STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL044039	A. BUILDING: _____ B. WING _____	10/24/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SPICEWOOD COTTAGES ELMS	39 LOVING WAY CLYDE, NC 28721

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey on October 24, 2018.	D 000		
D 273	10A NCAC 13F .0902(b) Health Care 10A NCAC 13F .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: Based on observations, interviews and record reviews, the facility failed to assure referral and follow-up to meet the routine and acute health care needs of 1 of 3 sampled residents (Resident #1) with an order for a hand x-ray. The findings are: Review of Resident #1's current FL2 dated 01/03/18 revealed: -Diagnoses included dementia, hypertension, and gastroesophageal reflux disease. -She was disoriented constantly and was semi-ambulatory. Observation of Resident #1 on 10/24/18 at 10:30am revealed: -Resident #1 was sitting in the living room with a small blanket which covered her right arm. -She removed the blanket and revealed her right hand which was swollen and bruised from the top of her hand down to all 5 fingers.	D 273		

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D 273	Continued From page 1	D 273		

Interview with Resident #1 on 10/24/18 at 10:30am revealed:
-She had injured her hand.
-She was unable to verbalize how the injury occurred.

Review of a physician order sheet dated 08/27/18 revealed an order for Tylenol (used to treat pain) 325mg, take 2 tablets 3 times daily for pain.

Review of Resident #1's progress notes dated 10/18/18 at 10:00am revealed:
-Resident #1's hand was badly bruised and swollen.
-The injury occurred when her hand became stuck in the wheelchair.
-"It is causing the resident pain."
-The medication aide (MA) had contacted the Resident Care Coordinator (RCC) and the Power of Attorney (POA).
-An order for a hand x-ray was obtained.
-MAs applied a cool compress and gave the resident some Tylenol.

Review of Resident #1's progress notes dated 10/18/18 at 11:30am revealed:
-The POA did not want her to have the x-ray.
-The order for the x-ray was discontinued.

Interview on 10/24/18 at 10:50am with Resident #1's Nurse Practitioner (NP) revealed:
-She had ordered a hand x-ray on 10/18/18.
-She was did not know the x-ray had not been done.
-The facility had not notified her that Resident #1's POA refused to have the x-ray done.
-She "would re-examine Resident #1's hand now."
-She would have the facility staff call the POA after her reassessment, and ask to have x-ray

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D 273	Continued From page 2 done today. Observation on 10/24/18 at 12:00pm revealed the x-ray service provider had arrived to do the hand x-ray. Observation of Resident #1 on 10/24/18 at 12:35pm revealed: -She wheeled her wheelchair from the dining room table about 5 feet towards the entrance of the dining room. -She grimaced as she grasped the wheels of the wheelchair to propel herself. -The MA then helped transport her to the living room. Interview on 10/24/18 at 12:10pm and 2:05pm with a first shift MA revealed: -Resident #1's POA did not want the x-ray to be done. -The POA visited Resident #1 on 10/18/18 and looked at the hand and did not want the x-ray to be done. -The MAs and personal care aides (PCAs) applied ice packs to Resident #1's hand to help with the pain and swelling. -"That was all we could do." -She only had Tylenol to give the resident for pain. -Tylenol helped with the pain, and she only complained of soreness. -The resident was unable to use the wheelchair independently. -The facility staff had to assist the resident with "everything." -The resident's hand was "black and blue" and "more swollen than now." Attempted telephone interview with Resident #1's POA on 10/24/18 at 2:09pm was unsuccessful.	D 273		

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D 273	Continued From page 3 Interview with the relief RCC at 2:30pm revealed: -The x-ray results from 10/24/18 were back and Resident #1's hand was broken. -They had notified the POA and the NP and would be scheduling an orthopedic appointment. Review of Resident #1's record revealed: -A physician's telephone order dated 10/24/18 for right hand x-ray related to swelling and bruising. -A Radiology report dated 10/24/18 which documented an acute un-displaced tear spiral type fracture at the shaft of the 3rd metacarpal bone. Interview on 10/24/18 at 2:35pm with the second shift MA revealed the original physician's telephone order for the hand x-ray on 10/18/18 was not in Resident #1's record because of the refusal. Interview with the RCC at 2:40pm revealed: -She knew the POA refused the hand x-ray for Resident #1. -The MAs working on 10/18/18 would have notified the back-up RCC, because she was not working that day. -The MAs had notified the relief RCC of the refusal. -The RCC is responsible for notifying the NP of refused x-ray exams. Interview with the relief RCC at 2:45pm revealed: -She thought she had notified the NP of the x-ray refusal by the POA, but had not. -The facility's policy was for the MA to notify the RCC of refusals and then the RCC would notify the NP. -She was working as the relief RCC on 10/18/18. -There was no documentation that the NP had	D 273		

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D 273	Continued From page 4 been notified.	D 273		