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
	30PL	A. BUILDING: _____ B. WING _____	02/26/2021

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PLAZA COMMUNITY LIVING CENTER	4403 HOSPITAL ROAD PASCAGOULA, MS 39581

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M 000	Initial Comments The State Agency (SA) determined during an annual recertification survey, conducted from 2/23/21 to 2/26/21, the facility was not in compliance with the Minimum Standards of Operation for Institutions for the Aged or Infirm, state licensure requirements at M500 and M645.	M 000		
M 645	45.21.9 Nutrition Nutrition. Residents shall maintain acceptable parameters of nutritional status, such as body weight and protein levels, unless residents ' clinical condition indicates that this is unavoidable. All residents shall receive diets as orders by their physician or nurse practitioner/physician assistant. Residents identified with significant nutritional problems shall receive appropriate medical nutrition therapy based on current professional standards. This Statute is not met as evidenced by: Based on observation, interviews, record reviews and facility policy review it was determined the facility failed to provide dietary supplements as ordered by the physician for one (1) of six (6) residents for nutrition. Resident #33 Resident #33 The facility's, "Weight Loss Prevention " policy, dated 12/27/17, revealed the facility had a system in place to prevent weight loss if avoidable and if unplanned. Record review of "Weights and Vitals Summary" for Resident # 33 weighed 167 lbs. on 08/19/2020. On 02/13/2021, the resident weighed 140 pounds which is a -16.17% loss in 6 months.	M 645	This plan of correction constitutes a written allegation of compliance for the deficiencies cited. Submission of this Plan of Correction is not an admission that a deficiency exists or that one was cited correctly. This Plan of Correction is submitted to meet the requirements established by the State and Federal law. 1. Registered Nurse # 1 revealed that she attempted to give Resident # 33 her Boost Supplement on February 23, 2021 at 8:00am and at noon, the resident refused. The Director of Nursing (DON) completed a one-on-one in-service regarding MAR Documentation and Accurate Coding completed on March 25, 2021.	3/26/21

Mississippi State Department of Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Electronically Signed		03/25/21

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M 645	Continued From page 1 During meal observation on 02/23/21, at 11:45 AM, revealed staff feed Resident #33 and she ate 100%. The resident was not served her Boost Breeze as per the doctor's order. The resident was served her ice scream and then asked for a second serving of ice cream. During a meal observation on 02/24/21, at 12:24 PM, Certified Nurses Assistance (CNA) #1 was observed feeding Resident #33 lunch. Resident #33 ate 100%. There was no Boost Breeze on the tray. Interview with CNA #1 confirmed there was no Boost Breeze on the tray. Asked CNA #1 when Resident #33 gets Boost Breeze and she stated she doesn't know anything about her getting Boost Breeze. Review of the lunch meal slip revealed Resident #33 should get Boost Breeze with her meal. During a meal observation on 2/25/21, at 8:05 AM, CNA #1 fed Resident #33. Review of Resident # 33's meal ticket revealed she should get Boost Breeze on her tray. CNA #33 confirmed on 2/25/21, at 8:10 AM, there was no Boost Breeze on her tray. SA asked the CNA when she gets Boost Breeze, and she stated she did not know anything about her getting Boost Breeze. Record review of the Admission Record revealed Resident #33 has diagnoses to include: Atrial Fibrillation, Muscle Weakness, Dementia with Behavioral Disturbance and Heart Failure. Review of the Doctor's order for Resident #33 dated 7/30/20, revealed, "Boost with meals Boost Plus tid (three times a day) with meals patient preference."	M 645	Licensed Practical Nurse # 1 revealed she attempted to served Resident # 33 her Boost Supplement on February 24 at noon, however, the Resident was asleep. The MAR reflects the code. 2. All residents in the facility who have dietary supplements ordered have the potential to be affected by this practice. 3. The Dietary Manager completed an in-service with staff on February 26, 2021 regarding accuracy of meal tickets. On February 24, 2021, the Director of Nursing (DON) completed an audit of all residents who receive dietary supplements and communicated to the Dietary Manager, who completed an audit of all tray tickets to ensure accuracy. The Director of Nursing (DON), Assistant Director of Nursing (ADON), or Dietary Manager will complete an audit weekly of resident trays who have orders for dietary supplements to ensure meal ticket accuracy and to provide dietary supplements to residents as ordered by the Physician. The audit will be done by making rounds during any of the 3 main mealtimes, to begin on March 15, 2021. Any concerns related to insufficient practices in providing dietary supplements will be addressed immediately. 4. The Director of Nursing (DON), Assistant Director of Nursing (ADON), or Dietary Manager will complete an audit to begin on March 15, 2021 weekly to include 3 residents, 2 times a week for 30 days; then 3 residents monthly for 6 months to ensure meal ticket accuracy and dietary	

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M 645	Continued From page 2 Review of the Registered Dieticians notes dated 9/25/20, revealed resident has weight loss 6.9% times 30 days which is significant supplement Boost Breeze at meals. On 12/15/20 Registered Dietician, note dated 2/18/21, Boost breeze, ice cream, Bid megace, pro-stat 45 ml daily. In an interview on 02/25/21 08:20 AM Dietary staff #1 revealed I am the only one doing tray line right now. I know what to put on the trays because of what it is on the meal ticket. I put what is on the meal ticket like Boost is put on the tray prior to the trays being sent out. At that time State Agency SA observed a large supply of boost in the kitchen. On 02/25/21 11:34 AM in an interview with the Nurse Practitioner it was revealed Resident #33 is supposed to have Boost Breeze on her tray meal trays. Then the Nurse Practitioner stated the nurse stated the nurse told her Resident # 33 is still losing weight and I am going to have to adjust some things. Interview with the Registered Dietician on 2/25/21 at 2:12 PM revealed residents can get supplements either with their tray or in between meals depending on what is ordered. If the resident is supposed to get ice cream or a supplement with the meal it should be on the tray when it comes from the kitchen. If it is ordered in between meals the nurses provide the supplement. SA asked what happens if the resident doesn't get the supplement that is ordered? It could make a slight difference but not much. On 2/25/21 at 2:25 PM interview with License Practical Nurse (LPN) # 1 when asked who is responsible to give the Boost to the residents,	M 645	supplements are provided to residents as ordered by the Physician. The results of such audits will be reviewed at the facility's Quality Assurance Performance Improvement meeting monthly to monitor compliance for a period of 6 months to end on September 15, 2021. 5. The results of the audits will be reviewed at the facility's Quality Assurance Performance Improvement meeting monthly to monitor compliance for a period of 6 months to end on September 15, 2021. The first Quality Assurance Performance Improvement meeting to review the audit will be held on March 30, 2021. If the Quality Assurance team identifies non-compliance, the interdisciplinary team will review policies and procedures and submit solutions and/or changes to make as needed and complete further in-service education. Completion date as of March 26, 2021.	

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M 645	Continued From page 3 she stated if it ordered with meals then it should come on the lunch tray. If I don't see it on the tray, I will tell the CNA to grab one for the resident. A lot of the time the boost that is supposed to come with meals does not come with the meals. Then she stated the nurses then document the boost on the Medication Administration Recore (MAR). On 2/25/21 at 2:30 PM in an interview with Registered Nurse (RN) #2 and RN #1 revealed if the order for supplement states between meals then the nurses give the supplement. If the order says supplements with meals, then the supplement is supposed to come on the resident's meal tray. Review of Resident #33's MAR for February 2021 revealed an "X" for 2/23/21 and 2/24/21 at 12 noon and an "X" for 2/23/21 at 8 AM, indicating the resident did not receive the Boost supplement . Based on observation, interviews, record reviews and facility policy review it was determined the facility failed to provide dietary supplements as	M 645		

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M 645	Continued From page 4 ordered by the physician for one (1) of six (6) residents for nutrition. Resident #33 Resident #33 The facility's, "Weight Loss Prevention " policy, dated 12/27/17, revealed the facility had a system in place to prevent weight loss if avoidable and if unplanned. Record review of "Weights and Vitals Summary" for Resident # 33 weighed 167 lbs. on 08/19/2020. On 02/13/2021, the resident weighed 140 pounds which is a -16.17% loss in 6 months. During meal observation on 02/23/21, at 11:45 AM, revealed staff feed Resident #33 and she ate 100%. The resident was not served her Boost Breeze as per the doctor's order. The resident was served her ice scream and then asked for a second serving of ice cream. During a meal observation on 02/24/21, at 12:24 PM, Certified Nurses Assistance (CNA) #1 was observed feeding Resident #33 lunch. Resident #33 ate 100%. There was no Boost Breeze on the tray. Interview with CNA #1 confirmed there was no Boost Breeze on the tray. Asked CNA #1 when Resident #33 gets Boost Breeze and she stated she doesn't know anything about her getting Boost Breeze. Review of the lunch meal slip revealed Resident #33 should get Boost Breeze with her meal. During a meal observation on 2/25/21, at 8:05 AM, CNA #1 fed Resident #33. Review of Resident # 33's meal ticket revealed she should get Boost Breeze on her tray. CNA #33 confirmed on 2/25/21, at 8:10 AM, there was no	M 645		

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M 645	Continued From page 5 Boost Breeze on her tray. SA asked the CNA when she gets Boost Breeze, and she stated she did not know anything about her getting Boost Breeze. Record review of the Admission Record revealed Resident #33 has diagnoses to include: Atrial Fibrillation, Muscle Weakness, Dementia with Behavioral Disturbance and Heart Failure. Review of the Doctor's order for Resident #33 dated 7/30/20, revealed, "Boost with meals Boost Plus tid (three times a day) with meals patient preference." Review of the Registered Dieticians notes dated 9/25/20, revealed resident has weight loss 6.9% times 30 days which is significant supplement Boost Breeze at meals. On 12/15/20 Registered Dietician, note dated 2/18/21, Boost breeze, ice cream, Bid megace, pro-stat 45 ml daily. In an interview on 02/25/21 08:20 AM Dietary staff #1 revealed I am the only one doing tray line right now. I know what to put on the trays because of what it is on the meal ticket. I put what is on the meal ticket like Boost is put on the tray prior to the trays being sent out. At that time State Agency SA observed a large supply of boost in the kitchen. On 02/25/21 11:34 AM in an interview with the Nurse Practitioner it was revealed Resident #33 is supposed to have Boost Breeze on her tray meal trays. Then the Nurse Practitioner stated the nurse stated the nurse told her Resident # 33 is still losing weight and I am going to have to adjust some things. Interview with the Registered Dietician on 2/25/21	M 645		

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M 645	Continued From page 6 at 2:12 PM revealed residents can get supplements either with their tray or in between meals depending on what is ordered. If the resident is supposed to get ice cream or a supplement with the meal it should be on the tray when it comes from the kitchen. If it is ordered in between meals the nurses provide the supplement. SA asked what happens if the resident doesn't get the supplement that is ordered? It could make a slight difference but not much. On 2/25/21 at 2:25 PM interview with License Practical Nurse (LPN) # 1 when asked who is responsible to give the Boost to the residents, she stated if it ordered with meals then it should come on the lunch tray. If I don't see it on the tray, I will tell the CNA to grab one for the resident. A lot of the time the boost that is supposed to come with meals does not come with the meals. Then she stated the nurses then document the boost on the Medication Administration Recore (MAR). On 2/25/21 at 2:30 PM in an interview with Registered Nurse (RN) #2 and RN #1 revealed if the order for supplement states between meals then the nurses give the supplement. If the order says supplements with meals, then the supplement is supposed to come on the resident's meal tray. Review of Resident #33's MAR for February 2021 revealed an "X" for 2/23/21 and 2/24/21 at 12 noon and an "X" for 2/23/21 at 8 AM, indicating the resident did not receive the Boost supplement .	M 645		

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M 645	Continued From page 7	M 645		

Based on observation, interviews, record reviews and facility policy review it was determined the facility failed to provide dietary supplements as ordered by the physician for one (1) of six (6) residents for nutrition. Resident #33

Resident #33

The facility's, "Weight Loss Prevention " policy, dated 12/27/17, revealed the facility had a system in place to prevent weight loss if avoidable and if unplanned.

Record review of "Weights and Vitals Summary" for Resident # 33 weighed 167 lbs. on 08/19/2020. On 02/13/2021, the resident weighed 140 pounds which is a -16.17% loss in 6 months.

During meal observation on 02/23/21, at 11:45 AM, revealed staff feed Resident #33 and she ate 100%. The resident was not served her Boost Breeze as per the doctor's order. The resident was served her ice scream and then asked for a second serving of ice cream.

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M 645	Continued From page 8 During a meal observation on 02/24/21, at 12:24 PM, Certified Nurses Assistance (CNA) #1 was observed feeding Resident #33 lunch. Resident #33 ate 100%. There was no Boost Breeze on the tray. Interview with CNA #1 confirmed there was no Boost Breeze on the tray. Asked CNA #1 when Resident #33 gets Boost Breeze and she stated she doesn't know anything about her getting Boost Breeze. Review of the lunch meal slip revealed Resident #33 should get Boost Breeze with her meal. During a meal observation on 2/25/21, at 8:05 AM, CNA #1 fed Resident #33. Review of Resident # 33's meal ticket revealed she should get Boost Breeze on her tray. CNA #33 confirmed on 2/25/21, at 8:10 AM, there was no Boost Breeze on her tray. SA asked the CNA when she gets Boost Breeze, and she stated she did not know anything about her getting Boost Breeze. Record review of the Admission Record revealed Resident #33 has diagnoses to include: Atrial Fibrillation, Muscle Weakness, Dementia with Behavioral Disturbance and Heart Failure. Review of the Doctor's order for Resident #33 dated 7/30/20, revealed, "Boost with meals Boost Plus tid (three times a day) with meals patient preference." Review of the Registered Dieticians notes dated 9/25/20, revealed resident has weight loss 6.9% times 30 days which is significant supplement Boost Breeze at meals. On 12/15/20 Registered Dietician, note dated 2/18/21, Boost breeze, ice cream, Bid megace, pro-stat 45 ml daily. In an interview on 02/25/21 08:20 AM Dietary	M 645		

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M 645	Continued From page 9 staff #1 revealed I am the only one doing tray line right now. I know what to put on the trays because of what it is on the meal ticket. I put what is on the meal ticket like Boost is put on the tray prior to the trays being sent out. At that time State Agency SA observed a large supply of boost in the kitchen. On 02/25/21 11:34 AM in an interview with the Nurse Practitioner it was revealed Resident #33 is supposed to have Boost Breeze on her tray meal trays. Then the Nurse Practitioner stated the nurse stated the nurse told her Resident # 33 is still losing weight and I am going to have to adjust some things. Interview with the Registered Dietician on 2/25/21 at 2:12 PM revealed residents can get supplements either with their tray or in between meals depending on what is ordered. If the resident is supposed to get ice cream or a supplement with the meal it should be on the tray when it comes from the kitchen. If it is ordered in between meals the nurses provide the supplement. SA asked what happens if the resident doesn't get the supplement that is ordered? It could make a slight difference but not much. On 2/25/21 at 2:25 PM interview with License Practical Nurse (LPN) # 1 when asked who is responsible to give the Boost to the residents, she stated if it ordered with meals then it should come on the lunch tray. If I don't see it on the tray, I will tell the CNA to grab one for the resident. A lot of the time the boost that is supposed to come with meals does not come with the meals. Then she stated the nurses then document the boost on the Medication Administration Recore (MAR).	M 645		

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M 645	Continued From page 10 On 2/25/21 at 2:30 PM in an interview with Registered Nurse (RN) #2 and RN #1 revealed if the order for supplement states between meals then the nurses give the supplement. If the order says supplements with meals, then the supplement is supposed to come on the resident's meal tray. Review of Resident #33's MAR for February 2021 revealed an "X" for 2/23/21 and 2/24/21 at 12 noon and an "X" for 2/23/21 at 8 AM, indicating the resident did not receive the Boost supplement .	M 645		