

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

PRINTED: 09/23/2013
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345312	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/06/2013
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NAME OF PROVIDER OR SUPPLIER BRIAN CTR HEALTH & REHAB/HENDERSONVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 1870 PISGAH DRIVE HENDERSONVILLE, NC 28791
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F 312 SS=B	<p>483.25(a)(3) ADL CARE PROVIDED FOR DEPENDENT RESIDENTS</p> <p>A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal and oral hygiene.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observations, medical record reviews, and staff interviews, the facility failed to keep fingernails cleaned and trimmed for 3 of 4 sampled residents (Resident # 3, 2, and 4). The findings included:</p> <p>1. Resident #3 was admitted to the facility on 07/30/12 with diagnoses which included aspiration pneumonia, right lung mass, cancer, anemia, intracranial hemorrhage, chronic obstructive pulmonary disease, tracheotomy, feeding tube, and hypertension. The most recent annual Minimum Data Set (MDS) dated 07/19/13 revealed the resident was severely cognitively impaired and required extensive to total assistance with all activities of daily living (ADL) including total dependence for bathing and personal hygiene.</p> <p>The Resident's care plan review dated 07/18/13 revealed a requirement for assistance with ADL. Her needs were care planned for total assistance with two persons for all ADL and hygiene. No care plans were developed for interventions for the resident with non compliance or refusal of care.</p> <p>On 09/06/13 at 9:35 AM Resident #3 was</p>	F 312	<p>F312</p> <p>1. Residents #3, 2 & 4 received nail care on day of survey. Nails were cleaned & trimmed.</p> <p>2. Residents who require assistance to carry out activities of daily living have potential to be affected by this alleged deficient practice. The Director of Nursing/designee & Unit Managers visually inspected the fingernails of residents dependent on grooming on 9/7/13. Fingernails were cleaned & trimmed as deemed necessary.</p> <p>3. Education of all Licensed Nurses & Resident Care Specialists was completed by the Director of Nursing/designee regarding the expectation of providing nail care for residents who require assistance to maintain clean fingernails on shower days & PRN. Any refusal of nail care by resident will be reported to the charge nurse or a member of Nurse Management for documentation & resolution. This will be completed by 9/27/13. Any Resident Care Specialist not receiving education by this date will receive education prior to their next scheduled shift. This info will be included in future orientation. The Director of Nursing/Unit Managers will conduct weekly audits to monitor residents dependent on grooming to ensure fingernails are clean & trimmed. This will be completed weekly for 3 months.</p>	<p>9/6/13</p> <p>9/27/13</p> <p>9/27/13</p>
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>J. Sue Rawls</i>	TITLE <i>Administrator</i>	(X6) DATE <i>10/1/13</i>
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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 30 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 required to continued program participation.



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F 312	<p>Continued From page 1</p> <p>observed lying in bed. The Resident had untrimmed fingernails approximately ½ " long with ragged edges and a brownish tan substance caked under all 10 nails.</p> <p>On 09/06/13 at 10:55 AM Resident #3 was again observed lying in bed. The Resident had untrimmed fingernails approximately ½ " long with ragged edges and a brownish tan substance caked under all 10 nails.</p> <p>A review of nursing notes revealed no documentation for refusal of resident care.</p> <p>During an Interview on 09/06/13 at 11:04 AM with NA #1 she stated she had worked with Resident #3 and was familiar with her needs. NA #1 further stated Resident #3 required extensive assistance with ADL care and nail care was done with showers or as needed. She revealed the Resident was sometimes resistant to allowing staff to clean and trim her nails. NA #1 observed Resident #3's nails and verified that the nails were not trimmed and cleaned.</p> <p>During an Interview on 09/06/13 at 11:30 AM with Nurse #1 she stated her expectations for the NAs were to provide the showers for the residents as ordered and scheduled and assigned. She further stated that showers included nail care and nail care included trimming cleaning and filing of nails except for residents with diabetes they were completed by nurses. She further stated Resident #3 sometimes refused nail care. Nurse #1 verified that she had not document that the resident refused care.</p> <p>During an interview on 09/06/13 at 11:45 AM with the Director of Nursing (DON) stated that her</p>	F 312	4. Results of the Audits will be presented to the QAPI Committee for 3 months or until Substantial Compliance has been achieved & maintained as determined by The Committee. This facility alleges compliance of F312 b;y 9/27/13. Compliance as outlined in the above POC will be monitored monthly by the Quality Assurance Performance Improvement Committee.	9/27/13 9/27/13	

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F 312	<p>Continued From page 2</p> <p>expectations were for the NAs to provide cleaning and trimming of resident nails during an assigned shower and more frequently between showers if they were dirty. She stated that the NAs were responsible for nail care except for diabetic residents. The DON observed Resident # 3's nails and verified her nails were not clean and trimmed. The DON stated that based on this observation there were some nail care issues. She further stated that nurses should be documenting if any residents are refusing nail care.</p> <p>2. Resident #2 was admitted to the facility 08/23/13 with diagnoses which included Alzheimer's disease, hypothyroidism, anemia and hyperlipidemia.</p> <p>The most recent quarterly Minimum Data Set (MDS) dated 08/23/13 indicated that Resident #2 had problems with short term and long term memory and the resident was cognitively impaired. The MDS further indicated Resident #2 was dependent on staff for transfers and required extensive assistance with toileting and hygiene.</p> <p>During an observation on 09/06/13 at 10:19 AM Resident #2 had long, ragged fingernails and a brown substance under the fingernails times ten fingernails.</p> <p>During an observation on 09/06/13 at 10:50 AM Resident #2 had long, ragged fingernails and a brown substance under the fingernails times ten fingernails.</p> <p>A review of nursing notes revealed no documentation for refusal of resident care.</p>	F 312			

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F 312	<p>Continued From page 3</p> <p>During an interview on 09/06/13 at 11:04 with Nurse #2 she explained that Resident #2 was dependent on staff for Activities of Daily Living (ADL). Nurse #2 explained that ADL's included a full shower which involved shampooing hair, cleaning dirty fingernails and clipping long fingernails and shaving. She further revealed that Resident #2 received showers on second shift on Tuesdays and Fridays. Nurse #2 stated that it was her expectation that nurse aides cleaned, trimmed and filed fingernails on residents.</p> <p>During an interview on 09/06/13 at 11:12 AM with NA #2 she explained that Resident #2 was dependent on staff for Activities of Daily Living (ADL). She further explained that ADLs included assisting resident with showering. She described showering as including providing nail care. NA #2 stated that nail care included cleaning, trimming and filing fingernails for residents without diabetes. NA #2 said that Resident #2 received his showers on second shift on Tuesdays and Fridays. She explained that she had not provided nail care for Resident #2 because nail care was provided during showers with occurred on second shift on Tuesdays and Fridays. NA #2 was asked why she had not provided nail care to Resident #2 on 09/06/13 and she stated she did not know.</p> <p>During an interview on 09/06/13 at 11:20 AM Nurse #2 observed Resident #2 and verified Resident #2's nails were not clean and trimmed. NA #2 was then observed cutting Resident #2's fingernails and had washed Resident #2's hands.</p> <p>During an interview on 09/06/13 at 11:40 AM with the Director of Nursing (DON) she stated that they had issues with nail care and could needed to improve on nail care provided to residents. The</p>	F 312			

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F 312	<p>Continued From page 4</p> <p>DON explained that it was her expectation that NAs should have provided nail care during showers because that is when the nails are softer and easier to cut and clean. The DON further revealed that resident's who refused nail care should be reported to the nurse and the nurse should document the refusal of care in the nurse's notes.</p> <p>3. Resident #4 was admitted to the facility on 03/29/13 with diagnosis which included obesity, depressive disorder, hypertension, chronic kidney disease, and joint pain and stiffness.</p> <p>The most recent quarterly Minimum Data Set (MDS) dated 06/26/13 indicated that Resident #4 had problems with short term and long term memory and the resident was cognitively impaired. The MDS further indicated Resident #4 was totally dependent on staff and required extensive assistance with hygiene.</p> <p>During an observation on 09/06/13 at 10:22 AM Resident #4 had long fingernails with a brown substance under the fingernails times ten fingernails.</p> <p>During an observation on 09/06/13 at 10:53 AM Resident #4 had long fingernails with a brown substance under the fingernails times ten fingernails.</p> <p>A review of nursing notes revealed no documentation for refusal of resident care.</p> <p>During an Interview on 09/06/13 at 11:04 AM with NA #1 she stated she had worked with Resident #4 and was familiar with the Resident's needs. NA #1 further stated Resident #4 required</p>	F 312			

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F 312	<p>Continued From page 5</p> <p>extensive assistance with ADL care and nail care was done with showers or as needed. She revealed the Resident was sometimes resistant to allowing staff to clean and trim nails. NA #1 observed Resident #4's nails and verified that the nails were not trimmed and cleaned.</p> <p>During an Interview on 09/06/13 at 11:30 AM with Nurse #1 she stated her expectations for the NAs were to provide the showers for the residents as ordered and scheduled and assigned. She further stated that showers included nail care and nail care included trimming cleaning and filing of nails except for residents with diabetes. They were completed by nurses. She further stated that Resident #4 sometimes refused nail care. Nurse #1 verified that she had not documented that the resident refused care.</p> <p>During an interview on 09/06/13 at 11:45 AM with the Director of Nursing (DON) she stated that her expectations were for the NAs to provide cleaning and trimming of resident nails during an assigned shower and more frequently between showers if they were dirty. She stated that the NAs were responsible for nail care except for diabetic residents. The DON observed Resident # 4's nails and verified that the nails were not clean and trimmed. The DON stated that based on this observation there some nail care issues. She further stated that nurses should be documenting if any residents are refusing nail care.</p>	F 312			