

Division of Health Improvement

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 4032	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/09/2019
NAME OF PROVIDER OR SUPPLIER THE LEGACY AT SANTA FE		STREET ADDRESS, CITY, STATE, ZIP CODE 3 AVENIDA ALDEA SANTA FE, NM 87507		
(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
A 000	Initial Comments The following deficiencies were cited during a Complaint survey completed on 10/09/19 for the state requirements of 7 NMAC 8.2, Regulations for Assisted Living. Complaint Intake NM#37578 was substantiated with deficiencies cited.	A 000		
A 019	7 NMAC 8.2.19 Staffing Ratios STAFFING RATIOS: The following staffing levels are the minimum requirements. A. The facility shall employ the sufficient number of staff to provide the basic care, resident assistance and the required supervision based on the assessment of the residents ' needs. (1) During resident waking hours, facilities shall have at least one (1) direct care staff person on duty and awake at all times for each fifteen (15) residents. (2) During resident sleeping hours, facilities with fifteen (15) or fewer residents shall have at least one (1) direct care staff person on duty, awake and responsible for the care and supervision of the residents. (3) During resident sleeping hours, facilities with sixteen (16) to thirty (30) residents shall have at least one (1) direct care staff person on duty and awake at all times and at least one (1) additional staff person available on the premises. (4) During resident sleeping hours, facilities with thirty-one (31) to sixty (60) residents shall have at least two (2) direct care staff persons on duty and awake at all times and at least one (1) additional staff person immediately available on the premises. (5) During resident sleeping hours, facilities with more than sixty-one (61) residents shall have at least three (3) direct care staff persons on duty	A 019		

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

TITLE

(X6) DATE

01/14/20

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A 019	Continued From page 1 and awake at all times and one (1) additional staff person immediately available on the premises for each additional thirty (30) residents or fraction thereof in the facility. B. Upon request of the department, the facility shall provide the staffing ratios per each twenty-four (24) hour day for the past thirty (30) days. [7.8.2.19 NMAC - Rp, 7.8.2.18 NMAC, 01/15/2010] This REQUIREMENT is not met as evidenced by: 7.8.2.19 A (1) (4) Based on record review and interview, the facility failed to ensure there was a minimum of 2 Direct Care Staff (DCS) on duty/awake and 1 DCS immediately available on the premises during the resident sleeping hours. This deficient practice has the potential to put all 36 Residents (R #s 1-36) as identified on the resident census list provided by the Health and Wellness Director on 10/08/19, to be at risk of harm or death if there is not enough DCS to provide safe, efficient care during this shift. The findings are: A. Record review of the staff schedules for June 2019 and September 2019, revealed that there were not a minimum 2 DCS on duty/awake and 1 DCS immediately available on the premises on overnight shift (11:00 pm to 7:00 am) for the following dates. 1. June 2019: 06/07/19, 06/08/19, 06/14/19, 06/15/19, 06/16/19, 06/21/19, 06/22/19, 6/28/19 & 6/29/19 (all Friday and Saturday nights). 2. September 2019: 09/01/19 - 09/05/19,	A 019		

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A 019	Continued From page 2 09/08/19 - 09/12/19, 09/15/19- 09/19/19, 09/22/19, 09/24/19 - 09/26/19 & on 09/30/19. B. On 10/09/19 at 3:05 pm, during an interview with the Administrator, she confirmed that on the dates listed above there were only 2 DCS on duty/awake scheduled and there was not an additional DCS immediately available on the premises during sleeping hours (11:00 pm - 7:00 am).	A 019			
A 035	7 NMAC 8.2.35 Medication MEDICATIONS: Administration of medications or staff assistance with self-administration of medications shall be in accordance with state and federal laws. No medications, including over-the-counter medications, PRN (when needed) medications, or treatment shall be started, changed or discontinued by the facility without an order from the physician, physician assistant or nurse practitioner and with entry into the resident's record. A. State board of nursing licensed or certified health care professionals are responsible for the administration of medications. Administration may only be performed by these individuals. B. Facility staff may assist a resident with the self-administration of medications if written consent by the resident is given to the administrator of the facility or the administrator ' s designee. If the resident is incapable of giving consent, the surrogate decision maker named in accordance with New Mexico law may give written consent for assistance with self-administration of medications. All staff that assist with self-administration of medications shall have successfully completed a state approved assistance with self-administration of	A 035			

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A 035	Continued From page 3 medication training program or be licensed or certified by the state board of nursing. C. PRN (pro re nada) medication. (1) Physician or physician extender ' s orders for PRN medications shall clearly indicate the circumstances in which they are to be used, the number of doses that may be given in a 24-hour period and indicate under what circumstances the primary care practitioner (PCP) is to be notified. (2) The utilization of PRN medications shall be reviewed routinely. Frequent or escalating use of PRN medications shall be reported to the PCP. D. Only a licensed nurse (RN or LPN) shall administer any medications or conduct any invasive procedures provided by the following routes: intravenous (IV), subcutaneous (SQ), intramuscular (IM), vaginal or rectal. Only a licensed nurse shall administer non-premixed nebulizer treatments. E. The facility shall have medication reference material that contains information relating to drug interactions and side effects on the premises. Staff that assist in the self-administration of medications shall know interactions or possible side effects that might occur. F. Medications prescribed for one resident shall not be used for another resident. G. Medication assistance record (MAR). For residents who are not independent and require assistance with self administration, the facility shall have a MAR that documents the details of the residents' medication, including PRN and over-the-counter medication that is assisted with self-administration by qualified staff or administered to the resident by licensed or certified staff. The information in the MAR shall include: (1) the resident's name; (2) any known allergies to medication that the	A 035		

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A 035	Continued From page 4 resident has; (3) the name of the resident's PCP or the prescriber of the medication; (4) the diagnosis or reason for the medication; (5) the name of the medication, including the drug product brand name and the generic name; (6) notation if the medication is a schedule II-IV drug; (7) the dosage of the medication; (8) the strength of the medication; (9) the frequency or how often the medication is to be taken or given; (10) the route of delivery for the medication (mouth, eye, ear, other); (11) the method of delivery for the medication (pills, drops, IM injection, other); (12) the date that the medication was started or discontinued; (13) any change in the medication order; (14) pre-medication information (i.e., pulse, respiration, blood pressure, blood sugar) as required by the medication order; (15) the date and time that the medication is self-administered, administered with assistance or is administered; (16) the initials and signature of the person assisting with or administering the medication; (17) the desired results obtained from or problems encountered with the medication (pain relieved, allergic reaction, etc.); (18) any refused dose of medication; (19) any missed dose of medication; and (20) any medication error. H. No medication shall be stopped or started without specific orders from the primary care physician. I. If a resident refuses to take a prescribed medication, it shall be documented and the facility shall report it to the prescriber.	A 035		

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A 035	Continued From page 5 J. A suspected adverse reaction to a medication shall be documented on the MAR and reported immediately to the PCP and the resident's surrogate decision maker. If applicable, emergency medical treatment shall be arranged. Documentation of the event shall be kept in the resident's record. K. Prescription medication, other than blister packs and unit dose containers, shall be kept in the original container with a pharmacy label that includes the following: (1) the resident's name; (2) the name of the medication; (3) the date that the prescription was issued; (4) the prescribed dosage and the instructions for administration of the medication; and (5) the name and title of the prescriber. L. Any medication that is removed from the pharmacy container or blister pack shall be given immediately and documented by the staff that assisted with the medication delivery. M. The facility shall report all medication errors to the physician, documentation of medication errors and the prescriber's response shall be kept in the resident's record. N. The facility shall develop and follow a written policy for unused, outdated, or recalled medications kept in the facility in accordance with 16.19.11.10 NMAC (AS AMENDED). [7.8.2.35 NMAC - Rp, 7.8.2.35 NMAC, 01/15/2010] This REQUIREMENT is not met as evidenced by: 7.8.2.35 B G (5) Based on record review and interview, the facility	A 035		

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A 035	Continued From page 6 failed to ensure that the: 1. The Direct Care Staff (DCS) who assist residents with the self-administration of medications had completed a state approved Self-Administration of Medications course and had received certificates of completion. 2. Medications listed on the Medication Administration Record (MAR) included both the brand and generic names. This deficient practice has the potential for all 36 (R #s 1-36) residents listed on the census provided by the Health and Wellness Director on 10/08/19 to be at risk for harm/injury if: 1. Residents are not receiving their medications correctly because the DCS have not completed a state approved Assistance with Self-Administration of Medications course and received a certificate of completion. 2. Medications listed on the MARS do not have both the brand/generic names and the Direct Care Staff (DCS) who assist with medications do not know what the new medication is for. The findings are: Findings related to medication certificates. A. Record review of DCS #s 2 and 4 employee files revealed no documentation that a state approved Assisting with Self-Administration of Medication course had been completed and a certificate of completion was received. B. On 10/09/19 at 10:51 am, during an interview with the Administrator, she confirmed that there was no documentation available for review that DCS #s 2 and 4 had completed a state approved Assisting with Self-Administration of Medication	A 035		

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A 035	Continued From page 7 course or received a certificates of completion. Findings related to brand/generic medication names. C. Record review of R #1's September 2019 MAR, revealed that 5 out of 15 medications listed did not include both the brand and generic name. D. Record review of R #3's September 2019 MAR, revealed that 8 out of 9 medications listed did not include both the brand and generic name. E. On 10/09/19 at 11:32 am, during an interview with the Health and Wellness Director she confirmed the findings listed above for R #'s 1 and 3 September 2019 MARs.	A 035		
A 069	7 NMAC 8.2.69 Memory Care Units MEMORY CARE UNITS: An assisted living facility that provides a memory care unit to serve residents with dementia shall comply with the provisions of subsection A-J below in addition to the rules applicable to all assisted living facilities, 7.8.2 NMAC. A. Additional definitions: The following definitions, in addition to those in 7.8.2.7 NMAC, shall apply. (1) " Alzheimer ' s " means a brain disorder that destroys brain cells, causing problems with memory, thinking and behavior that are severe enough to affect work, lifelong hobbies or social life. Alzheimer ' s gets progressively worse and is fatal. (2) " Care coordination agreement requirement " means a written document that outlines the care and services that are provided by other outside agencies for assisted living residents that require additional care and services.	A 069		

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A 069	Continued From page 8 (3) " Dementia " means loss of memory and other mental abilities severe enough to interfere with daily life. It is caused by changes in the brain. (4) " Memory care unit " means an assisted living facility or part of or an assisted living facility that provides added security, enhanced programming and staffing appropriate for residents with a diagnosis of dementia, Alzheimer ' s disease or other related disorders causing memory impairments and for residents whose functional needs require a specialized program. (5) " Secured environment " means locked (secured/monitored) doors/fences that restrict access to the public way for residents who require a secure unit. B. Care coordination requirement. An assisted living facility that accepts residents with memory issues shall determine which additional services and care requirements are relevant to the resident and disease process. (1) The medical diagnosis and ISP shall be utilized in the determination of the need for additional services. (2) The assisted living facility shall ensure the coordination of services and shall have evidence of an agreement of care coordination for all services provided in the facility by an outside health care provider. C. Employee training. In addition to the training requirements for all assisted living facilities, pursuant to 7.8.2.17 NMAC, all employees assisting in providing care for memory unit residents shall have a minimum of twelve (12) hours of training per year related to dementia, Alzheimer ' s disease, or other pertinent information. D. Individual service plan (ISP). An assisted living facility that admits memory care unit residents	A 069		

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A 069	Continued From page 9 shall create an ISP in coordination with the resident ' s primary care practitioner, in compliance with the requirements outlined in " Individual Service Plan, " 7.8.2.26 NMAC, pursuant to a team meeting as described in " Exceptions to admission, readmission and retention, " Subsection C of 7.8.2.20 NMAC, and which ensures the following criteria: (1) identification of the resident's needs specific to the memory care unit and the services that are provided; each memory unit resident shall receive the services necessary to meet the individual resident ' s needs; (2) medications shall be self-administered, self-administered with assistance by an individual that has completed a state approved program in medication assistance or administered by the following individuals: (a) a physician; (b) a physician extender (PA or NP); (c) a licensed nurse (RN or LPN); (d) the resident if their PCP has approved it; (e) family or family designee; and (f) any other individual in accordance with applicable state and local laws. E. Assessments and reevaluations. (1) An assessment shall be completed by a registered nurse or a physician extender within fifteen (15) days prior to admission. When emergency placement is warranted the fifteen (15) day assessment shall be waived and the assessment shall be completed within five (5) days after admission. (a) The resident shall have a medical evaluation and documentation by a physician, physician's assistant or a nurse practitioner within six (6) months of admission. (b) The pre-admission assessment shall include written findings, an evaluation of less restrictive	A 069		

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A 069	Continued From page 10 alternatives and the basis for the admission to the secured environment. The written documentation shall include a diagnosis from the resident's PCP of Alzheimer's disease or other dementia and the need for the resident to reside in a memory care unit. (c) Only those residents who require a secured environment placement or whose needs can be met by the facility, as determined by the assessment prior to admission or on review of the individual service plan (ISP), shall be admitted. (2) A re-evaluation must be completed every six (6) months and when there is a significant change in the medical or physical condition of the resident that warrants intervention or different care needs, or when the resident becomes a danger to self or others, to determine whether the resident 's stay in the assisted living facility memory care unit is still appropriate. F. Documentation in the resident ' s record. In addition to the required documentation pursuant to 7.8.2.21 NMAC, the following information shall be documented in the resident ' s record: (1) the physician ' s diagnosis for admission to a secure environment or a memory care unit; (2) the pre-admission assessment; and (3) the re-evaluation(s). G. Secured environment. (1) Memory care unit residents may require a secure environment for their safety. A secured environment is any locked (secured/monitored) area in which doors and fences restrict access to the public way. These include but are not limited to: (a) double alarm systems; (b) gates connected to the fire alarm; and (c) tab alarms for residents at risk for elopement. (2) In addition to the interior common areas	A 069		

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A 069	Continued From page 11 required by this rule, the facility shall provide a safe and secure outdoor area for the year round use by the residents. (a) Fencing or other enclosures shall prevent elopement and protect the safety and security of the residents. (b) Residents shall be able to independently access the outdoor areas. (3) Locked areas shall have an access code or key which facility employees shall have available on their person or on the locking unit itself at all times. H. Resident rights. In addition to the requirements pursuant to 7.8.2.32 NMAC, the following shall apply: (1) the resident's rights may be limited as required by their condition and as identified in the ISP; (2) the resident who believes that he or she has been inappropriately admitted to the secured environment may request the facility in contact the resident ' s legal guardian, or an advocate such as the ombudsman or the primary care practitioner; upon request, the facility shall assist the resident in making such contact. I. Disclosure to residents. A facility that operates a secured environment shall disclose to the resident and the resident ' s legal representative, if applicable and prior to the resident ' s admission to the facility, that the facility operates a secured environment. (1) The disclosure shall include information about the types of resident diagnosis or behaviors that the facility provides services for and for which the staff are trained to provide care for. (2) The disclosure shall include information about the care, services and the type of secured environment that the facility and trained staff provide.	A 069		

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A 069	Continued From page 12 J. Staffing. The facility shall provide the sufficient number of trained staff members to meet the additional needs of the residents in the secured environment. There must be at least one (1) trained staff member awake and in attendance in the secured environment at all times. [7.8.2.69 NMAC - N, 01/15/2010] This REQUIREMENT is not met as evidenced by: 7.8.2.69 J. Based on record review and interview, the facility failed to have at least one (1) trained Direct Care Staff (DCS) on duty/awake and in Memory Care Unit (MCU) at all times. This deficient practice has the potential for all 7 (R #s 1-7) Memory Care Residents (MCR) identified on the resident census list provided by the Health and Wellness Director on 10/08/19, to be at risk of harm or death if there is not enough Direct Care Staff (DCS) to provide safe, efficient care and able to meet the needs of the MCRs at all times. The findings are: A. Record review of Compliant Intake #37578 dated 05/30/19, the complainant alleged that while visiting the facility, the complainant: 1. Was not able to find any DCS in the MCU secured environment for at least 20 minutes. 2. Spoke with the Health and Wellness Director, who stated that during shift change, there are no DCS in the MCU because they are in a staff meeting. B. Record review of the staff schedules for June 2019 and September 2019, revealed that there were only 2 DCS scheduled to be on duty/awake (1 MCU and 1 Assisted Living (AL)) and there	A 069		

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A 069	Continued From page 13 was not 1 additional DCS immediately available on the premises on the overnight shift (11:00 pm to 7:00 am) for the following dates. 1. June 2019: 06/07/19, 06/08/19, 06/14/19, 06/15/19, 06/16/19, 06/21/19, 06/22/19, 6/28/19 & 6/29/19 (all Friday and Saturday nights). 2. September 2019: 09/01/19 - 09/05/19, 09/08/19 - 09/12/19, 09/15/19- 09/19/19, 09/22/19, 09/24/19 - 09/26/19 & on 09/30/19. C. On 10/09/19 at 3:05 pm, during an interview with the Administrator, she confirmed that on the dates listed above there were only 2 DCS on duty/awake scheduled and there was not an additional DCS immediately available on the premises during sleeping hours (11:00 pm - 7:00 am). D. Record review of facility records revealed that: 1. There were 2 (R#s 2 & 5)-2-person transfers in the AL unit 2. The DCS in the MCU is needed to assist with a 2-person transfers in the AL unit, the MCU is left unattended. E. On 10/09/19 at 11:40 am, during an interview with the Health and Wellness Director, she confirmed that the MCU can periodically be unstaffed if/when the single MCU DCS is called to help in the AL unit. F. On 10/09/19 at 3:05 pm, during an interview with the Administrator, she confirmed that the: 1. MCU is left unattended at times when the DCS stationed in the MCU has to assist with residents in the AL Unit. 2. AL unit houses 2-2-person transfers (R#s 2 & 5). 3. June 2019 and September 2019 staff schedule has only 2 DCS scheduled during the	A 069		

Division of Health Improvement

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 4032	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/09/2019
NAME OF PROVIDER OR SUPPLIER THE LEGACY AT SANTA FE		STREET ADDRESS, CITY, STATE, ZIP CODE 3 AVENIDA ALDEA SANTA FE, NM 87507		
(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
A 069	Continued From page 14 11:00 pm - 7:00 am shift on the dates shown above. 4. The staff member designated on the schedule as AL Support DCS is the DCS stationed in the MCU unit.	A 069		