

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 08/22/2016
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11966519	(X3) DATE SURVEY COMPLETED 08/04/2016
NAME OF PROVIDER OR SUPPLIER INDIGO PALMS AT MAITLAND	STREET ADDRESS, CITY, STATE, ZIP CODE 740 NORTH WYMORE ROAD MAITLAND, FL 32751	

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

0000 Initial Comments

Complaint Investigations #2016005364, #2016006550, #2016005420 and #2016005593 were conducted on Indigo Palms at Maitland, License #10704, had deficiencies at the time of the visit.

0084 Trainina - Assis Self-Admin Meds & Med Mamt

Based on record review and interview, the facility did not ensure that 3 of 10 sampled staff received the assistance with self-administration of medication training per Rule 58A-5.0185, FAC, and that the training met the requirements pursuant to Section 429.52(5), FS (A, B & J).
Findings:

1. Personnel record review on for Staff A, B and J, hired as medication technicians (med techs - unlicensed staff who assist resident with self-administration of medications), revealed the certificates for training in "Assistance with Self Administration of Medications" that were signed by licensed practical nurse (LPN) G.

Med tech J's personnel file revealed she was hired on , and contained a certificate for 4 hours of training in "Assistance with Self-Administration of Medications" on by a registered nurse (RN). Her file also contained additional training certificates for 4 hours each, signed by LPN G, dated // and by the administrator/LPN on // . Additional training and updates were not found in staff J's file.

On at 4:10 PM, the administrator/LPN stated that the CEUworks.com course was developed by an a paramedic using government guidelines. He said when he asked them, he was assured that anyone who became an instructor through their program would then be qualified to teach the "Assistance with Self Administration of Medication" class and meet AHCA requirements. On at 5:15 PM, LPN G/Marketing Director said she went to a multi-day training at CEUworks.com to become an instructor. She was assured that she could teach the course because it was "written by an RN and met all the requirements for AHCA." She stated the staff took the course online and then took a written test in the facility, which she administered. She also said that she gave this course when the staff were waiting until they could take an in-person class from a pharmacy that was only offered once a year. She believed the course she provided would allow them to assist with med pass in the meantime.

2. Personnel file for unlicensed staff A revealed a certificate dated / that indicated she completed a 4 hour training regarding the provision of "Assistance with Self-Administration of Medication" in an

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assisted living (ALF). The training was provided by a pharmacist. The review revealed a certificate, dated 11/1/15, indicated 4 hours of continuing education related to assistance with self-administration of medication and was signed by an LPN. The course was taken on the Internet. The file did not reveal any evidence she attended a 2-hour medication update on safe medication practices in an ALF.

3. Personnel file for staff B revealed she was hired on 11/1/15 in the capacity of a med tech. The review revealed a certificate that indicated completion of the 4-hour medication training on 11/1/15, signed by the facility administrator. His credentials were LPN. A certificate dated 11/1/15 indicated a 4-hour continuing education update training that was completed online. The signature was that LPN G. There was no evidence to confirm staff B received 4 hours of training regarding the provision of assistance with self-administration of medications in an ALF from an RN or a licensed pharmacist, prior to assuming responsibility to assist with medications.

On 11/1/15 at 6:30 PM, the administrator and LPN G said they went to a training and were lead to believe that the training qualified to teach the medication class.

Class III

0163 Records - Resident. Penalties for Alteration

Based on personnel record review and interview, the facility provided fraudulent medication training certificates for 2 of 10 sampled staff (C & F).

Findings:

1. Personnel record review for staff C revealed a certificate of completion that read, "The Participant Listed above has successfully completed a continuing education course on Assisting with Self-Administration of Medication course by CEU works.com (Safety Services). Completion of this course means the above named student has met the requirements of the State and Federal Guidelines of DEOA(sic) and OSHA requirements and meets and exceeds state and Federal guidelines consisting of 4 contact hours." The certificate noted the training was presented by licensed practical nurse (LPN) G, also the Marketing Director, on 11/1/15. There was another certificate for the 4 hour medication training dated 11/1/15 signed by a registered nurse.

On 11/1/15 at 4:20 PM, unlicensed staff C she said she was the Wellness Director and did give medications sometimes. She said she had received the annual training from a local pharmacy and did not have a copy of the certificate. She further said she had not taken any training from a nurse who worked at the facility. Staff C was provided a copy of the certificate of completion from CEU works.com.

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She reviewed the certificate and said she had not taken a training from that company and she had not received training from LPN G, only from the nurse who worked for the pharmacy.

On [redacted] at 5 PM, the administrator was informed that the certificates were fraudulent. He said the staff was probably nervous when she said she did not take the training.

On [redacted] at 5:30 PM, LPN G, said she did provide the training to staff C and also provided a test for her to complete but staff C probably did not remember. LPN G was informed at the time, that staff C reviewed the certificate and said she did not receive the training from the facility, and was sure she had only received the training from the local pharmacy. LPN G was given the opportunity to provide documentation that staff C did attend the training, but the documentation was never provided.

The facility provided fraudulent certificates of completion for medication training. There was no evidence to confirm that the unlicensed staff, who provided assistance with the self-administration of medication to the [redacted] adults of the facility, were appropriately trained.

2. Personal record review for staff F on [redacted] revealed a certificate for 4 hours of training in Assisting with Self Administration of Medications by CEUworks.com (Safety Services), dated [redacted] and signed by LPN G. Staff F also had a card dated [redacted] from CEUworks.com for Assisting with Self Administration of Medications and signed by LPN G.

On [redacted] at 3:20 PM, Staff F was asked about the certificate dated [redacted] for 4 hours of training in "Assisting with the Self-Administration of Medications", signed by LPN G. Staff F said she did not participate in that training.

Class II



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2016

Administrator
Indigo Palms At Maitland
740 North Wymore Road
Maitland, FL 32751

RE: CCR #2016005364

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on , 2016 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.

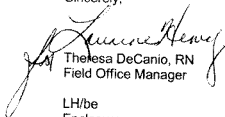
Please attach a summary of your corrective action for each deficiency, including completion dates, on your letterhead. Also include any additional documentation to support correction of identified deficiencies. Submit summary and documents to the Field Office no later than

, 2016. Staff from this office will conduct a review of the provided corrective action and supporting documentation to verify that the necessary corrections are in place to correct the deficiencies identified on your survey, which may include a desk review or onsite revisit.

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 -2502.

Sincerely,


Theresa DeCanio, RN
Field Office Manager

LH/be
Enclosure
XG90

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