| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | HAL041010 | A. BUILDING: _____ B. WING _____ | R-C 08/12/2021 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| PIEDMONT CHRISTIAN HOME | 1510 DEEP RIVER ROAD HIGH POINT, NC 27265 |

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| {D 000} | Initial Comments<br><br>The Adult Care Licensure Section conducted a follow-up survey on 08/11/21 through 08/12/21. | {D 000} | | |
| {D 273} | 10A NCAC 13F .0902(b) Health Care<br><br>10A NCAC 13F .0902 Health Care<br>(b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents.<br><br>This Rule is not met as evidenced by:<br>FOLLOW UP TO TYPE B VIOLATION.<br><br>The Type B Violation was abated.<br>Non-compliance continues.<br><br>Based on observations, interviews, and record reviews, the facility failed to ensure physician notification for 1 of 5 sampled residents (#1) related to a resident with swollen legs and ankles.<br><br>The findings are:<br><br>Review of Resident #1's current FL2 dated 07/12/21 revealed diagnoses included Alzheimer's dementia, osteopenia and vitamin D deficiency.<br><br>Review of Resident #1's Care Plan dated 08/04/21 revealed:<br>-Resident #1 required supervision with toileting ambulation and transferring.<br>-Resident #1 required extensive assistance with bathing, dressing and groom.<br><br>Review of Resident #1's physician's order dated 04/22/21 revealed an order to discontinue Thrombo-Embolus Deterrent (TED) hose because the resident refused to wear the hose. | {D 273} | | |

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| {D 273} | Continued From page 1<br><br>Review of Resident #1's record revealed there was no documentation why the resident was ordered TED Hose and no diagnosis related to the need for TED Hose.<br><br>Observation of Resident #1 during the tour of the facility on 08/11/21 at 8:53am revealed:<br>-Resident #1 was in her room sitting in a straight back chair.<br>-Resident #1 had on cloth bedroom slippers.<br>-Resident #1 did not have on socks or hose.<br>-Resident #1's lower legs and ankles were swollen and edematous.<br>-Resident #1's right lower leg and ankle were swollen and there were three skin folds with creases observed.<br>-Resident #1's left leg was swollen with an indention in the bend of her leg above the ankle.<br><br>Observation of Resident #1 on 08/11/21 at 2:18pm revealed:<br>-The personal care aide (PCA) and the medication aide (MA) brought Resident #1 out of her room and sat the resident in a chair in the common dining room area.<br>-Resident #1 had on white ribbed socks.<br>-The socks came up midway of the resident's leg just under the calf.<br>-The sock on the right leg was tight and caused the resident's upper leg to bulge out ¼ of an inch over the sock.<br>-The left leg was bulged out 1/8 of an inch over the sock and was not as swollen as the right leg.<br>-The MA took the sock off the left leg to put a TED Hose on the resident.<br>-When the MA took the sock off the resident yelled "ouch, ouch."<br>-The sock left a noticeable deep impression in the resident's leg and an increased indention where | {D 273} | | |

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| {D 273} | Continued From page 2 | {D 273} | | |

the band of the sock rested on the resident's leg.
-The MA put the TED hose on the resident's leg and the resident yelled again "ouch that hurts."
-The MA took the sock off the right leg and the impression and indention was deeper than that of the left leg.
-Resident #1 yelled again that it hurt when the sock was being removed.
-The MA put the TED hose on the resident's right leg.

Review of Resident #1's record revealed:
-There was no documentation Resident #1's legs and ankles were swelling.
-There was no documentation Resident #1's Primary Care Provider (PCP) had been notified the resident's legs and ankles were swelling.

Interview with the PCA on 08/11/21 at 10:52 am revealed:
-Resident #1's ankles and legs had appeared swollen as they appeared today since she started working at the facility in March 2021.
-She thought that was normal for Resident #1.

Interview with the MA on 08/11/21 at 11:33am revealed:
-Some days Resident #1's legs and ankles were swollen.
-She was unable to recall if she notified the resident's PCP of the swelling in Resident #1's legs and ankles.
-If she notified the PCP there should be documentation in the progress notes or on the 24-hour shift report.

Interview with a second PCA on 08/11/21 at 2:14pm revealed:
-Resident #1's legs and ankles always looked as they did today.

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| {D 273} | Continued From page 3<br>-She thought the resident had "chunky" legs and ankles and that was normal for her.<br><br>Interview with a third shift PCA on 08/11/21 at 3:15pm revealed:<br>-She noticed Resident #1's legs and ankles were swollen.<br>-She thought the resident's legs and ankles were supposed to be that size.<br>-She thought the resident had a condition that caused her legs and ankles to be swollen.<br>-Resident #1 usually was sensitive all over when touched and cried out in pain when provided general personal care.<br><br>Interview with a second MA on 08/11/21 at 2:22pm revealed:<br>-She thought Resident #1's order for TED Hose was as needed (PRN).<br>-The white socks that left an impression and indention in Resident #1's legs were just put on the resident and were on for less than 5 minutes.<br>-She thought Resident #1's legs and ankles were swollen today, and the resident needed TED hose.<br>-She had not notified the PCP today and thought she had previously notified the PCP but was unable to recall exactly when the PCP was notified.<br>-She put Resident #1's TED Hose on the early part of last month, but she was not sure.<br>-She just checked and there was no order on the electronic medication administration record (eMAR) for Resident #1's TED Hose.<br>-She must have confused Resident #1 with another resident that had an as needed order for TED Hose.<br><br>Telephone interview with a third shift PCA on 08/12/21 at 8:53am revealed: | {D 273} | | |

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| {D 273} | Continued From page 4<br>-She worked the third shift and sometimes got Resident #1 dressed in the morning.<br>-She had noticed Resident #1's legs were swollen.<br>-Another PCA had explained to her that sometimes Resident #1's legs and ankles did swell up and she should put TED Hose on when the resident's legs and ankles were swollen.<br>-She had not put TED Hose on Resident #1 since she started working 2 weeks ago at the facility.<br><br>Telephone interview with a second third shift PCA on 08/12/21 at 9:02am revealed:<br>-Resident #1 legs always looked like they were "really puffy."<br>-She had not mentioned anything about Resident #1's puffy legs and ankles because the resident was ordered TED Hose, but then they got discontinued, so she thought everyone was aware of the resident's puffy legs and ankles.<br>-Sometimes Resident #1 had a hard time walking and grunts because she was in pain.<br>-She noticed Resident #1's legs were swollen since she started working at the facility in April 2021.<br><br>Telephone interview with a third shift MA on 08/12/21 at 9:07am revealed:<br>-She had worked at the facility since 03/25/21.<br>-She noticed Resident #1's swollen legs and ankles.<br>-She had observed when someone touched Resident #1, she yelled and screamed "ouch, ouch" because she was in pain.<br>-She did not recall if she had reported Resident #1's legs and ankles were swollen to the PCP.<br>-If she had reported the resident's swollen legs and ankles it should be documented in the nurse notes. | {D 273} | | |

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| {D 273} | Continued From page 5<br><br>Interview with Resident #1's PCP on 08/12/21 at 9:37am revealed:<br>-She was in the facility at least weekly.<br>-She did not see Resident #1 every week, she was unable to recall the last time she had seen Resident #1 and if she noticed the resident had swollen legs and ankles.<br>-She did see Resident #1 today and noticed there was some swelling.<br>-She thought the MA had told her about the resident's swelling, but she was unable to recall exactly when.<br>-If facility staff had contacted her about the resident's swollen legs and ankles then she would have suggested some type of treatment.<br>-Today, she re-ordered the TED Hose again to see if that would help with the swelling.<br>-She expected staff to notify her when they observe something like Resident #1's swollen legs and ankles, especially if they were noticing swelling when the resident got up in the mornings.<br><br>Interview with the Resident Care Coordinator (RCC) on 08/11/21 at 2:47pm revealed:<br>-She was not aware Resident #1 legs and ankles were currently swollen.<br>-She recalled several months ago when there was a health fair someone from an outside agency commented that Resident #1 legs and ankles were swollen.<br>-She did not follow-up with the resident's PCP because she thought the person from the outside agency would notify the resident's PCP.<br>-If the MA noticed Resident #1 had swollen legs and ankles, then she should have made her aware and contacted the resident's PCP. | {D 273} | | |