Agency for Health Care Administration

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | AL11966321 | A. BUILDING: _____ B. WING _____ | 10/30/2019 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
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| AMERICAN WELL CARE | 6333 LANGSTON AVENUE NEW PORT RICHEY, FL 34652 |

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| A 000 | Initial Comments<br><br>A Complaint Investigation (Complaint Numbers 2019013842 and 2019013833) was conducted at American Wellcare Assisted Living Facility on . . . . . . Deficiencies were identified at the time of survey. | A 000 | | |
| A 052 SS=D | 429.256( ); 58A-5.0185 (3) Medication - Assistance with Self-Admin<br><br>429.256<br>(3) Assistance with self-administration of medication includes:<br>(a) Taking the medication, in its previously dispensed, properly labeled container, including an syringe that is prefilled with the proper dosage by a pharmacist and an , , that is prefilled by the manufacturer, from where it is stored, and bringing it to the resident.<br>(b) In the presence of the resident, reading the label, opening the container, removing a prescribed amount of medication from the container, and closing the container.<br>(c) Placing an oral dosage in the resident ' s or placing the dosage in another container and helping the resident by lifting the container to his or her . . . . . .<br>(d) Applying , medications.<br>(e) Returning the medication container to proper storage.<br>(f) Keeping a record of when a resident receives assistance with self-administration under this section.<br>(g) Assisting with the use of a , including removing the cap of a . . . . . , opening the unit dose of solution, and pouring the prescribed premeasured dose of medication into the dispensing cup of the .<br>(h) Using a _ . . . . . to perform . . . . -_ . . . . . level checks. | A 052 | | |

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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| A 052 | Continued From page 1<br><br>(i) Assisting with putting on and taking off stockings.<br>(j) Assisting with applying and removing an but not with titrating the prescribed settings.<br>(k) Assisting with the use of a continuous positive airway pressure device but not with titrating the prescribed setting of the device.<br>(l) Assisting with measuring vital signs.<br>(m) Assisting with bags.<br><br>(4) Assistance with self-administration does not include:<br>(a) Mixing, converting, or medication doses, except for measuring a prescribed amount of liquid medication or breaking a scored tablet or crushing a tablet as prescribed.<br>(b) The preparation of syringes for injection or the administration of medications by any injectable route.<br>(c) Administration of medications by way of a tube inserted in a of the body.<br>(d) Administration of preparations.<br>(e) Irrigations or debriding agents used in the treatment of a skin condition.<br>(f) , , or preparations.<br>(g) Medications ordered by the physician or health care professional with prescriptive authority to be given "as needed," unless the order is written with specific parameters that preclude independent judgment on the part of the unlicensed person, and at the request of a competent resident.<br>(h) Medications for which the time of administration, the amount, the strength of dosage, the method of administration, or the reason for administration requires judgment or discretion on the part of the unlicensed person. | A 052 | | |

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| A 052 | Continued From page 2<br><br>58A-5.0185 (3)<br>ASSISTANCE WITH SELF-ADMINISTRATION.<br>(a) Any unlicensed person providing assistance with self-administration of medication must be [illegible] or older, trained to assist with self administered medication pursuant to the training requirements of rule 58A-5.0191, F.A.C., and must be available to assist residents with self-administered medications in accordance with procedures described in section 429.256, F.S. and this rule.<br>(b) In addition to the specifications of section 429.256(3), F.S., assistance with self-administration of medication includes, in the presence of the resident, reading the medication label aloud and verbally prompting a resident to take medications as prescribed.<br>(c) In order to facilitate assistance with self-administration, trained staff may prepare and make available such items as water, juice, cups, and spoons. Trained staff may also return unused doses to the medication container. Medication, which appears to have been contaminated, must not be returned to the container.<br>(d) Trained staff must observe the resident take the medication. Any concerns about the resident's reaction to the medication or suspected noncompliance must be reported to the resident's health care provider and documented in the resident's record.<br>(e) When a resident who receives assistance with medication is away from the facility and from facility staff, the following options are available to enable the resident to take medication as prescribed:<br>1. The health care provider may prescribe a medication schedule that coincides with the | A 052 | | |

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| A 052 | Continued From page 3<br><br>resident's presence in the facility,<br>2. The medication container may be given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record,<br>3. The medication may be transferred to a pill organizer pursuant to the requirements of subsection (2), and given to the resident, a friend, or family member upon leaving the facility, with this fact noted in the resident's medication record, or<br>4. Medications may be separately prescribed and dispensed in an easier to use form, such as unit dose packaging.<br>(f) Assistance with self-administration of medication does not include the activities detailed in section 429.256(4), F.S.<br>1. As used in section 429.256(4)(g), F.S., the term "competent resident" means that the resident is cognizant of when a medication is required and understands the purpose for taking the medication.<br>2. As used in section 429.256(4)(h), F.S., the terms "judgment" and "discretion" mean interpreting vital signs and evaluating or assessing a resident's condition.<br>(g) All trained staff must adhere to the facility's control policy and procedures when assisting with the self-administration of medication.<br><br>This Statute or Rule is not met as evidenced by:<br>Based on observation and interview, the Facility failed to ensure proper assistance with self-administration of medications according to the required steps in 429.256 Florida Statutes and failed to follow control standards while assisting with medications (meds) for four (Residents #2, #6, #17, and #21) of four sampled residents that required assistance with | A 052 | | |

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| A 052 | Continued From page 4<br>self-administration of medications.<br><br>Findings Included:<br><br>During an observation of the med pass with Staff D (an unlicensed Medication Technician) for Resident #2, #6, #17, and #21, conducted on , Staff D did not assist Residents #2, #6, #17, and #21's meds according to the required steps in 429.256 Florida Statutes and did not follow control standards while assisting the residents with their meds. At 12:00pm, Staff D assisted Resident #21 with the resident's prescribed med , 400mg. While assisting Resident #21, the portable phone in Staff D's shirt pocket rang and the staff reached into her pocket and pulled the phone out and answered it. Staff D did not remover her gloves and after the call, Staff D continued to assist Resident #21 with the med without changing her gloves or sanitizing her . At 12:03pm, Staff D began assisting Resident #17 with the resident's prescribed med , 500mg without changing her gloves or sanitizing her . Staff D at one point wiped her own forehead with the of her with the same glove on. At 12:05pm, Staff D began assisting Resident #6 with the resident's prescribed meds , 25mg, , 250mg, , 5mg, , 25mg, , 100mg, and 88mcg. Staff D did not offer Resident #6 the resident's prescribed meds Spray. Staff D did not change gloves or sanitize after assisting Resident #6 with meds. At 12:10pm, Staff D began assisting Resident #2 with the resident's prescribed as needed Proair Hydrofluoroalkane 90mcg inhaler. Staff D did not change gloves or wash or sanitize before or after assisting Resident #2. Resident #2 approached Staff D at | A 052 | | |

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| A 052 | Continued From page 5<br><br>the med cart and asked for the inhaler. Staff D opened a med cart drawer reached in and pulled the inhaler out of the cart and handed it to the resident. Staff D briefly looked at the label and did not compare the label to the Medication Observation Record. Staff D continued to assist another resident with the same gloves on since the med pass start at 12:00pm. Staff D did not wash or sanitize . . . . before or during the med pass.<br><br>During an interview with the Administrator, conducted on . . . . . at 04:16pm, the Administrator stated that the Facility continued to have ongoing issues with meds and was working very hard to get everything corrected.<br><br>Class III | A 052 | | |
| A 081 SS=D | 58A-5.0191( ) FAC Training - Staff In-Service<br><br>(2) STAFF PRESERVICE ORIENTATION.<br>(a) Facilities must provide a preservice orientation of at least 2 hours to all new assisted living facility employees who have not previously completed core training as detailed in subsection (1).<br>(b) New staff must complete the preservice orientation prior to interacting with residents.<br>(c) Once complete, the employee and the facility administrator must sign a statement that the employee completed the preservice orientation which must be kept in the employee's personnel record.<br>(d) In addition to topics that may be chosen by the facility administrator, the preservice orientation must cover:<br>1. Resident's rights; and,<br>2. The facility's license type and services offered | A 081 | | |

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| A 081 | Continued From page 6<br>by the facility.<br><br>(3) STAFF IN-SERVICE TRAINING. Facility administrators or managers shall provide or arrange for the following in-service training to facility staff:<br>(a) Staff who provide direct care to residents, other than nurses, certified nursing assistants, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive a minimum of 1 hour in-service training in [illegible] control, including universal precautions and facility sanitation procedures, before providing personal care to residents. The facility must use its [illegible] control policies and procedures when offering this training. Documentation of compliance with the staff training requirements of 29 CFR 1910.1030, relating to [illegible] borne [illegible], may be used to meet this requirement.<br>(b) Staff who provide direct care to residents must receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects:<br>1. Reporting adverse incidents.<br>2. Facility emergency procedures including chain-of-command and staff roles relating to emergency evacuation.<br>(c) Staff who provide direct care to residents, who have not taken the core training program, shall receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects:<br>1. Resident rights in an assisted living facility.<br>2. Recognizing and reporting resident [illegible], neglect, and [illegible]. The facility must use its [illegible] prevention policies and procedures when offering this training.<br>(d) Staff who provide direct care to residents, | A 081 | | |

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| A 081 | Continued From page 7<br><br>other than nurses, CNAs, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive 3 hours of in-service training within 30 days of employment that covers the following subjects:<br>1. Resident behavior and needs.<br>2. Providing assistance with the activities of daily living.<br>(e) Staff who prepare or serve food, who have not taken the assisted living facility core training must receive a minimum of 1-hour-in-service training within 30 days of employment in safe food handling practices.<br>(f) All facility staff shall receive in-service training regarding the facility's resident elopement response policies and procedures within thirty (30) days of employment.<br>1. All facility staff shall be provided with a copy of the facility's resident elopement response policies and procedures.<br>2. All facility staff shall demonstrate an understanding and competency in the implementation of the elopement response policies and procedures.<br><br>This Statute or Rule is not met as evidenced by:<br>Based on record review and interview the facility failed to ensure 1 (Staff B) of 5 staff records sampled had received training in Activities of Daily Living and Behavioral Needs within 30 days of hire.<br><br>Findings included:<br><br>An employee record review conducted on . . . . . revealed that Staff B with a date of hire of had no documentation of having had training in Activities of Daily Living and Behavioral Needs within 30 days of hire. | A 081 | | |

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| A 081 | Continued From page 8<br><br>During an interview conducted on at 5:23pm, the Administrator confirmed the lack of documentation of Staff B having had training in Activities of Daily Living and Behavioral Needs within 30 days of hire. The Administrator stated, "I thought our training was all caught up."<br><br>Class III | A 081 | | |