be evaluated and confirmed by skin scrapings." In regards to when staff who had scabies can return to work it read "Staff generally can return to work the day after receiving a dose of treatment with permethrin or ivermectin; however, symptomatic staff who provide hands-on care to any patient may need to use disposable gloves for several days after treatment until sure they are no longer infested."	F 441	5. Employees identified with a communicable disease will be required to provide medical clearance from physician to management before allowed to return to work. Utilization of this protocol will eliminate the potential for our residents to be affected by the same alleged deficient practice. 6. New hires will receive above training during orientation. Training will be provided by SDC whom is a R.N. Measures put into place or systemic changes made to ensure that the alleged deficient practice will not occur; 1. Staff will receive additional training on the following topics to assure understanding of communicable disease and their responsibilities before being allowed entrance to work place, diagnosed with communicable disease.	

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F 441	<p>Continued From page 2</p> <p>Review of the patient information for Nurse #1, dated 9/7/12 at 8:44 AM, and given to Nurse #1 at the Emergency Room where she went for evaluation of an itchy rash, revealed, in part, that she had been evaluated for scabies and insect bites. The prescribed treatment was "Elimite 5% Cream: Shower and dry, then apply cream to whole body from neck down, leave on 8 hours then shower and launder clothes and bed clothes in hot water." Elimite is a brand name for permethrin.</p> <p>Review of the facility policy for Contact Precautions dated August 2009 revealed that scabies was listed as one of the conditions that required contact precautions. No other information about scabies, or how to treat it and prevent it from spreading was in the document. There were no other facility policies or procedures regarding scabies.</p> <p>Review of the facility "Daily Staffing Sheet" for 9/7/12, 9/8/12 and 9/9/12 revealed Nurse #1 worked on 400 hall on both second and third shift (3 PM - 7 AM) each of these days. Nurse #1 was not on the Daily Staffing Schedule for 9/10/12.</p> <p>Interview with Nurse #1 on 9/14/12 at 2:42 PM revealed that on 9/7/12 at 8:44 AM she went to the Emergency Room for an itchy rash that she had for some time. She stated that after she was evaluated she was given information on treating scabies and a prescription for Elimite (a scabies treatment cream). Nurse #1 said a skin scraping was not done. She said that at about noon she left the Emergency Room and went to the pharmacy to get her prescription and while there, she called the Director of Nursing (DON) to tell</p>	F 441	<p>Infection control, Preventing Spread of infection and Linens. New hires will receive training during orientation. Training will be provided by SDC whom is a R.N.</p> <p>2. Employees identified with a communicable disease will be required to provide medical clearance from physician to management before allowed to return to work.</p> <p>Performance will be monitored at our monthly Quality Assurance Committee monthly meeting x3 to review the need for continued intervention or amendment of plan.</p> <p>1. Failure to adhere to facility policy will be considered a violation. Violations will result in disciplinary action in accordance with facility progressive disciplinary policy.</p>	

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F 441	<p>Continued From page 3</p> <p>her she was being treated for scabies. Nurse #1 said that once she was at the pharmacy she discovered the medication was going to cost \$45. She stated that she did not purchase it at that time but went into work since she was scheduled to work at 3 PM that day. She added that she was hoping her employer would pay for the treatment. Nurse #1 said she spoke to the DON and told her the medication cost \$45 but that she did not request the facility to purchase it and the DON did not offer that the facility would pay. She also said that she was not offered, and did not ask for, time off to do the treatment. Nurse #1 further stated that she was not asked any follow-up questions about whether she had completed the scabies treatment and laundry precautions required prior to returning to work. She added that she got her prescription the following day and carried out the treatment and laundry precautions required at that time and that she felt it had been effective. The inside of Nurse #1's right arm was observed to have several scattered red marks which she stated had improved and she denied any continued itchiness.</p> <p>Interview with the DON on 9/14/12 at 5 PM revealed that she thought Nurse #1 had gone to the Emergency Room on the evening of 9/6/12 and would have had time to complete treatment for scabies. She stated she was not aware Nurse #1 did not go until the morning of 9/7/12. The DON added that when Nurse #1 told her she was being treated for scabies and how much the prescription cost; she assumed the Nurse had completed the treatment. She acknowledged that she did not ask any follow-up questions to confirm Nurse #1 had done everything required to</p>	F 441		

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F 441	<p>Continued From page 4</p> <p>enable her to return to work but said that she also did not know for sure if Nurse #1 really had scabies, only that Nurse #1 said she had scabies. However, she also acknowledged that once Nurse #1 told her she had scabies she did not do anything to verify that she did not have it and/or had been treated and was therefore cleared to return to work.</p> <p>Interview with the Administrator and DON on 9/14/12 at 7 PM revealed they were uncertain that Nurse #1 really had a diagnosis of scabies. They indicated that sometimes staff had been known to make untrue claims to get time off work. However, they also acknowledged that, given Nurse #1 said she had scabies, there was an obligation to protect residents by ensuring that, before Nurse #1 returned to work, they confirmed that she either did not have scabies or had completed the required treatment and precautions correctly. They also acknowledged that they understood that while verifying that a diagnosis was present would be a factor in granting paid time off, in infection control the focus would be on protecting residents. Therefore, confirming that the diagnosis was present was irrelevant but verifying that it was not or was no longer present would be the primary concern.</p> <p>On 9/21/12 at 8:15 AM, telephone interview with the physician revealed no negative outcomes in that the facility had no confirmed cases of scabies among residents or staff. He also acknowledged that even though Nurse #1 did not have a confirmed case of scabies, as a scraping was not done for diagnosis, she should have been cleared for scabies before returning to work.</p>	F 441			

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