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
	AL11966154	A. BUILDING: _____ B. WING _____	02/26/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PALMS OF ST LUCIE WEST (THE)	501 NW CASHMERE BLVD. PORT SAINT LUCIE, FL 34986

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	Initial Comments An unannounced Change of Ownership (CHOW) survey was conducted on [illegible] and [illegible] at Palms of St Lucie West (The). The facility had deficiencies at the time of the survey.	A 000		
A 052 SS=D	429.256(.); 59A-36.008(3) Medication - Assistance with Self-Admin 429.256 (3) Assistance with self-administration of medication includes: (a) Taking the medication, in its previously dispensed, properly labeled container, including an [illegible] syringe that is prefilled with the proper dosage by a pharmacist and an [illegible], that is prefilled by the manufacturer, from where it is stored, and bringing it to the resident. (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. (c) Placing an oral dosage in the resident's [illegible] or placing the dosage in another container and helping the resident by lifting the container to his or her [illegible]. (d) Applying [illegible] medications. (e) Returning the medication container to proper storage. (f) Keeping a record of when a resident receives assistance with self-administration under this section. (g) Assisting with the use of a [illegible], including removing the cap of a [illegible], opening the unit dose of [illegible] solution, and pouring the prescribed premeasured dose of medication into the dispensing cup of the [illegible]. (h) Using a [illegible] to perform [illegible] level checks. (i) Assisting with putting on and taking off	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 stockings. (j) Assisting with applying and removing an but not with titrating the prescribed settings. (k) Assisting with the use of a continuous positive airway pressure device but not with titrating the prescribed setting of the device. (l) Assisting with measuring vital signs. (m) Assisting with bags. (4) Assistance with self-administration does not include: (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. (b) The preparation of syringes for injection or the administration of medications by any injectable route. (c) Administration of medications by way of a tube inserted in a of the body. (d) Administration of preparations. (e) Irrigations or debriding agents used in the treatment of a skin condition. (f) , , or preparations. (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. (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 (5) Assistance with the self-administration of medication by an unlicensed person as described in this section shall not be considered administration as defined in s. 465.003. 59A-36.008 (3) ASSISTANCE WITH SELF-ADMINISTRATION. (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 59A-36.011, 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. (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. (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. (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. (e) When a resident who receives assistance with medication is away from the facility and from facility staff, the following options are available to	A 052		

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A 052	Continued From page 3 enable the resident to take medication as prescribed: 1. The health care provider may prescribe a medication schedule that coincides with the resident's presence in the facility, 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, 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 4. Medications may be separately prescribed and dispensed in an easier to use form, such as unit dose packaging. (f) Assistance with self-administration of medication does not include the activities detailed in section 429.256(4), F.S. 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. 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. (g) All trained staff must adhere to the facility's control policy and procedures when assisting with the self-administration of medication. This Statute or Rule is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure the following: 1) Licensed staff (Staff A) followed	A 052		

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A 052	Continued From page 4 washing/ . . sanitizing facility policy and procedures, and control standards of practice regarding handwashing and . . sanitizing when providing medications to 4 of 4 residents observed during medication administration and assistance with self-administered medications (Resident #11 and 3 unidentified residents); 2) Pill crusher used for crushing resident medications was kept clean from dust and debris; and 3) Unlicensed Staff (Staff D) followed the required steps in assisting residents with self-administered medications by taking 1 of 1 sampled Resident's medication, in its previously dispensed, properly labeled container, from where it was stored, and bringing it to the resident, reading the label, opening the container, and removing the prescribed amount of medication from the labeled container (Resident #14). The findings included: 1) On at 8:51 AM, Staff A was observed providing medication administration to Resident #11. Staff A did not wash or sanitize her . . before beginning preparations for medication administration. This staff member removed medication from locked cart and compared the medication label with the Medication Observation Record. She removed the medication from the labeled pill package and placed the medications into a small med cup. She, then, poured the medication tablets into a small plastic bag and placed the bag into the pill crusher to crush the tablets. Staff A, then, donned disposable gloves, without first washing her , and picked up a	A 052		

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A 052	Continued From page 5	A 052		

medication capsule and emptied the contents into a small container of applesauce. She added the rest of the crushed medications into applesauce and stirred the contents together. Staff A fed the contents of the applesauce to Resident #11 and ensured the resident swallowed all of the applesauce and medication mixture.

After Resident #11 consumed her medications, Staff A proceeded to administer 2 sprays of medication in each of Resident #11's nostrils. When finished, Staff A did not clean off the top of the . . . applicator before placing the lid on the bottle and placing in the medication cart.

Staff A initialed the MOR immediately after all the medications were given to the resident.

On . . . . . beginning at 11:45 AM, Staff A was observed preparing noon time medications for 3 different residents. The purpose of the observation was to watch for sanitizing or . . . washing prior to, and in between, the provision of these medications to each resident. At no time did Staff A wash or sanitize her . . . while preparing the 3 noon medications.

2) Upon completion of the use of the pill crusher for Resident #11, the pill crusher was inspected. There was a build up of dirt and debris on the walls of the pill crusher in the location where the packet of pills would be placed for crushing. Photo evidence was taken and is available in supporting documentation.

On at 12:20 PM, the Director of Resident Care was shown the soiled pill crusher. She stated she would make sure the pill crusher was cleaned and sanitized by running it through the dishwashing machine.

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A 052	Continued From page 6 3) On at 12:12 PM, Staff D, an unlicensed staff providing medications to residents in the Memory Care unit, was observed removing medication from locked . . . . . box inside a locked medication cart, which was located in the nursing station across from the dining room. Staff D verified the medication with the MOR and placed the pill into a small med cup. Staff D took the med cup to Resident #14, who was seated in the dining room. Resident #14 was not present at the time Staff D removed the medication from its labeled container and placed into the medication cup. Staff D did not read the medication label in the presence of the resident prior to removing the medication from its labeled container. On . . . . . at 12:20 PM, The Director of Resident Care acknowledged the concerns that were observed during the administration and assistance with medications on and . . . . . . Class III	A 052		
A 084 SS=D	59A-36.011(6) FAC 429.52(6), FS Training - Assis Self-Admin Meds & Med Mgmt 59A-36.011 (6) ASSISTANCE WITH THE SELF-ADMINISTRATION OF MEDICATION AND MEDICATION MANAGEMENT. Unlicensed persons who will be providing assistance with the self-administration of medications as described in rule 59A-36.008, F.A.C., must meet the training requirements pursuant to section 429.52(6), F.S., prior to assuming this responsibility. Courses	A 084		

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A 084	Continued From page 7 provided in fulfilment of this requirement must meet the following criteria: (a) Training must cover state law and rule requirements with respect to the supervision, assistance, administration, and management of medications in assisted living facilities; procedures and techniques for assisting the resident with self-administration of medication including how to read a prescription label; providing the right medications to the right resident; common medications; the importance of taking medications as prescribed; recognition of side effects and adverse reactions and procedures to follow when residents appear to be experiencing side effects and adverse reactions; documentation and record keeping; and medication storage and disposal. Training shall include demonstrations of proper techniques, including techniques for [illegible] control, and ensure unlicensed staff have adequately demonstrated that they have acquired the skills necessary to provide such assistance. (b) The training must be provided by a registered nurse or licensed pharmacist who shall issue a training certificate to a trainee who demonstrates, in person and both physically and verbally, the ability to: 1. Read and understand a prescription label; 2. Provide assistance with self-administration in accordance with section 429.256, F.S., and rule 59A-36.008, F.A.C., including: a. Assist with oral dosage forms, [illegible] dosage forms, and [illegible] and [illegible] dosage forms; b. Measure liquid medications, break scored tablets, and crush tablets in accordance with prescription directions; c. Recognize the need to obtain clarification of an "as needed" prescription order;	A 084		

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A 084	Continued From page 8 d. Recognize a medication order which requires judgment or discretion, and to advise the resident, resident's health care provider or facility employer of inability to assist in the administration of such orders; e. Complete a medication observation record; f. Retrieve and store medication; g. Recognize the general signs of adverse reactions to medications and report such reactions; h. Assist residents with syringes that are prefilled with the proper dosage by a pharmacist and that are prefilled by the manufacturer by taking the medication, in its previously dispensed, properly labeled container, from where it is stored, and bringing it to the resident for self-injection; i. Assist with ; j. Use a to perform testing; k. Assist residents with and continuous positive airway pressure (CPAP) devices, excluding the titration of the levels; l. Apply and remove stockings and hosiery; m. Placement and removal of bags, excluding the removal of the or manipulation of the site; and, n. Measurement of , rate, temperature, and , rate. (c) Unlicensed persons, as defined in section 429.256(1)(b), F.S., who provide assistance with self-administered medications and have successfully completed the initial 6 hour training, must obtain, annually, a minimum of 2 hours of continuing education training on providing assistance with self-administered medications and safe medication practices in an assisted	A 084		

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A 084	Continued From page 9 living facility. The 2 hours of continuing education training may be provided online. (d) Trained unlicensed staff who, prior to the effective date of this rule, assist with the self-administration of medication and have successfully completed 4 hours of assistance with self-administration of medication training must complete an additional 2 hours of training that focuses on the topics listed in sub-subparagraphs (6)(b)2.h.-n. of this section, before assisting with the self-administration of medication procedures listed in sub-subparagraphs (6)(b)2.h.-n. 429.52 (6) Staff involved with the management of medications and assisting with the self-administration of medications under s. 429.256 must complete a minimum of 6 additional hours of training provided by a registered nurse, a licensed pharmacist, or agency staff. The agency shall establish by rule the minimum requirements of this additional training. This Statute or Rule is not met as evidenced by: Based on employee record review, and staff interview, the facility failed to ensure 2 of 2 unlicensed staff assisting with self-administered medications (Staff B and Staff C) received an additional 2 hours of training that focused on the topics of assisting residents with pre-filled syringes or , , , assisting with , using a , assisting with , and continuous positive airway pressure devises, applying and removing stockings and hosier, placement and removal of , bags, and measurement of / rate/temperature/ , , rate.	A 084		

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A 084	Continued From page 10 The findings included: 1) During the record review for Staff B, whose hire date was , a training certificate showing completion of an initial 6-hour training related to Assistance with Self-Administered Medications, dated , was found within Staff B's personnel file. Also found within Staff B's personnel file were training certificates showing completion of the required annual 2 hours continuing education training related to Assistance with Self-Administered Medications, dated and . However, there was no training certificate found within Staff B's personnel file which confirmed completion of the additional 2 hours of training required related to the Assistance with Self-Administered Medications specific to the topics listed above. 2) During the record review for Staff C, whose hire date was , a training certificate showing completion of an initial 4-hour training related to Assistance with Self-Administered Medications, dated , was found within Staff BC's personnel file. Also found within Staff C's personnel file was a training certificate showing completion of the required annual 2 hours continuing education training related to Assistance with Self-Administered Medications, dated . However, there was no training certificate found within Staff C's personnel file which confirmed completion of the additional 2 hours of training required related to the Assistance with Self-Administered Medications specific to the topics listed above. On at 11:30 AM, the missing training documentation was discussed with the Business Office Manager/Human Relations. On at 12:25 PM, he confirmed there was no training	A 084		

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A 084	Continued From page 11 certificate for the additional 2-hour medication training specific to topics listed above for either Staff B or Staff C. Class III	A 084		