STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL041073	A. BUILDING: _____ B. WING _____	R 06/01/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WESTCHESTER HARBOUR	630 WHITTIER AVENUE HIGH POINT, NC 27262

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D 000	Initial Comments The Adult Care Licensure Section conducted an annual and follow-up survey on 05/31/23 through 06/01/23.	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, record review and interviews, the facility failed to ensure physician follow-up was completed for 1 of 5 sampled residents (#1) who had an order for daily weights with parameters for notifying the doctor. The findings are: Review of Resident #1's current FL2 dated 05/11/22 revealed: -Diagnoses included hypertension, atrial fibrillation, type 2 diabetes mellitus, and dementia. -There was an order to check weight weekly. Review of Resident #1's physician's order dated 07/27/22 revealed an order to check weight daily and notify the primary care provider (PCP) of weight gain 3 pounds or greater in 1 day. Review of Resident #1's April 2023 electronic medication administration record (eMAR) revealed: -There was an entry for check weight daily and notify the PCP of weight gain 3 pounds or greater in 1 day scheduled daily from 7:00am to 9:30am. -Resident #1's weight increased from 191.8 pounds on 04/07/23 to 195.4 pounds on 04/08/23	D 273		

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which was a 3.6-pound weight gain.
-Resident #1's weight increased from 195.4 pounds on 04/08/23 to 198.4 pounds on 04/09/23 which was a 3.0-pound weight gain.
-Resident #1's weight increased from 191.8 pounds on 04/11/23 to 196.0 pounds on 04/12/23 which was a 4.2-pound weight gain.
-Resident #1's weight increased from 194.4 pounds on 04/13/23 to 198.4 pounds on 04/14/23 which was a 4.0-pound weight gain.
-There was no documentation that the PCP was notified about the weight gain of 3 or more pounds on 04/08/23, 04/09/23, 04/12/23 or 04/14/23.

Review of Resident #1's May 2023 eMAR revealed:
-There was an entry for check weight daily and notify the PCP of weight gain 3 pounds or greater in 1 day scheduled daily from 7:00am to 9:30am.
-Resident #1's weight increased from 189.6 pounds on 05/03/23 to 193.0 pounds on 05/04/23 which was a 3.4-pound weight gain.
-Resident #1's weight increased from 190.0 pounds on 05/11/23 to 194.4 pounds on 05/12/23 which was a 4.4-pound weight gain.
-Resident #1's weight increased from 185.6 pounds on 05/15/23 to 191.0 pounds on 05/16/23 which was a 5.4-pound weight gain.
-Resident #1's weight increased from 185.6 pounds on 05/19/23 to 188.6 pounds on 05/20/23 which was a 3.0-pound weight gain.
-There was no documentation that the PCP was notified about the weight gain of 3 or more pounds on 05/04/23, 05/12/23, 05/16/23 or 05/20/23.

Review of Resident #1's Progress Notes revealed there was no documentation the PCP was notified about Resident #1's weight gain of 3 or

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more pounds on 04/08/23, 04/09/23, 04/12/23, 04/14/23, 05/04/23, 05/12/23, 05/16/23 or 05/20/23.

Review of Resident #1's PCP Progress Note dated 04/19/23 revealed:
-Resident #1 had a diagnosis of congestive heart failure (CHF) with weight gain.
-She assessed Resident #1 on 04/19/23 due to a notification she received from the home health nurse regarding Resident #1 having weight gain and increased edema (swelling) to her bilateral lower legs.
-Resident #1 had complaints of shortness of breath with exertion but responded well over the previous two days to the increased dose of diuretic she had ordered.
-Resident #1 had 2+ edema to her bilateral lower legs and her compression wraps were in place.
-Resident #1 was to continue taking her daily diuretic and she ordered a temporary diuretic medication to take for three days in a row, then twice a week ongoing to help with fluid removal.
-There was no documentation she had been updated on Resident #1's weight gain of 3 or more pounds on 04/08/23, 04/09/23, 04/12/23, or 04/14/23.

Review of Resident #1's Home Health Nurse (HHN) progress notes revealed:
-On 04/10/23, there was documentation Resident #1's bilateral lower extremities had no edema or skin breakdown, but her left foot had 1+ pitting edema so compression wraps were applied as ordered.
-On 04/17/23, there was documentation that Resident #1's bilateral lower extremities were free from skin breakdown and compression wraps were applied to manage edema.
-On 05/17/23, there was documentation Resident

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#1's bilateral lower extremities had no edema but there was some puffiness above the wraps and on her feet.
-On 05/26/23, there was documentation Resident #1's bilateral lower extremities had no edema and her compression hose were in place.

Observation of Resident #1 on 06/01/23 at 12:50pm revealed she was sitting in her wheelchair in her room, her compression hose were on her legs, and there was no edema observed.

Telephone interview with Resident #1's PCP on 06/01/23 at 11:30am revealed:
-She reviewed Resident #1's daily weights whenever she was at the facility to see Resident #1.
-She saw Resident #1 at least once or twice per month.
-She had not received any notification from the facility regarding Resident #1 gaining 3 or more pounds on 04/08/23, 04/09/23, 04/12/23, 04/14/23, 05/04/23, 05/12/23, 05/16/23 or 05/20/23.
-When Resident #1 had weight gains that she was aware of, she prescribed short-term doses or dose increases of diuretic medication.
-She expected the facility to contact her as ordered if Resident #1 gained 3 or more pounds from the day prior.
-When Resident #1 gained weight due to her CHF she sometimes experienced increased swelling to her legs or shortness of breath.
-If she was aware that Resident #1 had gained 3 to 4 pounds, she would have wanted to know if Resident #1 was experiencing any symptoms such as increased edema or shortness of breath, and she might have ordered a dose increase of her diuretic.

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-If she was aware that Resident #1 had gained 5 or more pounds, she would have adjusted her prescriptions or increased her dose of diuretic.

Telephone interview with Resident #1's power of attorney (POA) on 06/01/23 at 12:20pm revealed:
-Resident #1 went through cycles of retaining fluid and having her legs swell.
-The facility let him know if Resident #1's prescriptions changed but did not contact him if she gained 3 or more pounds, so he was not sure if Resident #1 had gained weight
-Resident #1 was occasionally short of breath but never to the point of needing oxygen.
-He had not noticed Resident #1 having worsening edema in the previous two months.

Interview with a medication aide (MA) on 06/01/23 at 12:30pm revealed:
-The personal care aides (PCA) obtained Resident #1's weight every day and reported the weight to the MA.
-The PCAs weighed Resident #1 on the wheelchair scale and were all trained how to weigh the wheelchair and subtract that weight from the total weight with Resident #1 in the chair.
-If Resident #1's weight had increased 3 or more pounds, the MAs were supposed to call and notify the PCP's office, document which nurse they spoke to at the PCP's office, then fill out a PCP communication form for the PCP to review the next time she was at the facility.

Interview with the Resident Care Director (RCD) on 06/01/23 at 12:37pm revealed:
-The MA who had documented each of Resident #1's weight gains of 3 or more pounds no longer worked at the facility.
-She completed audits of the eMARs every month

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but had not been auditing the orders with parameters to ensure the MAs followed the parameters.
-She was not aware that Resident #1 had documented weight gains of 3 or more pounds and the PCP had not been notified.
-The MA who documented the increased weights for Resident #1 had not given her a PCP communication form for the doctor to review.
-Resident #1 did sometimes have increased swelling to her legs or increased shortness of breath but the PCP was aware because she had adjusted her diuretic medication in April 2023.
-The PCP saw Resident #1 and reviewed her daily weights at least twice per month.
-The MAs were expected to follow orders as written on the eMAR.

Interview with a PCA on 06/01/23 at 12:45pm revealed:
-She obtained Resident #1's weights on most days.
-She weighed Resident #1 the same way every time she weighed her by using the wheelchair scale and subtracting the weight of the wheelchair from Resident #1's weight.
-If there was a discrepancy in Resident #1's weight from the day prior, the MA usually had her recheck the weight.
-Resident #1 occasionally had shortness of breath or increased edema but she could not remember if those symptoms occurred on the same days that her weight was increased 3 or more pounds.

Telephone interview with a representative from Resident #1's home health office revealed:
-They saw Resident #1 for her diagnoses of CHF, edema, and diabetes.
-They monitored Resident #1's weight at each of

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their weekly visits.
-Their parameters were to notify the PCP if Resident #1's weight was greater than 192 pounds.
-Resident #1's edema fluctuated from visit to visit but had been well controlled over the previous month or two.

Interview with the Administrator on 06/01/23 at 1:40pm revealed:
-He was not aware that Resident #1 had weight gains of 3 or more pounds 4 times in April 2023 and 4 times in May 2023 and the PCP had not been notified as ordered.
-He expected the MAs to follow PCP's orders which included completing notifications if values fell outside of set parameters.
-If the MA completed a notification to the PCP, they were expected to document the notification in a progress note.

Attempted interview with the MA who documented each of Resident #1's weight gains of 3 or more pounds on 06/01/23 was unsuccessful.

Based on observation, record review and attempted interview it was determined that Resident #1 was not interviewable.