RICK SCOTT
GOVERNOR

JUSTIN M. SENIOR
SECRETARY

, 2017

Administrator
the Heritage Alf Of Tavares, Inc.
900 East Alfred Street
Tavares, FL 32778

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on , 2017 by representative(s) of this office.

Attached is the provider's copy of the state form 5000-3547, 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 , 2017.** 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 surveyors. Should you have any questions please call this office at (386)462-6201.

Sincerely,

Kriste J. Mennella
Field Office Manager

KJM/PCP
Enclosure
XG90

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AGENCY FOR HEALTH CARE ADMINISTRATION

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11922369	01/05/2017
NAME OF PROVIDER OR SUPPLIER **HERITAGE ALF OF TAVARES, INC. (THE)**	STREET ADDRESS, CITY, STATE, ZIP CODE **900 EAST ALFRED STREET** **TAVARES, FL 32778**	

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

0000 - Initial Comments

An unannounced biennial relicensure survey with Limited Nursing Services (LNS) was conducted on 1/ through 1/ at The Heritage ALF at Tavares, Inc. (facility license number 5368). Deficiencies were found at the time of the survey.

0030 - Resident Care - Rights & Facility Procedures - 58A-5.0182(6) FAC; 429.28(1-2) FS

Based on observation, interview and record review, the facility failed to follow their policy and procedures for control during meal service for 2 of 22 residents (Resident #1 and #7).

Findings:

1.) An observation of Staff D during lunch service on 1/ at 11:49 AM revealed staff member wearing gloves and pouring drinks for the residents. Staff D was then observed to assist a resident into her chair, then went to the kitchen took off her gloves, got another pair of gloves and put them on, then served hot chocolate to residents. She was then observed to take off the gloves, went into the kitchen with a cup, filled with ice, poured tea and served to a resident. Staff D went back in the kitchen and put on another pair of gloves. At no time was she observed to wash her hands after glove use. Staff D was then observed sitting down with Resident #1 and assisting him with his lunch. She was not observed to wash hands before assisting Resident #1 with lunch.

An interview was conducted with Staff D on 1/ at 12:24 PM. She confirmed that she did not wash her hands during the whole meal service, when she changed her gloves or when she assisted Resident #1 with lunch.

An interview was conducted with the Administrator on 1/ at 12:15 PM. She confirmed Staff D should have washed her hands after removing her gloves and before assisting Resident #1.

A record review of the facility Control Policy reads: #2. Wash hands before and after assisting each resident even if you are wearing gloves. #4. Hands must be washed after taking your gloves off.

2.) An observation of Staff C during lunch service on 1/ at 11:55 AM revealed Staff C bringing a wheelchair bound resident into the dining . She was then observed assisting Resident #7 back to the table by pushing her wheelchair. Staff C sat down and assisted Resident #7 with eating. Staff C got back up to go talk to a co-worker at the medication cart, and was observed to touch her uniform and pull up her pants at waist then sit back down and continued to assist Resident #7 with lunch. At no time was Staff C observed to wash her hands.

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An interview was conducted with Staff C on / at 12:24 PM. She confirmed that she did not wash her hands before assisting Resident #7 with lunch. She further confirmed she did not wash her hands after touching her clothing.

An interview was conducted with the Administrator on / at 12:15 PM. She confirmed Staff C should have washed her hands before and after assisting each resident.

A record review of the facility Control Policy reads: #2. Wash hands before and after assisting each resident even if you are wearing gloves. #4. Hands must be washed after taking your gloves off.

Class III

0054 - Medication - Records - 58A-5.0185(5) FAC

Based on record review and interview, the facility failed to accurately maintain Medication Observation Records (MORS) for 1 of 4 residents (Resident #6).

Findings:

On / , a record review of the electronic prescription for Resident #6 reads: Order dated 0.25 mg/2 ml inhalation suspension, 1 puff and order dated / Diskus 100 mcg-50 mcg inhalation powder, 1 puff .

On / , a record review of the Medication Observation Record (MOR) for Resident #6 for 2016 revealed Diskus 100-50 Inhaler, Inhale 1 puff by mouth two times a day 12 hours apart. 8:00 AM and 8:00 PM. In the section of the MOR that the medication is recorded by day and dose "self-administered" is written across the days. Also 0.25 mg/2 ml , 1 puff two times a day. In the section of the MOR that the medication is recorded as observed are staff initials for the 1st through the 6th of the month. Then the words "self-administered" is written across the rest of the days.

On / , a record review of the MOR for Resident #6 for 2016 revealed Diskus 100-50 Inhaler, Inhale 1 puff by moth two times a day 12 hours apart. 8:00 AM and 8:00 PM. In the section of the MOR that the medication is recorded by day and dose "self-administered" is written across the days.

On / , a record review of the MOR for Resident #6 for 2016 revealed Diskus

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100-50 Inhaler, Inhale 1 puff by moth two times a day 12 hours apart. 8:00 AM and 8:00 PM. In the section of the MOR that the medication is recorded by day and dose "self-administered" is written across the days.

On / , a record review of the MOR for Resident #6 for 2017 revealed Diskus 100-50 Inhaler, Inhale 1 puff by moth two times a day 12 hours apart. 8:00 AM and 8:00 PM. In the section of the MOR that the medication is recorded by day and dose "self-administered" is written across the days.

An interview was conducted with the Pharmacist on / at 11:45 AM. He stated the Diskus 100-50 inhaler and the 0.25 mg/2 ml was never filled because the insurance did not cover medication.

On / , a record review of the insurance claim response for Resident #6's prescribed medications Diskus 100-50 inhaler read "transmit date & time: / at 9:46 AM. Claim was rejected due to product/services not covered-plan/benefit exclusion."

On / , a record review of the insurance claim response for Resident #6 prescribed medications 0.25 mg/2 ml read "transmit date & time at 3:32 PM. Claim was rejected due to may be covered under Part B, not covered under Part D.

On / , a record review of the clinical record for Resident #6 revealed no physician's order to discontinue the medications or any documentation of communication with the physician to notify him the resident was not receiving medications as ordered.

An interview was conducted with the Administrator on / at 10:40 AM. She stated regarding the Diskus inhaler for Resident #6, the resident does not want to pay for it, the POA does not want to pay for it so the pharmacy will not fill it. She further stated she failed to document this issue and she did not inform the physician or get the order discontinued. When asked why there are initials for the 0.25 mg/2 ml in 2016, she stated she did not know, it was just a error to initial those days because the medication never came.

Class III

0056 - Medication - Labeling and Orders - 58A-5.0185(7) FAC

Based on interview and record review, the facility failed to assist with the self-administration of medication, specifically following physician's orders for medications, and failed to obtain medications as

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ordered for 2 of 3 residents (Resident #5 and #6).

Findings:

1.) On / , a record review was conducted of Resident #5's Medication Administration Record (MOR). The MOR for 2016 revealed that Resident #5 was prescribed HFA (QVAR), an inhaler, on . The order for the medication reads "two puffs two times a day. Self-Administered." The resident was also prescribed Proair HFA 90 mcg/inh (90 micrograms per inhalation) on . The Order for the Proair states, "2 puffs every 4 hours as needed ."

On / at 11:30 AM, an interview was conducted with Resident #5. The resident was asked if she kept any medications in her . The resident stated that she did not keep any medications in her that all of her medications were kept in the Medication Cart maintained by the facility. The resident was asked if she was using her inhalers (QVAR and Proair). The resident stated that she had used both of them in the last month. The resident further stated that she went to the Medication Cart and asked the staff for her inhalers.

On / at 12:20 PM, an interview was conducted with the facility administrator. The administrator was asked where Resident #5's QVAR and Proair inhalers were kept. The Administrator stated that the medications were kept in the resident's . The administrator further stated that there were many extras of each medication, which were kept in the medication cart.

On / at 12:23 PM, an interview was conducted with the Medication Technician (MT). The MT was asked if she would record on the MOR if Resident #5 asked for a medication. The MT stated that if the resident asked for the medication, that she would record it on the MOR. The MT was then asked if Resident #5 had received her QVAR inhaler. The MT stated that she hadn't asked for it, so she had not been receiving it. The order for the QVAR was shown to the MT that the order read "2 puffs two times a day," and was not ordered as an as needed medication. The MT then stated that the resident had not been receiving the medication.

On / , a record review was conducted of Resident #5's MOR for 2016. The MOR revealed that there was no documentation of the resident receiving her QVAR inhaler, or Proair inhaler.

2.) On / a record review of the electronic prescription for Resident #6 reads: Order dated 0.25 mg/2 ml inhalation suspension, 1 puff and order dated /

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Diskus 100 mcg-50 mcg inhalation powder, 1 puff .

On / , a record review of the Medication Observation Record (MOR) for Resident #6 for 2016 revealed Diskus 100-50 Inhaler, Inhale 1 puff by mouth two times a day 12 hours apart. 8:00 AM and 8:00 PM. In the section of the MOR that the medication is recorded by day and dose "self-administered" is written across the days. Also 0.25 mg/2 ml , 1 puff two times a day. In the section of the MOR that the medication is recorded as observed are staff initials for the 1st through the 6th of the month. Then the words ' self-administered ' is written across the rest of the days.

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discontinue the medications or any documentation of communication with the physician to notify him the resident was not receiving medications as ordered.

An interview was conducted with the Administrator on // at 10:40 AM. She stated regarding the Diskus inhaler, Resident #6 does not want to pay for it, the POA does not want to pay for it so the pharmacy will not fill it. She further stated she failed to document this issue and she did not inform the physician or get the order discontinued. When asked why there are initials for the 0.25 mg/2 ml in , she stated she did not know, it was just a error to initial those days because the medication never came.

Class III

0161 - Records - Staff - 429.275(2) FS; 58A-5.024(2) FAC

Based on interview and record review, the facility failed to maintain a job description for 1 of 3 sampled employees (Staff C).

Findings:

On // , a record review was conducted of Staff C's personnel record. The personnel record revealed that Staff C was hired on . A job description was not found in Staff C's personnel file.

On // at 11:09 AM, an interview was conducted with the facility Administrator. The Administrator was asked if she had a job description for Staff C. The administrator stated, "I can't find the job description for (Staff C), I'll have her sign it when she comes in."

Class III

Z816 - Background Screening-Compliance Attestation - 408.809(2)(a-c) FS

Based on interview and record review, the facility failed to maintain an attestation of compliance for 3 of 3 sampled employees (Staff A, B, and C).

Findings:

On // , a record review was conducted of Staff A's personnel record. The personnel record revealed that Staff A was hired on // . The attestation of compliance was not in the personnel record.

AGENCY FOR HEALTH CARE ADMINISTRATION

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On / , a record review was conducted of Staff B's personnel record. The personnel record revealed that Staff B was hired on . The attestation of compliance was not in the personnel record.

On / , a record review was conducted of Staff C's personnel record. The personnel record revealed that Staff C was hired on . The attestation of compliance was not in the personnel record.

On / at 10:29 AM, an interview was conducted with the facility administrator. The administrator was asked if she had the compliance attestation for Staff A, B, and C. The administrator stated, "I don't have the forms. I don't have what I don't have."

Unclassified