STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11965743	07/07/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Century Oaks	4001 Stack Boulevard Melbourne, FL 32901	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:

St - A - 0030 - 58a-5.0182(6) Fac; 429.28 Fs - Resident Care - Rights & Facility Procedures S-S= D
St - A - 0052 - 58a-5.0185(3) Fac - Medication - Assistance With Self-Admin S-S= D
St - A - 0056 - 58a-5.0185(7) Fac - Medication - Labeling And Orders S-S= D

Complaint investigation #2014003470 was conducted on . . . . . Century Oaks had deficiencies found at the time the visit.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on observations interviews and record review the facility failed to ensure 2 of 3 sampled residents (#2 & #3) and 17 random sampled were treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy.

Findings:

During the medication pass on . . . . . at approximately 10:10 AM for resident #3, staff #C, after entering the resident's , proceeded to give the resident her medications, in the presence of the Agency's Registered Nurse . (RNS), without asking the resident and without telling her who the RNS was and why she was there. She informed the resident after the RNS asked her to do so.

The Health Insurance Portability and Accountability Act (HIPAA) privacy noted provided by the administrator indicated: HIPPA Notice of privacy practices The facility is required to: Maintain the privacy of your health information. Provide you with this notice and to abide by the terms. You have the right to request we do not disclose information and access and get a copy of your information.

In an interview with staff B on . . . . . at approximately 12 PM who stated "I know about the staff who gave a family member copies of the MOR because she thought it was the resident's nurse. We are not supposed to do that".

Grievance log entries dated indicated the "daughter of resident #2 requested med forms; staff did not know the daughter. It was a HIPPA violation, she was upset. The daughter called Ombudsman. Follow up - re-teachings - in services.

During resident record review at approximately 1:30 PM the RNS opened the record for resident #3 inside there was list that had 18 names, 1 was highlighted, 3 had a black line across. The list indicated name, "program and dollar amount". In black marker "MUST CALL WHEN YO U SEND RESIDENT TO HOSPITAL". The bottom page listed Sunshine/Tango; American Elder Care and Coventry and their respective telephone numbers.

In an interview with the administrator on . . . . . at approximately 3:30 PM who stated all happened before she began employment at the facility. She looked at the paper and offered no comment.

Class III

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SUMMARY STATEMENT OF DEFICIENCIES
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0052-Medication - Assistance with Self-Admin 58A-5.0185(3) FAC
Based on record review and interview the facility failed to ensure that when staff assisted with medications for 1 of 3 sampled residents (#2) the staff observed the resident take the medications.

Findings:

Resident record review for resident #2 on at approximately 1:30 PM revealed a facility note that indicated that on the resident's daughter found pills wrapped in a napkin. Upon inspection it was discovered they were the morning medications. The medications were then given to the resident. The Medication Observation Record listed the following morning medications: Amlopidine 5 mg, D, Lactaid, 20 mg, 7.5 mg, 2.5/0.25 mg and 20 mg.

Grievance log for resident #2 dated Daughter requested med forms, staff did not know the daughter and gave her the forms and the daughter was upset. In addition the resident gave/ handed daughter 9 pills wrapped in a tissue.

In an interview with the administrator on at approximately 3:30 PM who stated all this happened before she began employment at the facility. She looked at the paper and offered no comment.

Class III

0056-Medication - Labeling and Orders 58A-5.0185(7) FAC
Based on interview and record review the facility failed to make every reasonable effort to ensure that prescriptions for residents who receive assistance with self-administration of medication or medication administration are filled or refilled in a timely manner for 1 of 3 sampled residents (#2) and 3 Random Sampled (RS #1, RS 2 & RS #3).

Findings:

In an interview with staff A on at approximately 11 AM who stated "There is a problem with medications. The resident ran out". Medications should be ordered 7 days before they run out and at least 2 weeks for mail order. The missed medications were noted as exemptions. A report can be generated.

In an interview with staff B on at approximately 12 PM who stated "There is a problem with medications. The resident ran out". Medications should be ordered 7 days before they run out and at least 2 weeks for mail order.

In an interview with staff C on 7 at approximately 10 AM who stated "The residents run out of medication.

Resident record review, including the Medication Observation Record (MOR) for resident #2 on at approximately 1 PM revealed the 2014 MOR listed 4.5 mg patch one every 24 hours and was blank on in AM. Lactaid one with every meal was blank on at 4:30 PM and at 4:30 PM. The MOR

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indicated the medication was not available. Dephenoxylate 2.5/0.05% was not available on & 25 mg was not available on & 25 mg was not available on &

The 2014 MOR listed 4.5 mg patch one every 24 hours and was blank on 6/1, 6/2, 6/3, 6/4 and was indicated as "med not available".

Review of the facility's med pass exemptions report for RS#1, dated 6/1 to listed 40 mg, 5 mg, 10 mg daily not available on

Review of the med pass exemptions report for RS #2, dated 6/1 to listed 40 mg, was not available on to and 0.5% eye drops not available on and Further review of the med pass exemptions report for RS #3 listed 100,000 u/gm, 150 mg and was not available 6/4 &

In an interview with the administrator on at approximately 3:30 PM who stated "I don't know why medications would not be available, possibly the staff was not ordering on time; mail order needed to be ordered 2 weeks in advance. If a resident came from rehab I will ask meds be sent with them. I called the pharmacy to send the The staff can call Butterflied's and request a refill 5 days before running out. She brought the for resident #1.

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Century Oaks
4001 Stack Boulevard
Melbourne, FL 32901

RE: CCR #2014003470

Dear Administrator:

This letter reports the findings of a state licensure complaint investigation survey that was conducted on , 2014 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 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 407-420-2502.

Sincerely,

Theresa DeCanio, RN
Field Office Manager

TDC:clr
Enclosure

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