STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL096049	A. BUILDING: _____ B. WING _____	11/02/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COUNTRYSIDE VILLAGE	5383 US 117 NORTH PIKEVILLE, NC 27863

(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 and complaint investigation on 11/01/23 and 11/02/23.	D 000		
D 371	10A NCAC 13F .1004(n) Medication Administration 10A NCAC 13F .1004 Medication Administration (n) The facility shall assure that medications are administered in accordance with infection control measures that help to prevent the development and transmission of disease or infection, prevent cross-contamination and provide a safe and sanitary environment for staff and residents. This Rule is not met as evidenced by: Based on observations, record reviews, and interviews, the facility failed to ensure medications were administered in accordance with infection control measures by 1 of 2 medication aides observed during the 8:00am and 9:00am medication pass, who did not wear gloves when administering a nasal medication to prevent the transmission of disease and infection, to prevent cross-contamination, and provide a safe and sanitary environment for residents. The findings are: Review of the facility's infection control policy (no date) revealed: -It was the policy of the facility to ensure that proper precautions were taken to avoid unnecessary spread of contagious diseases, bacteria, and infection. Standard Precautions shall be utilized at all times. -Hand washing was the most effective method of controlling the spread of infectious diseases. Good hand washing techniques, using soap or	D 371		

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detergent for a period of 10 to 15 seconds eliminates most bacteria.
-All employees were taught proper hand washing techniques during orientation.

Observation of the medication aide (MA) during the 8:00am and 9:00am medication pass on 11/01/23 revealed:
-She did not wear gloves before administering a nasal spray to a resident at 8:46am.
-She used her ungloved hands to document the administration of the medications into the computer system.
-A box of gloves was on the medication cart.

Interview with the MA on 11/01/23 at 8:50am revealed:
-She was trained to put on gloves when administering a nasal spray to a resident.
-She forgot to put on gloves before administering the nasal spray to a resident because she was nervous.
-She should have worn gloves to prevent the spread of infection.

Interview with the Resident Care Coordinator (RCC) on 11/02/23 at 9:00am revealed:
-The MA was trained and checked-off to administer medications to residents, including infection control.
-She expected the MA to sanitize or wash her hands between the administration of medications and to wear gloves when administering a nasal medication to prevent cross-contamination
-The MA needed additional training on infection control.

Interview with the Administrator on 11/01/23 at 11:00am revealed:
-The MA was trained to sanitize or wash her

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D 371	Continued From page 2 hands between residents when administering medications and to wear gloves when administering a nasal spray. -She was checked off on the medication clinical skills which included infection control. -She expected infection control guidelines to be followed to prevent the spread of infection.	D 371		
D 432	10A NCAC 13F .1106 (f) Settlement Of Cost Of Care 10A NCAC 13F .1106 Settlement Of Cost Of Care (f) If a resident dies, the administrator of his estate or the Clerk of Superior Court, when no administrator for his estate has been appointed, shall be given a refund equal to the cost of care for the month minus any nights spent in the facility during the month. This is to be done within 30 days after the resident's death. This Rule is not met as evidenced by: Based on interviews and record reviews, the facility failed to ensure the Estate Administrator for 4 of 5 residents (#6) received the refund owed within 30 days after the resident's death. The findings are: 1. Review of Resident #4's Resident Status Report revealed: -He was discharged to the local hospital on 07/14/23. -His financial responsibility end date was 07/14/23. -There was documentation that a refund in the	D 432		

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amount of $4,336.11 and electronically signed by the corporate Billing Manager beside the entered amount. (no date documented)

Telephone interview with Resident #4's Estate Administrator on 11/01/23 at 2:10pm revealed:
-Her family member was sent to the local hospital on 07/14/23 and died on 07/18/23 during the hospitalization.
-She was reimbursed for her family member's personal funds but not for the refund of rent.
-She was unsure how much was owed in refund.
-She had not spoken with the facility regarding the refund.

Telephone interview with the Billing Manager on 11/01/23 at 3:11pm revealed Resident #4 was owed $4,336.11 and the refund had not been paid.

Telephone interview with the Director of Financing on 11/01/23 at 1:23pm revealed Resident #4 was due a refund of $4,336.11 which had not been paid.

Refer to interview with the Administrator on 11/02/23 at 7:22am.

Refer to interview with the Billing Manager on 11/01/23 at 3:11pm.

Refer to interview with the Director of Financing on 11/01/23 at 1:23pm.

Refer to interview with an Owner on 11/02/23 at 1:02pm.

2. Review of Resident #5's Resident Status Report revealed:
-He was discharged as deceased.

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-His financial responsibility end date was 07/19/23.
-There was documentation a refund in the amount of $1,509.83 was sent and electronically signed by the corporate Billing Manager beside the entered amount. (no date documented)

Telephone interview with Resident #5's Estate Administrator on 11/01/23 at 10:43am revealed:
-Her family member died on 07/18/23 and his belongings were retrieved from the facility on 07/19/23.
-She and another family member had made several calls and sent emails in attempt to get the refund that was due.
-She spoke with the owner who told her other families were due refunds and were also waiting.
-She spoke with the Billing Manager who informed her a refund was due but it had been several weeks and she had not received a response to voicemails and emails.
-She attempted to contact the Divisional Vice President but had not received a response from voicemails and emails.

Second telephone interview with Resident #5's Estate Administrator on 11/02/23 at 9:02am revealed:
-Emails were sent to the Billing Manager o 09/28/23, 10/04/23, two emails were sent on 10/05/23 and 10/16/23.
-She spoke with the Billing Manager on 10/11/23 who acknowledged a refund was due within 30 days after her family member died.
-There was no response to any email after 10/05/23 from the Billing Manager.
-She spoke with the Owner on 10/17/23 who said the family would get the refund, but he did not know when it would be sent.

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Telephone interview with the Billing Manager on 11/01/23 at 3:11pm revealed:
-Resident #5 was owed a total of $3,120.03.
-The amount was sent for approval on 07/20/23, 08/07/23 and 10/13/23 and had not been paid.

Telephone interview with the Director of Financing on 11/01/23 at 1:23pm revealed:
-Resident #5 was due a refund of $1,509.83 which had not been paid.
-There were invoices for over $800 dollars in August 2023 and September 2023 that she was unsure of and thought there might be a problem with the account.

Refer to interview with the Administrator on 11/02/23 at 7:22am.

Refer to interview with the Billing Manager on 11/01/23 at 3:11pm.

Refer to interview with the Director of Financing on 11/01/23 at 1:23pm.

Refer to interview with an Owner on 11/02/23 at 1:02pm.

3. Review of Resident #6's Resident Status Report revealed:
-He was discharged as deceased.
-His financial responsibility end date was 08/08/23.
-There was documentation a refund in the amount of $1,844.25 was sent and electronically signed by the corporate Billing Manager beside the entered amount. (no date documented)

Telephone interview with Resident #6's Estate Administrator on 11/01/23 at 11:29am revealed:
-Resident #6 passed away on 08/08/23.

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-She spoke with the Administrator soon after Resident #6 died and was told there would be a refund of just over $1,800.
-She had not received a refund.
-She attempted to contact the corporate Billing Manager by email and phone regarding the refund but had not received any response.

Telephone interview with the Billing Manager on 11/01/23 at 3:11pm revealed Resident #6 was owed $1,844.25 and the refund had not been paid.

Telephone interview with the Director of Financing on 11/01/23 at 1:23pm revealed Resident #6 was due a refund $1,844.25 which had not been paid.

Refer to interview with the Administrator on 11/02/23 at 7:22am.

Refer to interview with the Billing Manager on 11/01/23 at 3:11pm.

Refer to interview with the Director of Financing on 11/01/23 at 1:23pm.

Refer to interview with an Owner on 11/02/23 at 1:02pm.

4. Review of Resident #7's Resident Status Report revealed:
-He was discharged as deceased.
-His financial responsibility end date was 08/11/23.
-There was documentation a refund in the amount of $6,676.11 was sent and electronically signed by the corporate Billing Manager beside the entered amount. (no date documented)
-There was a hand-written notation to refund full community fee as Resident #7 never physically

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D 432	Continued From page 7 moved into the facility. Telephone interview with Resident #7's Estate Administrator on 11/01/23 at 3:30pm revealed: -Her loved one was supposed to move into the facility on 08/08/23 but he died before he moved into the facility. -She has made many calls to the facility and the corporate office but had not received a refund for the money owed. -The Administrator had her fill out papers for the refund and she thought the Administrator was doing all she could to help get her the money she was owed. -Not getting the refund that was owed was a stressful situation on top of the grief of losing her family member and it made her feel depressed and angry. Telephone interview with the Billing Manager on 11/01/23 at 3:11pm revealed Resident #6 was owed $6,676.11 and the refund had not been paid. Telephone interview with the Director of Financing on 11/01/23 at 1:23pm revealed Resident #7 was due a refund of $6,676.11 which had not been paid. Attempted telephone interview with the Divisional Vice President on 11/01/23 at 3:09pm and on 11/02/23 at 12:08pm was unsuccessful. Refer to interview with the Administrator on 11/02/23 at 7:22am. Refer to interview with the Billing Manager on 11/01/23 at 3:11pm. Refer to interview with the Director of Financing	D 432		

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D 432	Continued From page 8 on 11/01/23 at 1:23pm. Refer to interview with an Owner on 11/02/23 at 1:02pm. _____ Interview with the Administrator on 11/02/23 at 7:22am revealed: -She filled out a Resident Status Report that included the physical and financial date of discharge including the reason for discharge. -The Resident Status Report was forwarded via email to the Billing Manager for the company who calculates the amount owed and enters it on the form. -The Billing Manager sent a completed and signed copy to her and Director of Financing. -The Director of Financing would obtain approval from the Owner to release the funds and then send a check. -The "Refund sent" that was checked by the Billing Manager meant the funds had been sent to the Director of Financing to obtain approval, not that the refund was sent to families. -She spoke with the Billing Manager, sent emails to the Billing Manager and the Director of Financing regarding the refunds that were past due, but the money has not been paid. -The facility was managed by a new company as of 09/01/23 but the license was not changed and the corporation that previously managed the facility was responsible for paying the refunds. Telephone interview with the Billing Manager on 11/01/23 at 3:11pm revealed: -She had been Billing Manager for the corporation since October 2021 and took over the North Carolina facilities in May or June 2023. -The Administrator notified her of discharges via a Resident Status Report form that was sent to her via email.	D 432		

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-After verifying the refund amount, she sends an email to the finance team including the Director of Financing.
-The Director of Financing obtained approval to release the funds and sends out the refund check.
-Rent, utilities, food and payroll would come first, and resident funds were to be interspersed in there.
-The Owners reported that no funds were available for resident refunds.

Telephone interview with the Director of Financing on 11/01/23 at 1:23pm revealed:
-Once a resident was discharged for any reason, including death, the Administrator notified the Billing Manager.
-The Billing Manager ensured amounts are correct and forwarded the Resident Status Report to the finance department; She then forwards to the owners for approval to release the funds and then she sends the money.

Telephone interview with an Owner on 11/02/23 at 1:02pm revealed:
-The Director of Finance must obtain approval to release the funds when refunds were due at discharge.
-He knew there were refunds owed to resident families and they were past due, but he did not know the amounts of the refunds.
-He did not have the money to pay the refunds that were past due.
-He was attempting to collect rent payments, and possibly borrow money, and get the refunds to the families when he could.