Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL070006	A. BUILDING: _____ B. WING _____	R 05/08/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE CARE OF ELIZABETH CITY	100 TIMMERMAN DRIVE ELIZABETH CITY, NC 27909

(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 and follow-up survey on 05/07/25 through 05/08/25.	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 record reviews and interviews, the facility failed to ensure referral and follow-up to meet the acute health care needs of 1 of 5 sampled residents (#1) related to failing to inform a primary care provider (PCP) of a resident's complaint of change in vision. The findings are: Review of Resident #1's current FL-2 dated 03/25/25 revealed diagnoses included hypertension, vitamin deficiency, and dementia. Review of Resident #1's Resident Register revealed she was admitted to the facility on 02/14/19. Review of Resident #1's handwritten staff progress notes revealed an entry dated 03/21/25 at 10:15am, the resident had an appointment at the eye center, they stated they had been calling to reschedule to 03/27/25 at 10:15am but the office had the wrong phone number. Review of Resident #1's primary care provider (PCP) visit note dated 03/25/25 revealed:	D 273	The facility shall ensure all changes related to health issues of the residents are reported to the primary care physician. The facility will require the primary care physician to arrange all consults to the appropriate specialist. This will be documented in the nurses notes. This will be monitored on a daily basis by the Health Service Director.	05/12/2025

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Jamie C. Mills — TITLE: Administrator — (X6) DATE: 5-13-25

Reviewed and acknowledged KC 6/12/25

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D 273	Continued From page 1 -The resident was seen for her annual physical exam. -She reported experiencing persistent blurred vision, which has been progressively worsening since its onset just before Christmas. -The severity of the condition has escalated to the point where she is unable to read even large print. -She has a scheduled appointment with an eye specialist on 04/03/25. Review of Resident #1's optometry visit note dated 03/27/25 revealed: -History of present illness and chief complaint (HPI/CC) was loss of vision in both eyes (OU) for 2 to 3 months. -The resident stated to have issues with seeing objects in the distance but states she can't see in detail. -Under impression and plan, there was documentation of nuclear sclerosis (nuclear sclerosis is a change in the eye where the central part of the lens, called the nucleus, becomes hard and denser) in both eyes. -The cataracts (clouding of the normally clear lens of the eye) were visually significant. -Referral for cataract evaluation with a surgeon was recommended to consider treatment options. Review of a handwritten progress note from Resident #1's optometrist dated 03/27/25 revealed: -She had mature cataracts in both eyes. -Recommend referral to named eye surgeon. Review of Resident #1's ophthalmology progress notes dated 04/23/25 revealed: -The HPI/CC was decreased vision, the location was OU (both eyes), the quality was blurry, the onset /aggravation was while reading, the course	D 273		

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D 273	Continued From page 2 was worsening, the duration of the problem was many years. -The impression was mature cataracts OU. -The resident elected traditional surgery for visually significant cataract and had a guarded visual prognosis due to the possibility of underlying retinal issues unseen at present due to dense cataract. -She was scheduled for a pre-operative visit and surgery on the right eye in June 2025 and a pre-operative visit and surgery on the left eye in July 2025. Interview with Resident #1 on 05/08/25 at 9:38am revealed: -She liked to read and noticed around Thanksgiving of 2024 that she missed letters in words while reading. -She did not tell anyone about her difficulty reading at the time. -About a week before Christmas she noticed again that she was having difficulty making letters out while reading but did not tell anyone then. -She did report her concerns about her vision to the Director of Health Services (DHS), either the week after Christmas 2024 or the early part of January 2025, she could not remember the exact date, and the DHS did not say anything. -Around the second week of January 2025 she asked the DHS if she had done anything about getting an eye exam for her and was told everyone was busy, but she would schedule a visit for her. -Her eyes were getting worse, so she asked the DHS again around the first of February 2025 about her appointment and was told her eye exam was scheduled for 03/21/25. -She told the DHS that she needed a sooner appointment because her vision had further worsened and was told 03/21/25 was the soonest	D 273		

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D 273	Continued From page 3 appointment available. -She asked the DHS for the name of the eye center that she was scheduled at so she could call about a sooner appointment. -She contacted the eye center and was told she could not make her own appointment, and that the facility would have to call and request a sooner appointment. -By this time, she could no longer read fine print and reported this to the DHS and told her the eye center said she would need to call and get her sooner appointment. -She waited another one and a half weeks and asked the DHS if she had called the eye center for a sooner appointment and was told she was "too busy". -She contacted the eye center again and was told they had not heard from the facility, and they would contact the facility, and she gave them the DHS's name. -She checked with the DHS a week or so later to see if she had heard from the eye center and she said she had not. -She called the eye center again around the first of March 2025 and was told they would try to contact the DHS at the facility again. -She waited a few days and asked the DHS again if she had heard from the eye center and again, she said she had not. -She called the eye center again and was told they had called the facility and had the DHS paged but she never came to the phone, and they left a message requesting the DHS to call them back. -Staff took her to the eye center for her 03/21/25 appointment and she was told the appointment had been cancelled and was rescheduled to 03/27/25. -She saw her primary care provider (PCP) a few days before she had her eye exam on 03/27/25	D 273		

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D 273	Continued From page 4 and told her then about the problems she was having with her vision and how long she had to wait for an appointment and her PCP was upset about the delay. -She had her eye exam on 03/27/25 and was told she had cataracts and needed surgery and was referred to the eye center's surgeon. -She saw the eye surgeon in April 2025 and is scheduled to have cataracts removed, one eye in June and the other eye in July. -She felt it took too long to get an appointment for her eye exam, and she was now worried how much of her vision she would regain with cataract removal due to the delay in getting an appointment. Interview with the facility's transporter on 05/08/25 at 2:53pm revealed: -She took Resident #1 to her appointment at the eye center on 03/21/25. -She went into the eye center with Resident #1 and was told there were no providers scheduled in the office that day and that their office had been trying to contact the facility to reschedule Resident #1's eye exam but they did not have a good contact number. -Resident #1's eye exam appointment was rescheduled to 03/27/25. Interview with the DHS on 05/08/25 at 2:49pm revealed: -Resident #1 came to her and requested an appointment with an eye doctor in either December 2024 or January 2025. -Resident #1 told her she needed an eye appointment because her vision was getting worse at her age. -She contacted the eye care center where Resident #1 was already established and was given the next available appointment date of	D 273		

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D 273	Continued From page 5 03/21/25. -She notified Resident #1 of the 03/21/25 appointment date and Resident #1 was upset that the eye appointment was not until March 2025. -She thought Resident #1 started calling the eye center herself about the appointment and possibly gave the eye center an incorrect contact number for the facility. -Resident #1 did express frustration to her about the date of the eye appointment but never told her that her vision was worsening further. -She did not document the original conversation with Resident #1 about her request for an eye appointment because she was very busy and did not have time to document all conversations with all residents. -She did not contact Resident #1's PCP about her request for an eye exam and the date of the eye exam because she had scheduled the appointment for the resident and considered the matter handled. -She also did not contact Resident #1's PCP because she considered the scheduling of Resident #1's eye appointment as a request from the resident instead of a referral. -A request could come from a resident, a referral had to come from the PCP. -Resident #1 should have notified her PCP of her vision concerns at her visits. -She did not consider calling a different eye center for a sooner appointment for Resident #1 because eye care centers were few in the area and she scheduled Resident #1 with the practice where she was currently established. Interview with the Administrator on 05/08/25 at 3:05pm revealed: -The residents made many requests to the DHS for various types of appointments. -She did not expect the DHS to have time to	D 273		

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D 273	Continued From page 6 document all conversations with the residents. -It always took several months to get eye exam appointments and evaluation appointments for cataract surgery. -The DHS scheduled an eye exam at Resident #1's request but Resident #1 was not happy with the appointment date. -Resident #1 came to her, upset and said she needed a sooner eye appointment, and she advised the resident that the 03/21/25 was the soonest eye exam available. -It was her understanding that Resident #1 started calling the eye center herself regarding a sooner eye exam appointment. -Resident #1 never told her that her vision was progressively getting worse. -Resident #1 was taken to the 03/21/25 appointment by facility staff and when they arrived for the 03/21/25 appointment, the transport staff was told by the office staff that Resident #1's appointment had to be rescheduled because the provider was not available, and they had been trying to contact the facility but had an incorrect contact number. -Resident #1's eye appointment was rescheduled to 03/27/25 and the appointment was kept. -Resident #1 thanked her after her 03/27/25 eye exam. -The DHS upheld her responsibility to Resident #1's request for an eye exam because she scheduled an appointment for her. -She did not feel the Resident #1's PCP needed to be notified of the resident's complaints of vision issues and the timeframe of Resident #1's eye appointment because the DHS had contacted and notified the appropriate provider which was the eye center office. Telephone interview with a receptionist with Resident #1's eye care center on 05/08/25 at	D 273		

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D 273	Continued From page 7 10:58am revealed: -Resident #1 had an appointment on 03/21/25, Resident #1's 03/21/25 appointment was created on 01/13/25 at 10:44am. -She did not have documentation of who scheduled the 03/21/25 appointment for Resident #1. -Resident #1's 03/21/25 appointment was rescheduled to 03/27/25. -She had no documentation of whether the facility or their office rescheduled Resident #1's 03/21/25 appointment to 03/27/25. -She had no documentation of additional phone calls pertaining to a sooner appointment than 03/21/25 for Resident #1. Telephone interview with the Licensed Practical Nurse (LPN) with Resident #1's PCP on 05/08/25 at 3:31pm revealed: -Resident #1 was last seen at their office on 03/25/25 for her annual wellness exam, she was previously seen on 02/21/24. -There was no documentation that the facility had contacted their office regarding Resident #1's vision complaints or regarding the date of her eye exam prior to her 03/25/25 visit. -She reviewed Resident #1's 03/25/25 PCP visit notes and Resident #1 reported persistent blurred vision that had progressively worsened since onset before Christmas and had an upcoming eye exam. -She would have expected the facility to notify their office of any change in condition such as worsening vision. Attempted telephone interview with Resident #1's responsible party (RP) on 05/07/25 at 4:14pm and on 05/08/25 at 10:58am and 2:40pm were unsuccessful.	D 273		

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D 273	Continued From page 8 Attempted telephone interview with Resident #1's PCP on 05/08/25 at 3:31pm was unsuccessful. Attempted telephone interview with Resident #1's Doctor of Optometry on 05/08/25 at 3:54pm was unsuccessful. Attempted telephone interview with Resident #1's Ophthalmologist on 05/08/25 at 3:54pm was unsuccessful.	D 273		