MSDH - Health Facilities Licensure and Certification

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	09FD	A. BUILDING: _____ B. WING _____	C 11/05/2020

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
FLOY DYER MANOR NH	1000 EAST MADISON HOUSTON, MS 38851

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
M 545	45.19.2 Bedrooms Bedrooms. 1. Location. a. All resident bedrooms shall have an outside exposure and shall not be below grade. Window area shall not be less than one-eighth (1/8) of the required floor area. The window sill shall not be over thirty-six (36) inches from the floor. b. Resident bedrooms shall be located so as to minimize the entrance of unpleasant odors, excessive noise, and other nuisances. c. Resident bedrooms shall be directly accessible from the main corridor of the nursing unit providing that accessibility from any public space other than the dining room will be acceptable. In no case shall a resident bedroom be used for access to another resident bedroom. d. All resident bedrooms shall be so located that the resident can travel from his/her bedroom to a living room, day room, dining room, or toilet or bathing facility without having to go through another resident bedroom. 2. Floor Area. Minimum usable floor area per bed shall be as follows: Private room one-hundred (100) square feet, Multi-bed room eighty (80) square feet, per resident. This provision shall apply only to initial licensure, new construction, additions, and renovations. 3. Provisions for Privacy. a. Existing Facilities. Cubicle curtains, screening, or other suitable provisions for privacy shall be provided in multi-bed resident bedrooms.	M 545		12/11/20

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M 545	Continued From page 1 b. Initial Licensure, New Construction, Additions and Renovations. Cubicle curtains, screening, or other suitable provisions for privacy shall be provided in multi-bed resident bedrooms. Cubicle curtains shall completely enclose the bed from three (3) sides. 4. Accommodations for Residents. The minimum accommodations for each resident shall include: a. Bed. The resident shall be provided with either an adjustable bed or a regular single bed, according to needs of the resident, with a good grade mattress at least four (4) inches thick. Beds shall be single except in case of special approval of the licensing agency. Cots and roll-a-way beds are prohibited for resident use. Full and half bed rails shall be available to assist in safe care of residents. b. Pillows, linens, and necessary coverings. c. Chair. d. Bedside cabinet or table. e. Storage space for clothing, toilet articles, and personal belongings including rod for clothes hanging. f. Means at bedside for signaling attendants. g. Bed pans or urinals for residents who need them. h. Over-bed tables as required. 5. Bed Maximum. Bedrooms in new facilities shall	M 545		

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M 545	Continued From page 2 be limited to two (2) beds. This Statute is not met as evidenced by: Based on observation, resident and staff interviews, and facility policy review, the facility failed to provide the residents a fully functioning call system to allow residents to call for staff assistance for two (2) of three (3) residents' hallways. Findings include: Review of facility's policy titled "Nurse Call System Use", dated 7/1/2019, with revised date of 11/4/2020, revealed: it is the policy of this facility to ensure all residents can call for help when assistance is needed. Further, it is our policy that those calls for assistance are answered in a timely manner. Observation on 11/3/2020 at 1:00 PM, revealed when call button in resident's room is pressed, the system at the nurses' station softly clicks 5 times and then stops. This clicking sound lasts for approximately 5 seconds. After those 5 clicks, there are no additional audible alerts. These clicks can be heard faintly at the nurses' station but are not audible within feet of the nurses' station, in the hallways, or residents' rooms. The room light on the call system and the light above resident's door will light, but no audible alarm except for the clicks. This call system covers two (2) of the three (3) halls in the facility. The third hall call system is functioning with light and sound. An interview with Registered Nurse (RN #1) on 11/3/2020 at 1:00 PM, revealed the call light system only makes a clicking noise and the	M 545	This Plan of Correction is being submitted in response to an alleged deficiency. The submission of this Plan of Correction is not an admission of the accuracy of this alleged deficiency. 1) On the evening of 11/4/2020, the Administrator and Director of Maintenance replaced a number of call cords and a wall-mounted resident room call box. The Administrator tested the call system on halls 2 and 3. All functions of the call system functioned properly including the light over the resident□s room door, alarm at the nurses□ station, and audible communication from the residents□ room and the nurses□ station. 2) Any resident with a room on halls 2 or 3 could have been affected by this alleged deficient practice. 3) On 11/3/2020, 11/17/2020, 12/2/2020, and 12/8/2020 the Administrator contacted ADS Security and Mississippi Alarm to arrange an onsite visit by each to provide a quote to replace the nurse call system. ADS reported they do not work with nurse call systems. Given the difficulty experienced in getting the system worked on and serviced, the organization has made the decision to replace the call system. The Administrator contacted Systronics by phone on 11/3/2020, 11/17/2020, 12/2/2020, and 12/8/2020 related to the pending quote for replacing	

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M 545	Continued From page 3 system's keyboard light will turn on. Stated if staff is at the nurses' desk, the clicking noise can be heard, but it would be difficult to hear if not at the desk. Stated on day shift, there is usually someone at the desk. Stated the residents were given hand bells to ring when assistance is needed. RN #1 confirmed if staff was not at the nurses' station to hear the clicks, the resident might not get the help they need in a timely manner. An interview with Registered Nurse (RN#2) on 11/3/2020 at 1:15 PM, revealed the call light system does not make an alarm sound. Stated it makes a clicking noise that is not easily heard if not near the nurses' station. Stated this could cause care to be delayed. An interview with Resident #2, on 11/3/2020 at 3:40 PM revealed a concern with the call light system not working properly. Resident #2 stated the staff gave her a hand bell, but she does not know where it is now. Stated she used it in the past, but when she did, the staff were unable to hear it. Stated several weeks ago she needed assistance getting into bed and getting her CPAP equipment set up. Stated she rang the bell for 45 minutes before someone came to assist her. Stated she also needs assistance with transferring and with her Activities of Daily Living (ADL) and it is difficult to not get help when needed. Review of Section G Functional Status of the Minimum Data Set (MDS) dated 10/27/2020, revealed Resident #2 needed extensive assistance with one person assist needed for transfer, dressing, toilet use and personal hygiene. Review of MDS Section C dated 10/27/2020, revealed a Brief Interview for Mental	M 545	the call system. The Medication Cart Nurses will perform a test of the nurse call system in one room, twice a shift, with different rooms used for the tests. 4) The Administrator will test the nurse call system in five rooms a week for two weeks, then three rooms a week for two weeks, then two rooms a week for two weeks, and one room a week for two weeks. The Administrator will report the functionality of the nurse call system to the Quality Assurance Committee monthly for two months to ensure ongoing compliance.	

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M 545	Continued From page 4 Status (BIMS) score of 14 indicating Resident #2 is cognitively intact. Review of medical records revealed Resident #2 was admitted to facility on 1/10/2018, with diagnoses of Chronic Obstructive Pulmonary Disease (COPD), Obstructive Sleep Apnea, and Unspecified Diastolic (Congestive) Heart Failure. An interview with Resident #1, on 11/3/2020 at 4:00 PM, revealed a concern with the call system not working properly. Resident #1 stated the sound on the call light had not been functioning correctly since April 2020. Stated she will push her call light, and it will light up over her door, but it does not alarm at the desk. Stated she was given a bell, but "it does not do any good. I'm here at the end of the hall and I can ring and ring it and no one ever comes. I don't even know where it is right now." Stated she needs assistance for transferring and for ADL care. Stated she is incontinent and relies on the staff to change her and she usually has to wait a long period of time before her attempts to call is acknowledged. Review of Section G Functional Status of the Minimum Data Set (MDS) dated 9/15/2020, revealed Resident #1 listed as total dependence with two person assist needed for transfer. Resident needed extensive assistance with two person assist for dressing, toilet use, and personal hygiene. Review of MDS Section C dated 9/15/2020, revealed a BIMS score of 15 indicating Resident #1 is cognitively intact. Review of medical records revealed Resident #1 was admitted to facility on 7/5/2019, with diagnoses of Multiple Sclerosis, Morbid Obesity, Hypoxemia, and Major Depressive Disorder.	M 545		

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M 545	Continued From page 5 An interview on 11/4/2020 at 1:45 PM, with Resident #3, revealed concerns with the call light system. Resident #3 stated the call light system does not work. Stated the light will turn on above her door, but there is no alert sound. Stated "the bell does not do any good. Nobody can hear it. I hear people that have to holler in the hall to try to get help. That is just not right." Resident #3 stated she needs assistance with her daily care and to be changed. Stated she needs help transferring. Stated she has tried to use call light and the bell to get assistance, but it takes a long time to get an employee's attention and for them to come into room. Review of Section G Functional Status of the Minimum Data Set (MDS) dated 9/10/2020, revealed Resident #3 listed as limited assistance with one person assist for transfer, dressing, toilet use, and personal hygiene. Review of MDS Section C dated 9/10/2020, revealed a BIMS score of 14, indicating Resident #3 is cognitively intact. Review of medical records revealed Resident #3 was admitted to facility on 9/3/2020, with diagnoses of Heart Disease, Essential (Primary) Hypertension, and Major Depressive Disorder. Interview with the Administrator, on 11/3/2020 at 12:50 PM, revealed call light system has had some issues since earlier this year. Stated the residents were given a hand bell to ring if they needed staff's assistance. The Administrator stated these provided bells served as an alert system for the residents. Administrator acknowledged some of the resident's hand bells were missing. Administrator stated he has contacted several companies to repair the call	M 545		

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M 545	Continued From page 6 light system and has been unable to find someone to completely repair. Stated residents can press button in room and it will light at the desk and above the door. Stated the alarm will make a brief clicking noise at the nurses' desk, but not alarm. Administrator confirmed the need for residents to have access to a reliable alert system to ensure their needs are met. An interview with the Director of Nursing (DON), on 11/3/2020 at 1:15 PM, revealed the call system's audible alarm has not been working. Stated the system does make a brief clicking noise. Stated the staff makes rounds each hour. The DON confirmed the call light system should be functioning properly to allow residents to receive needed care. Observation on 11/3/2020 at 1:00 PM, revealed when call button in resident's room is pressed, the system at the nurses' station softly clicks 5 times and then stops. This clicking sound lasts for approximately 5 seconds. After those 5 clicks, there are no additional audible alerts. These clicks can be heard faintly at the nurses' station but are not audible within feet of the nurses' station, in the hallways, or residents' rooms. The room light on the call system and the light above resident's door will light, but no audible alarm except for the clicks. This call system covers two (2) of the three (3) halls in the facility. The third hall call system is functioning with light and sound. Observation on 11/4/2020 at 2:45 PM, revealed light above resident's door was on. No employees noted at the nurses' station. No employees noted in the hallway. The light remained on for 20 minutes before staff responded.	M 545		

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M 545	Continued From page 7 Observation on 11/5/2020 at 10:00 AM, revealed no staff at the nurses' desk to monitor for call light activation from resident. The light above one resident's door noted to be on, but no audible alarm was heard. Record review revealed documentation from the Administrator to the call system service company dated July 9, 2020, September 2, 2020 and October 5, 2020. An interview with the Director of Nursing (DON) on 11/5/2020 at 9:30 AM, confirmed the call light system should be functioning properly to allow residents to receive needed care. An interview with the Administrator, on 11/5/2020 at 10:45 AM, revealed the call light problem has been ongoing from April until July. In July, the power box was replaced and it was operational. Several weeks later it was not working properly. Stated the facility has contacted service companies, but has been unable to have system repaired. Administrator stated he found some call system parts and wiring in the facility and maintenance has repaired system. Observation of system buzzing at nurses' desk. Administrator confirmed some of the resident's hand bells have been misplaced. Administrator confirmed the facility has not had, but should have a properly functioning call light system or a reliable alternate system to ensure residents needs are met.	M 545		