

38625

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

Manisha Juthani, MD
Commissioner



Ned Lamont
Governor
Susan Bystewicz
Lt. Governor

Healthcare Quality and Safety Branch

May 9, 2024

Maryellen Hankey, Executive Director
Spring Village At Danbury
8 Glen Hill Road
Danbury, CT 06811
Via Email: executive.director@springvillagedanbury.com

*Accepted
5/20/24
LJH/snc*

Dear Ms. Hankey:

Unannounced visit were made to Spring Village At Danbury on April 22, 2024, by a representative of the Facility Licensing and Investigations Section of the Department of Public Health for the purpose of conducting a multiple complaint investigation.

Attached is the violation of the Regulations of Connecticut State Agencies and/or General Statutes of Connecticut which was noted during the course of the visits. The state violations cannot be edited by the provider in any way.

In accordance with Connecticut General Statutes, section 19a-496, upon a finding of noncompliance with such statutes or regulations, the Department shall issue a written notice of noncompliance to the institution. Not later than ten days after such institution receives a notice of noncompliance, the institution shall submit a plan of correction to the Department in response to the items of noncompliance identified in such notice.

The plan of correction is to be submitted to the Department by May 19, 2024.

The plan of correction shall include:

- (1) The measures that the institution intends to implement or systemic changes that the institution intends to make to prevent a recurrence of each identified issue of noncompliance;
- (2) the date each such corrective measure or change by the institution is effective;
- (3) the institution's plan to monitor its quality assessment and performance improvement functions to ensure that the corrective measure or systemic change is sustained; and



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(4) the title of the institution's staff member that is responsible for ensuring the institution's compliance with its plan of correction.

The plan of correction shall be deemed to be the institution's representation of compliance with the identified state statutes or regulations identified in the department's notice of noncompliance. Any institution that fails to submit a plan of correction may be subject to disciplinary action.

You may wish to dispute the violation and you may be provided with the opportunity to be heard. If the violation is not responded to by May 19, 2024, or if a request for a meeting is not made by the stipulated date, the violation shall be deemed admitted.

Please return your original violation letter, along with your Plan of Correction and response, to Elizabeth Heiney, Supervising Nurse Consultant, at Elizabeth.Heiney@ct.gov. Please direct your questions concerning the instructions contained in this letter to Elizabeth Heiney directly at (860) 509-8059. Please do not send another copy via US mail.

We do not anticipate making any practitioner referrals at this time.

If there are any questions, please do not hesitate to contact this office at (860) 509-7400.

Respectfully,

/s/

Elizabeth Heiney, BS, RN, BC
Supervising Nurse Consultant
Facility Licensing and Investigations Section

EH:csf

c. VL
Complaint #38025

The following is a violation of the Regulations of Connecticut State Agencies Section 19-13-D105 (k)(2)(H)(vii) Supervision of assisted living aides and (h)(4)(C) ALSA Aide's Medication Reminders.

1. Based on clinical record review, interview with facility personnel, and review of agency policy, for one of three client's (Client #1) that received services from an Assisted Living Service Agency (ALSA), the agency failed to ensure supervision of the ALSA Aides in medication reminders. The findings included:
 - a. Client #1 had a move in date to the Assisted Living Community on 1/6/24. The admitting diagnoses included mitral valve prolapse with A-Fib, and multiple myeloma.

The client service program dated 1/6/24 identified that Client #1 received assistance with showers, hygiene, dressing, grooming and medication management (medication cueing/reminder).

Interview with Client #1's Family Member #2 and Client #1 on March 19, 2024 at 11am, indicated during a family visit with client on 2/15/24, the aide staff member came to Client #1's apartment for a medication reminder visit, at 11:00am, 3 hours past the scheduled physician ordered 8:00am administration time. Per FM #2, no reason was given for the delay for the medication reminder visit.

Interview and review of Client #1 Medication Administration Record (MAR) with RN #1 and the Supervisor of Assisted Living (SALSA) on 3/19/24 at 11:30am, identified 1 late administration on 2/15/24 at 11:00am, by aide #1. SALSA indicated that all aides receive annual staff development training on the agency's policy for medication management and are expected to perform the medication reminder to ALSA clients per the agency policy. All medication reminder tasks are to be completed within (1) one hour of the physician recommended time. RN #1 and SALSA failed to identify the completion of medication prompting by Aide #1, on 2/15/24, per the client's physician orders.

Interview with Aide #1 on 2/22/24 at 3:03pm, identified he/she was assigned to client on 2/15/24. Aide identified she could not remember if she prompted client on the date in question, but thought at times Client #1 would refuse medications, and the staff would have to go back later when the Client would take the medications.

Review of the agency policy on Medication Reminder identified residents will be responsible for self-administering their medication. Staff may assist in reminding the resident as to the time for the self-administration. If the resident needs medication prompts, Spring Village of Danbury CNS's will remind the resident of the medication times(s) within (1) one hour of the physician recommended time.

Plan of Correction for Violation #1:



*Accounted
6/20/24
L. Talley*

PLAN OF CORRECTION:

COMPLAINT # 38025

MAY 18, 2024

1.) SALSA implementation of review of Med- Prompting procedures with assigned CNA on 02/15/2024 for resident #128. All medication to be given within 1 hour window (before or after)

2.) 3/05/2024 Review of Med- prompting procedures by SALSA at All Associates meeting with all Resident Care staff.

04/02/2024- Ct Pharmacy Medication In-Service and testing completed by all Resident Care staff

3.) SVD created RN Supervisor position for Mellissa Chavez on 05/05/2024 to monitor and insure CNA compliance to all policies & procedures.

4.) SALSA- Clarice McDermott Wilson to oversee compliance.

Maryellen Hankey

Executive Director

Spring Village At Danbury

203-417-0563