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
	AL11953279	A. BUILDING: _____ B. WING _____	R 07/01/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PALMS OF PUNTA GORDA (THE)	2295 SHREVE STREET PUNTA GORDA, FL 33950

(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 revist survey was completed on . . . . at The Palms of Punta Gorda, an assisted living facility in Punta Gorda, Florida. The revisit was to the off-year re-licensure survey completed on and prior revisit of . This survey was completed in conjunction with 5 other revisit surveys and the Change of Ownership survey. The following is a description of the deficiencies.	{A 000}		
{A 081}	59A-36.011( ) FAC Training - Staff In-Service (2) STAFF PRESERVICE ORIENTATION. (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). (b) New staff must complete the preservice orientation prior to interacting with residents. (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. (d) In addition to topics that may be chosen by the facility administrator, the preservice orientation must cover: 1. Resident's rights; and, 2. The facility's license type and services offered by the facility. (3) STAFF IN-SERVICE TRAINING. Facility administrators or managers shall provide or arrange for the following in-service training to facility staff: (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	{A 081}		

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{A 081}	Continued From page 1 hour in-service training in control, including universal precautions and facility sanitation procedures, before providing personal care to residents. The facility must use its control policies and procedures when offering this training. Documentation of compliance with the staff training requirements of 29 CFR 1910.1030, relating to borne , may be used to meet this requirement. (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: 1. Reporting adverse incidents. 2. Facility emergency procedures including chain-of-command and staff roles relating to emergency evacuation. (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: 1. Resident rights in an assisted living facility. 2. Recognizing and reporting resident , neglect, and , . The facility must use its prevention policies and procedures when offering this training. (d) Staff who provide direct care to residents, 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: 1. Resident behavior and needs. 2. Providing assistance with the activities of daily living. (e) Staff who prepare or serve food, who have not taken the assisted living facility core training must	{A 081}		

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{A 081}	Continued From page 2 receive a minimum of 1-hour-in-service training within 30 days of employment in safe food handling practices. (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. 1. All facility staff shall be provided with a copy of the facility's resident elopement response policies and procedures. 2. All facility staff shall demonstrate an understanding and competency in the implementation of the elopement response policies and procedures. This Statute or Rule is not met as evidenced by: Based on record review, and interview the facility failed to ensure personnel had their required training to perform their job duties for providing care and services to the residents for 5 (Staff A, B, C, D and Executive Director [ED]) of 8 personnel records reviewed. The findings included: 1. A review of Staff A's personnel record showed she was hired on [redacted] as a resident aide. Resident aides provide direct care assistance to the residents. She received training in [redacted] control for 20 minutes. The required time is one hour. She had training in Activities of Daily Living (ADL) and behavioral needs for one hour. The required time is three hours. She had training in major incidents and emergency procedures for 20 minutes. The required time is one hour. She had training in resident rights and [redacted], neglect, [redacted] for 20 minutes and the required time is one hour. A review of Staff B's personnel record showed	{A 081}		

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{A 081}	Continued From page 3 she was hired on ..... as a resident aide. She received training in control for 45 minutes. There is no documentation she received training in ADL and behavioral needs, resident rights, ..., neglect, , ... and safe food handling. She received training in major incidents and emergency procedure for 20 minutes. A review of Staff C's personnel record showed she was hired on ..... as a resident aide. There was no documentation she received training in ADL and behavioral needs, elopement training and major incidents and emergency procedures. A review of Staff D's personnel record showed he was hired on as a resident aide. He received training in ..... control for 20 minutes. There was no documentation he received training in ADL and behavioral needs. A review of the Executive Director's personnel record showed she was hired and worked first on ..... . She received no pre-service in-service and no control training from the facility's own policy and procedure after hire. 2. An interview was conducted with the Business Office Manager on at 2:00 p.m. These staff records were reviewed and she stated she was not aware of the regulations for time required training. She was unaware some of the required training was not completed and some of the online training does not meet these requirements. Class III	{A 081}		

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{A 083}	Continued From page 4	{A 083}		
{A 083}	59A-36.011(5) FAC Training - First Aid and (5) FIRST AID AND ( ). A staff member who has completed courses in First Aid and and holds a currently valid card documenting completion of such courses must be in the facility at all times. (a) Documentation that the staff member possess current certification that requires the student to demonstrate, in person, that he or she is able to perform and which is issued by an instructor or training provider that is approved to provide training by the American Red Cross, the American Association, the National Safety Council, or an organization whose training is accredited by the Commission on Accreditation for Pre-Hospital Continuing Education satisfies this requirement. (b) A nurse shall be considered as having met the training requirement for First Aid. An emergency medical technician or paramedic currently certified under chapter 401, Part III, F.S., shall be considered as having met the training requirements for both First Aid and C.P.R. This Statute or Rule is not met as evidenced by: Based on record review and staff interview, the facility failed to ensure a staff member with a current course in First Aid and , , ( ) is in the facility at all times. The findings included: 1. Record review on revealed the following: A review of the facility's staff schedule showed there are four staff who work in the 11:00 p.m. through 7:00 a.m. shift (3rd shift).	{A 083}		

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{A 083}	Continued From page 5 Staff A, B, C and D work on the 3rd shift. Staff C works Sunday through Thursday, Staff B works Sunday, Monday and Friday, Staff A works Tuesday through Saturday, Staff D works on Fridays. A review of Staff A's personnel record showed she was hired on as a resident aide. There is no documentation in her record to show she is certified in First Aid and . A review of Staff B's personnel record showed she was hired on as a resident aide. The documentation in her record showed her certification for First Aid and expired on . A review of Staff C's personnel record showed she was hired on as a resident aide. There is no documentation in her record to show she is certified in First Aid and . Further review of the facility's staff schedule for the 3rd shift showed Staff D works on Fridays. A review of his record showed he is certified in First Aid and . Therefore, the facility has no staff member certified in First Aid and from 11:00 p.m. through 7:00 a.m. every Saturday through Thursday. On at 6:45 p.m., the Management Schedule was presented to the surveyor. The Management Scheduled only had job titles and a set day time schedule. Although the Resident Care Director (RCD) had been working night shifts, her hours were not shown as worked on either the night shift schedule or the Management Schedule for the month of . Interview on at 5:46 p.m. by phone, the	{A 083}		

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{A 083}	Continued From page 6 RCD said there are times she will work from 12:00 a.m. through 5:00 a.m. or 6:00 a.m. She confirmed she is not on that schedule, she does not have a time sheet nor documentation of her time working this shift. She also verified the was an online course without in-person demonstration. She said she did not realize the difference in regulations with the assisted living facility requiring the in-person demonstration for the to be valid. 2. An interview was conducted with the Business Office Manager on at 4:45 p.m. She said the Resident Care Director, who is a registered nurse, works the 3rd shift Sunday through Thursday. However, she is not on the work schedule. See A0161 for details concerning the staff schedule on the Change of Ownership survey dated . Class III	{A 083}		
{A 084}	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 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	{A 084}		

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{A 084}	Continued From page 7 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 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, , , dosage forms, and , , , and 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; 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;	{A 084}		

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{A 084}	Continued From page 8 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 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	{A 084}		

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{A 084}	Continued From page 9 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 record review and staff interview, the facility failed to ensure a staff member is available to assist residents with medications is available at all times. The findings included: 1. A review of the facility's staff schedule showed there are four staff who work in the 11:00 p.m. through 7:00 a.m. shift (3rd shift). Staff A, B, C and D work on the 3rd shift. Staff C works Sunday through Thursday, Staff B works Sunday, Monday and Friday, Staff A works Tuesday through Saturday and Staff D works Fridays. 2. A review of Staff A's personnel record showed she was hired on as a resident aide. There is no documentation in her record to show she is	{A 084}		

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{A 084}	Continued From page 10 trained in assisting residents to self administer their medications. 3. A review of Staff B's personnel record showed she was hired on as a resident aide. There is no documentation in her record to show she is trained in assisting residents to self administer their medications. 4. A review of Staff C's personnel record showed she was hired on as a resident aide. There is no documentation in her record to show she is trained in assisting residents to self administer their medications. 5. Further review of the facility's staff schedule for the 3rd shift showed Staff D works on Fridays. A review of his record showed he is trained to assist residents to self administer their medications. A review of the medication observation records for the residents throughout the facility showed several residents have prescribed "as needed" medications and who are able to ask for these medications. Therefore, the facility has no staff member trained to assist residents to self administer their medications from 11:00 p.m. through 7:00 a.m. every Saturday through Thursday. 6. In an interview on at 4:45 p.m., the Business Office Manager said the Resident Care Director, who is a registered nurse, works the 3rd shift Sunday through Thursday. However, she is not on the work schedule, and had no valid card. See A0161 for details concerning the staff schedule on the Change of Ownership survey dated . Class III	{A 084}		

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{A 090}	59A-36.011(11) FAC Training - (11) TRAINING. (a) Currently employed facility administrators, managers, direct care staff and staff involved in resident admissions must receive at least one hour of training in the facility's policies and procedures regarding (b) Newly hired facility administrators, managers, direct care staff and staff involved in resident admissions must receive at least one hour of training in the facility's policy and procedures regarding within 30 days after employment. (c) Training shall consist of the information included in rule 59A-36.009, F.A.C. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure personnel received the required training in the facility's policy and procedure for for staff who provide direct care services for the residents for 4 (Staff A. B. C. and Resident Care Director) of 7 staff reviewed for care training. The findings included: 1. A review of Staff A's personnel record showed she was hired on as a resident aide. Resident provide direct care assistance to residents. There was no documentation in her personnel record she received training in the facility's policy and procedure for A review of Staff B's personnel record showed she was hired on as a resident aide.	{A 090}		

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{A 090}	Continued From page 12 Her personnel record showed she received training the the facility's policy and procedure in [redacted] for 20 minutes. The required time for this training is one hour. A review of Staff C's personnel record showed she was hired on [redacted] as a resident aide. There was no documentation in her personnel record she received training in the facility's policy and procedure of [redacted]. A review of the Resident Care Director's personnel record showed she was hired on [redacted]. Her personnel record showed she received training the the facility's policy and procedure in [redacted] for 20 minutes on [redacted]. The required time for this training is one hour. 2. An interview was conducted with the Business Office Manager on [redacted] at 2:00 p.m. These staff records were reviewed and she stated she was not aware of the regulations for time required training. She was unaware some of the required training was not completed and some of the online training does not meet these requirements. Class III	{A 090}		