

AGENCY FOR HEALTH CARE
ADMINISTRATION

PRINTED: 01/21/2014
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11964912	(X3) DATE SURVEY COMPLETED 12/10/2013
NAME OF PROVIDER OR SUPPLIER Emeritus At Southpoint	STREET ADDRESS, CITY, STATE, ZIP CODE 6895 Belfort Oaks Place Jacksonville, FL 32216	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:

St - A - 0000 - - Initial Comments

St - A - 0030 - 58a-5.0182(6) Fac; 429.28 Fs - Resident Care - Rights & Facility Procedures S-S= D

Specific Tag Findings:

0000-Initial Comments

An unannounced complaint survey, CCR# 2013012785, was conducted at Emeritus at Southpoint in Jacksonville, Florida on , 2013. Licensure deficiencies were identified at the time of the survey.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS

Based on observation, interviews and record reviews, the facility failed to provide access to adequate and appropriate health care consistent with established and recognized standards. The facility failed to provide the necessary supplies required for personal and care which could potentially impact all 86 residents within the facility.

The findings include:

An observation of both supply on at approximately 9:25 AM revealed a significant shortage of supplies. A small supply closet had very few supplies available for staff/resident use. The large supply observed to have holiday supplies, picnic supplies, and activities supplies, however, very few actual care supplies were observed. One case of Poise pads was observed on the floor. There were no gloves or briefs observed in this

An interview with Employee D at 9:33 AM revealed the following: When asked how many supply the facility had, Employee D replied that there were two supply. She also said that Employee C handled all of the supplies, the ordering and the tracking of same. When asked how supplies were dispensed to the residents, Employee D said that when the caregivers needed supplies for a resident, they went to the supply retrieved what they needed.

An interview with Employee C at 12:24 PM revealed the following: "They order supplies here every two weeks. Before me, the previous administrator did all the ordering. I don't know what her system was. I came here on and when I came, Employee D had just placed an order." When asked how the facility knew what they had and what they needed, Employee C replied that she didn't know, and that she was getting her system together. We are on a Tuesday/Thursday delivery schedule. What was ordered today will come Thursday. How did we come to a point where we needed gloves/briefs and we didn't know about it? We were never out; we got low, so Maria went out yesterday. We talked about designating a coordinator to manage and order supplies this morning in the morning meeting. We heard that there were rumblings over the weekend from the staff that we were running low on gloves and briefs. When they complained, the manager on duty went out to get some more supplies."

An interview with Employee G at 12:36 PM revealed the following: She was the manager on duty (MOD) on Sunday, "I came in at 8:00 AM. I left at 2:00 PM. If we run out of supplies they send me to pick things up. I gave Resident #6 some samples of depends that I had. I knew the order was coming in. I also gave the staff gloves to use. Yesterday I went to CVS and picked up depends and gloves. I picked up 2 med, 2 large and 2 extra-large depends. They were 32-packs. I also bought three boxes of gloves. I gave out 3 boxes of

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gloves on Sunday that I had in the activities

An interview with Employee H at 12:59 PM revealed that the previous administrator ordered all of the supplies needed for the residents. "We never helped her decide what to order. She just ordered it. We came in this Sunday morning and there were no briefs or gloves. The people who worked at night said, "We don't know what you're gonna do." When Employee G came in, she gave us some gloves from the activity and she went out to CVS to buy some briefs and more gloves."

An interview with Employee I on at 1:11 PM revealed the following: "We always run out of supplies. We run out of gloves, pads, trash bags, pull-ups, and sometimes hand sanitizer. We're never completely out, but we have to rob Peter to pay Paul so to speak. We have to take from the residents who have gloves and briefs to take care of the residents who don't have gloves and briefs. We run out of depends all the time. We have to borrow from the residents who have them in order to give them to the residents who don't. We've been out of drinking cups all weekend, so we've been borrowing from the kitchen."

An interview with Employee K on at 1:52 PM revealed the following: I came in at 6:00 AM on Sunday. We did rounds. The night shift didn't relay any information to me about a supply shortage. We have run out of supplies a lot recently. We were able to find things, and we had to scarp for everything like gloves and pull-ups. I wear large gloves, and I have to try to use the small gloves because that's all we have. One of our staff bought gloves and brought them in this morning. We are using those. We don't have any depends; we have to use diapers. We don't have water cups. We've been getting cups from the kitchen for the last week. Management knows. We called Employee D on Sunday about the fact that there were no supplies, and she said that she would call the administrator. Employee D called me back and asked if we had enough to make it until Monday. We had diapers, but not pull-ups. No one went to the store and bought supplies on Sunday that I know of. If they did, they didn't bring anything to my unit. Today the kitchen staff told us that they're almost out of cups, because we've used so many of their cups.

A review of the facility supply packing slips and order invoices on indicated that orders were placed on 2013, 2013, 2013, and the date of this survey, The order placed on was a large order; however, the following two orders which were placed on 11/6 and were much smaller. The 11/6 order included 21 cases of adult briefs and 7 cases of women's pads. (\$1150.76) The order included 13 cases of briefs and 3 cases of exam gloves. (\$574.46) The order placed today for a cost of \$3746.09 was a much larger order.

A review of the CVS Pharmacy receipt from revealed that 6 packages of CVS brand undergarments (SM/MED, LG and XL) were purchased. LG = 30 ct, XL = 26 ct and SM/MED = 34 ct. So there were 60 large, 52 extra large and 68 small briefs on hand. Also purchased were 3 boxes of vinyl gloves (50 ct each).

A review of a list of residents who were and used briefs that the facility provided for them (as opposed to residents who purchased their own briefs) revealed that 19 residents in the facility were identified as falling into this category.

A review of the facility's Resident Agreement revealed the following: Page three, number four under "Core Services" read, "We assume that you wish to provide your own supplies for personal care and hygiene. However, if you are unable to or choose not to provide such supplies, we will provide you with basic personal items for an extra fee as listed in Appendix B."

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A review of Appendix B revealed that basic personal supplies and incontinence supplies were provided at cost. (Copy of Resident Agreement and Appendix B obtained)

Class III



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

2014

Administrator
Emeritus at Southpoint
6895 Belfort Oaks Place
Jacksonville, FL 32216

Re: CCR #2013012785

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on 2013 by a representative 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. Should you have any questions please call this office at

Sincerely,

Robert E. Dickson
Field Office Manager
Division of Health Quality Assurance

JG/RED/sm
Enclosure

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