

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HAL034108	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 05/24/2023
NAME OF PROVIDER OR SUPPLIER SHULER HEALTH CARE/RECORD VILLA			STREET ADDRESS, CITY, STATE, ZIP CODE 250 PITT STREET KERNERSVILLE, NC 27284		
(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	
D 000	Initial Comments The Adult Care Licensure Section conducted an annual survey from 05/23/23 to 05/24/23.	D 000			
D 079	10A NCAC 13F .0306(a)(5) Housekeeping and Furnishings 10A NCAC 13F .0306 Housekeeping and Furnishings (a) Adult care homes shall (5) be maintained in an uncluttered, clean and orderly manner, free of all obstructions and hazards; This Rule shall apply to new and existing facilities. This Rule is not met as evidenced by: Based on observations and interviews, the facility failed to be maintained in a clean and orderly manner, free of hazards, as related to live and dead bed bugs observed in multiple resident bedrooms. The findings are: Observation of room #3 on 05/23/23 at 12:21pm revealed three dead bed bugs on the top sheet on one of the two beds in the room. Observation of room #5 on 05/23/23 at 12:25pm revealed: -A live bed bug was crawling on the top sheet. -The pillowcase was covered in multiple blood spots. Observation of room #6 on 05/23/23 at 12:28pm revealed: -One of the two beds did not have a protective	D 079			

*Completion for all:
7-1-23*

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Dore B. Shuler

Administrator

6-22-23

Received, reviewed, and acknowledged on 07/10/23.

6-22-23

Please accept the plan of correction for Record Villa HAL 034-108

Health Care and Medication Administration Measures put in place:

DO79 : We are currently on our 3rd company for ongoing bedbug issues. We are still in treatment with pest currently. They are offering guidance for the staff on protocols and prevention. We have ordered more bedbug covers. (Staff mix them with our linens that go out by mistake sometimes) We have crawlers for the beds and alcohol spray as we see them for in between service. The pest company is under contract for monthly visits. We have a bedbug vacuum to use for any sightings. The staff are responsible for weekly inspections as they change the residents' linens and staff vacuum as necessary. Any sightings will be reported to administration and to pest company. The health department came to the facility the day after the survey exit and said that we were doing all that we could.

Staff are responsible to monitor the rooms on cleaning day for any concerns. (room 1 Monday, Room 2 Tuesday)

D273:

1. Appointments are to be made in office and all returns from doctor visits and hospitalizations follow up appointments as well. The appointment for follow up was overlooked according to our book, although dermatologist had made one. It was missed. Office staff will review paperwork and keep orders for follow up in an open file until appointment is on the book. This will start with RDC and be followed up with office manager.
2. Blood pressure parameters have been corrected by NP and updated on the quick MAR system. Staff was re-oriented on readings / documentation and doctor notification along with noting chart notes on quick MAR for documentation. RCD will view daily quickmar log for accuracy within parameters. Weekly the NP is at the facility to see any residents with concerns.
3. Getting medications from VA is an ongoing issue. We have spoken to several supervisors and social workers concerning protocol with our residents "VA" choice and their providers. VA wants orders sent to them by fax (always gives numerous fax numbers to send orders to) They then have to let the primary doctor review BEFORE any medications from outside orders can be filled. They do not rush this and usually state they did not receive. The remark on the corrective action verifies this with "VA call unsuccessful". We have been told by VA that if we submit a form from VA recipient that medications are to be picked up at their pharmacy and not mailed that this will help as far as getting medications sooner, but it still will not speed up their doctor approval policy. VA does not update the changes in their medication list when we send new orders. We did take the resident to VA to get clarifications and refills. His doctor was out for 2 months. They took our information and said they would mail us an updated medication list with updated orders, we never received. The house doctors have been notified of this for review. We will notify our house doctors of any orders for medications waiting to be administered and we will keep notes of dates and times with all correspondence from VA to house doctors for any ongoing concerns with medication accuracy and availability. RDC will facilitate and reorder medications when they arrive to assure that they are available for administration. Family will be notified if residents cannot get medications for any reason to help with urgency thru VA.

D286

Staff member was fairly new and was not aware of the table setting requirements. He now sets the table with a fork, knife and spoon regardless of the menu. Staff monitoring is done for quality assurance monthly and will be observing meal place settings.

D338

The house doctor wants to see any residents with numerous bed bug bites to determine on an individual basis if treatment of cream will be needed or medicine is needed. She states that here and there are like mosquito bites and nothing extra is needed but we will be sure that as we are getting the problem under control that residents are checked on for these concerns. I was in the building most of today and I saw maybe 3 and 2 were dead. The treatment plan is for 90 days. RCD will be monitoring all orders as they come in for any treatments for bites and any reports of bites will be seen by PCP at weekly visits.

D354:

The facility's contracted pharmacy has provided labels for corrections on bottles. Corrections have been made and bottles are accurate with current orders. Med. cart audit was done by the facility's contracted pharmacy on June 20, 2023. RCD will check labels for changes when orders for changes arrive daily.

D 358:

RCD will print daily the quickmar summary for any medications out of stock or refused. Medications missed for any reason will be directly addressed with current med. Tech. RCD will follow-up with the refill needed with pharmacy to assure we get it. Residents that do not have self-administer orders will not be allowed to keep medications, topical, eye drops, nasal sprays, creams etc. in their possession but they will be kept in the medication cart. The Resident is better from the issues and his skin is clear. He is seeing the house doctor regularly. He goes to the dermatologist on Tuesday, June 27, 2023. Staff had review of documentation from the facility's contracted pharmacy nurse on June 20, 2023.

There was a shortage for symbicort and VA gave resident with no order. We called to request the order several times. We got our house doctor to approve since VA would not send the order on June 21, 2023.

RCD will review with monthly med. Cart audit for accuracy and availability for prescribed medications.

The medication order for finasteride was on the MAR but VA did not acknowledge any order. I called [named] Urology and they said that it was an old order from them, and he was not on that any longer and they had not seen him for anything since 2022. Not sure why it was on the MAR. It has been D/C'd.

D 367:

Staff received training by the facility's contracted pharmacy nurse along with med. Cart audit on June 20, 2023, for chart accuracy with medications administered or out of stock/ refusals etc. Documentation errors occurred and have been corrected. RDC will review quick mar daily for accuracy.

D375:

Self-administer orders will be ordered for any residents obtaining their own medications, creams, inhalers etc. This was overlooked and the items have been removed from the resident and are in the med. Cart. RCD will follow weekly orders, and any self-administer changes.

We are requiring staff to complete quick mar training, vital signs and Medication error course that is offered by the facility's contracted pharmacy for training purposes to prevent errors when administering medications. These will be complete by July 3, 2023.

Greta Shuler
Administrator
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