| STATEMENT OF DEFICIENCIES | (X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: | (X3) DATE SURVEY COMPLETED |
|---|---|---|
| | AL11965661 | 11/18/2013 |
| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE | |
| **Spring Hills Lake Mary** | **3655 W. Lake Mary Blvd. Lake Mary, FL 32746** | |
| SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION) | | |

**List of Tags Cited:**
St - A - 0025 - 58a-5.0182(1) Fac - Resident Care - Supervision S-S= G

**Specific Tag Findings:**

0000-Initial Comments
A Complaint inspection CCR#2013009285 was conducted on .

Spring Hills of Lake Mary had a deficiency found at the time of the visit.
0025-Resident Care - Supervision 58A-5.0182(1) FAC
Based on record review and interview the facility failed to provide timely medical care when a resident experienced a with a for 1 of 4 sampled residents (#3).

Findings:

The Agency for Healthcare Administration received information that resident #3 had a sustained a and did not receive timely medical care.

Review of resident record for #1 revealed an Assisted Living Facility Health Assessment Form (1823) updated on that stated diagnoses of with hip times 2, advanced and advanced Parkinson's . The 1823 further documented the resident needed supervision with ambulation, dressing, bathing, eating, toileting and transferring.

Review of Nurses Notes revealed:

at 10:40 PM resident found on floor complained of left knee and thigh pain, cannot bear weight on left leg. Message left for physician and family member. Family was informed resident needed to go to the Emergency (ER). Family member refused and stated she would come to the facility as soon as possible.
at 11:20 PM family member arrived and refused to send resident to ER and stated she would stay with him tonight. ER paperwork completed.
at 7 AM staff stated unable to dress resident due to left leg pain. Writer informed family member left at approximately 1:30 AM. Will notify family member that pain continues.
at 8 AM family member here. Is now ok with family member that resident goes to the ER.
at 9:10 AM sent to ER via stretcher with family member in attendance.

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Review of incident report dated [redacted] at 10:40 PM stated resident found on floor on right side, unable to bear weight on left leg. Staff lifted resident and placed in bed. Complained of left knee pain. Message left with the physician at 10:55 PM and family notified. Resident was not taken to the hospital, family refused.

Phone interview with the physician on 11[redacted] at approximately 3:30 PM, who stated she and her Advanced Registered Nurse Practitioner (ARNP) were on call 24 hours a day and would have returned the call to the facility if she was informed the resident had a [redacted] and was not weight bearing. She was not aware the resident had significant pain with the [redacted]. She stated she would have ordered an x-ray immediately and let the family know that the resident needed to be sent out. If the resident had significant pain and was not weight bearing he should have been sent out immediately. When the staff evaluated him he complained of some pain. She was not notified the resident had significant pain with the injury.

Review of the hospital History and Physical dated [redacted] revealed the resident was admitted for a [redacted] with a [redacted] hip. The patient [redacted] off the bed and then he was not able to move. The patient sustained a left [redacted]. The plan was to provide pain control and consultation for possible [redacted] reduction, internal fixation of the [redacted]. At 9:37 AM the resident was in moderate aching pain that was exacerbated by movement and relieved by nothing. He had tenderness of the left hip, mild external rotation and minimal shortening. The resident had a recent hip fixation on the right.

During the interview with Staff C on [redacted] at approximately 2:50 PM regarding [redacted], who worked 3-11 PM when resident #3 [redacted] his femur. She usually worked on Assisted Living Facility side, worked in the Memory Care Unit at times. The aides heard him [redacted] he was complaining of left knee pain and could not bear weight. She called his family; the family member refused to send him to the ER and stated she would spend the night with him. Staff C had all the paperwork ready to send him to the ER. He was still in the facility in AM when she came to work the 7-3 PM shift and the family member was not there. The night shift staff called the family member and Staff C spoke to the family member, when she arrived at the facility in the AM. Another family member came in with her and we told him the resident needed to go out, even if we did x-rays here. The family member spoke to other family member and she finally agreed to send him to the ER. When Staff C came in at 7 AM, she observed the resident and as long as he was lying still he was ok, as long as there was no movement. He only complained about the knee and thigh before Staff C left from working the 3-11 PM shift. The family member brought in [redacted] and was going to manage his pain for the night. Staff C stated she left a message with the physician and the physician did not call back before she left work at approximately 11:15 PM. At 3:15 PM Staff C stated the

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physician never called back that night. By the time the physician called back the resident was sent to the ER.

The staff did not call the physician back to inform her of the resident's inability to bear weight and significant pain upon movement.

Interview with Staff E, caregiver on [redacted] at approximately 3:05 PM; she worked 11-7 AM and provided care to resident #3 when he [redacted] his femur. She stated he was in pain when we went in and changed him. He would barely move, when we changed him he would say where he had pain in his thigh. He was not in severe pain; he did not want to be moved. The family member stayed until about 1:30 PM. Stated she was not sure if anyone gave him anything for pain. The staff member did not notify the physician that the resident continued to have pain during the 11-7 AM shift.

Interview with the DRC on [redacted] at approximately 2:18 PM who stated the resident was in MCU; he began to decline about 7-8 months ago and could not ambulate alone safely. He was found on the floor, it was reported to the physician and the family member that he was in pain and needed to be sent out. The physician was aware the family member refused to send him out. The family member was called back and informed the resident needed to be sent out. The family member was not happy with a previous situation when the resident went to the hospital and to rehabilitation. The DRC was not in the facility at the time of the incident. The resident was sent to the ER before he arrived for work on [redacted] and was made aware of the incident. The family member was the Power of Attorney; she was denying him further care.

Class II

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

2013

Administrator
Spring Hills Lake Mary
3655 W. Lake Mary Blvd.
Lake Mary, FL 32746

Dear Administrator:

Re: CCR #2013009285

This letter reports the findings of a state licensure survey that was conducted on 2013 by representative(s) of this office.

Attached is the provider's copy of the State (5000-3547) Form, which indicates the deficiencies that were identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct these deficiencies within thirty days of the date of this letter unless the Agency has approved another timeframe. Staff from this office will conduct a review after **2014,** to verify that the necessary corrections are in place to correct the deficiencies identified on your survey.

The Quality Assurance Questionnaire has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at http://ahca.myflorida.com/Publications/Forms.shtml as a first step in providing a web-based interactive consumer satisfaction survey system. You may access the questionnaire through the link under Health Facilities and Providers on this page. Your feedback is encouraged and valued, as our goal is to ensure the professional and consistent application of the survey process.

Thank you for the assistance provided to the surveyor(s). Should you have any questions please call Lorraine Henry at

Sincerely,

Theresa DeCanio, RN
Field Office Manager

LH/be
Enclosure

Headquarters
2727 Mahan Drive
Tallahassee, FL 32308
http://ahca.myflorida.com

Orlando Field Office
400 W. Robinson St., Suite S-309
Orlando, FL 32801
Phone (407) 420-2502; Fax (407) 245-0998