DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
		A. BUILDING _____ B. WING _____	**10/08/2019**

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COVENANT OF LOVE	**1213 BALZAR AVE, LAS VEGAS, NEVADA ,89106**

(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) COMPLETION DATE
0000	Initial Comments	0000		
0273 SS= D	Nutrition and Service of Food - Special Diet - NAC 449.2175 4. A resident who has been placed on a special diet by a physician or licensed dietitian must be provided a meal that complies with the diet. The administrator of the facility shall ensure that records of any modifications to the menu to accommodate for special diets prescribed by a physician or licensed dietitian are kept on file for at least 90 days.	0273	0273 Menus shall be in writing, planned at-least a week in advance, dated, and posted in the official dining area/inclusive of meal modification/s NAC 449.2175): Record of each menu/and modified meal shall be maintained at-least 90-days after the prescribed special diet has been accommodated (filed in Resident' individualized file). a. The facility has/and shall comply with nutritious special diet planning/and the preparation of meals that comply with Physician/or Dietician Orders. Meals are/shall be prepared suitable to preferences/with regards to religious request/s. b. To assure meals are planned/and prepared according to Physician/or Dietian Orders the following procedures shall take place (*inclusive of reminds of his or her special diet orders).* B.1: Food shall be prepared separately from regular meal items; B.2: Shopping shall take place weekly according to weekly menu; B.3: Special diet menu posted in dining/kitchen/also in resident's bedroom (*reminders*); and B.4: Each Caregiver providing meal preparation did/shall receive meal education according Physician/or	12/27/2019

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | Name: CHARLENE W BYNUM | Title: Executive Director; Assistant to Administrator | Date: 01/06/2020

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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			Dietician recommended special diet order/s; each special diet educational/consultation session documented quarterly. c. The Corrective Action Plan shall remain consistent with Assistant to Administrator reviewing each Residents' Doctor Visit/s Documentation/including Medication Reviews; monitor and oversee menus/and meal development/preparation to assure Special Diet/s are nutritious and in compliance with Physician/or Dietician Orders. d. The Lead Caregiver and Assistant to Administrator shall monitor meal preparation, special diet orders, and serving of facility meals to ensure facility compliance according to (NAC 449.2175). e. (12/27/2019)	
0276 SS= F	Service of Food-Nutritious Meals;Frequency - NAC 449.2175 Service of food 7. Meals must be nutritious, served in an appropriate manner, suitable for the residents and prepared with regard for individual preferences and religious requirements. At least three meals a day must be served at regular intervals. The times at which meals will be served must be posted. Not more than 14 hours may elapse between the meal in the evening and breakfast the next day. Snacks must be made available between meals for the residents who are not prohibited by their physicians from eating between meals.	0276	0276 This facility did/and shall maintain the practice of serving Three Nutritious Meals a Day (with) available snacks (unless physician has prohibited resident' from eating between meals/Resident shall then be encouraged not to snack). This facility shall maintain the practice of serving Residents' in an appropriate (respectful) manner according to his/or her preference/s and religious value/s, including when dealing with an un-expected crisis-like situation. a. According to NAC 449.2175 - Nutrition	12/12/2019

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			and Service of Food Frequency: Special efforts shall be given to having meals prepared/and shall attempt to serve meals to Residents within the POSTED MEAL SCHEDULED TIMES (***meal-times*** *changed to better accommodate Residents' awakening schedule/s;* ***see attachment***). To accommodate preferences the facility has (2) Food Service Areas (*brunch table/in common living area; and dinette table/formal dining room area*). Also accommodating preferences allows Residents' to have meals put away for him/or her until they are ready to eat (*meals are most always prepared to accommodate scheduled SERVING TIMES; Cold/and Hot Instant Cereals/and Milk and Fruit is most always available as early as 7am/while/or until cooked meal is prepared).* b. A monthly education training was scheduled to re-iterate the importance of following regulation; and the importance of using awareness skills (*see attached schedule/and material*): b. 2. 1: 09/11/2019-Congestive Heart Failure/Awareness Skills; 10/16/2019-Caregiver Regulations/Policies 11/13/2019-Ethics/Values; and 12/11/2019-Mental Illness Symptoms b.2. 2: Brainstormed best times for meals (*contrasted w/wakeup Times/and 14 hours between dinner/and breakfast*) Meal Times	

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			Adjusted/and Posted (*see attachment 2 pg 2*) c. The Corrective Action Plan was/and shall continue informing Primary Physician of daily observations/and concerns (Phone/Medication Review); and assure each prescribed medication is picked-up from the pharmacy within a timely manner (*make every attempt to pickup same day*). d. The Assistant to Administrator shall monitor compliance by preparing/or prêt (including) educate Caregivers on the practice of (What is considered/The Importance of/and Proper Preparation of Nutritious Meals); and did/and shall continue to call the facility prior to meal-time to check to see what is being served/and how it was/or is being prepared (*monitoring ongoing in 90-day Increments inclusive of Alternative Meals documented).* e. 12/12/2019	
0878 SS= G	Medication/OTCS, Supplements, Change Order - NAC 449.2742 - Administration of medication: Responsibilities of administrator, caregiver and employees of facility. 5. An over-the-counter medication or a dietary supplement may be given to a resident only if the resident's physician has approved the administration of the medication or supplement in writing or the facility is ordered to do so by another physician. The over-the-counter medication or dietary supplement must be administered in accordance with the written instructions of the physician. The administration of over-the-counter medications and dietary supplements must be included in the record required pursuant to paragraph (b) of subsection 1 of NAC 449.2744. 6. Except as otherwise provided in this subsection, a medication prescribed by a physician must	0878	0878 This facility shall maintain the practice of exhausting most every effort to retrieve Physicians/and, or Nurse Practitioners written/prescription medication orders within a timely manner (5/days); or have knowledge that a medication has a change order/or that a Resident desires to take an Over-the-Counter Medication; or has a change order prescription to be picked-up at the Pharmacy (Provider team shall attempt to pick-up the ordered medication). Prior to a Resident' being issued (or, permitted to take) an Over-the-Counter Medication (the Over-the-Counter Medication/or Change Order) MUST be Approved/with Written Administration Orders by the Resident's	12/18/2019

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	be administered as prescribed by the physician. If a physician orders a change in the amount or times medication is to be administered to a resident: (a) The caregiver responsible for assisting in the administration of the medication shall: (1) Comply with the order; (2) Indicate on the container of the medication that a change has occurred; and (Previously Y 0879) (3) Note the change in the record maintained pursuant to paragraph (b) of subsection 1 of NAC 449.2744; (b) Within 5 days after the change is ordered, a copy of the order or prescription signed by the physician must be included in the record maintained pursuant to paragraph (b) of subsection 1 of NAC 449.2744; and (c) If the label prepared by a pharmacist does not match the order or prescription written by a physician, the physician, registered nurse or pharmacist must interpret that order or prescription and, within 5 days after the change is ordered, the interpretation must be included in the record maintained pursuant to paragraph (b) of subsection 1 of NAC 449.2744.		Primary Physician within five (5/days). **a.** **a.** The providers shall attempt to build a more effective collaboration with Residents' attending Physician/s and/or Nurse Practitioners (*ask more precise questions about Residents' Care/symptoms; and request written documentation upon each visit*) to decrease the potential of other Residents' being affected by the NAC 449.2742 – Medication/OTCS, Supplements, Change Order. **b.** **b.** The most effective measure to put in place would be to follow documentation guidelines; and follow-up with Primary Physician when in doubt about a medication order. Written medication orders /documentation is required once a medication order has been changed /inclusive of each Over-the-Counter Medication that may come into the Facility. After Physician provides medication change orders/or over-the counter medication approval with administration orders the medication may then be transcript onto a Medication MAR (using the following disciplines); b.1 Medication shall be taken directly from file cabinet (check person name on bottle/s) b. 2 Dosage/s will be administrated as doctor prescribed b. 3 Medication Mar will be signed out on once the medication is issued (provider/and resident) b. 4 Each medication bottle will be recapped immediately after removing medication from the bottle (if) package only what is prescribed will be removed	

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			and administrated (once issuance is complete med returned to proper storage, include of over-counter medications-after receiving a doctor's order). **c.** **C.** The Assistant to Administrator shall monitor compliance by and corrective actions by auditing medications MARS at-least once a week for the next 90-days; and requesting an updated medication review from each Resident's Physician, inclusive of (R 1). Additionally Assistant to Administrator and Licensed Administrator shall observe each Staff Person who administers medication/s assuring they have had the appropriate Training (16/hrs; and an eight hour training) and that each Staff Person yet possess Efficient Competencies to Administrate Medications/and Oversight of the Facilities: Understands (Each) Regulation in Administrating Medications (a) The principles behind safe handling of medication; and (b) able to follow the procedures laid down for the control, administration, recording, safe keeping, handling and disposal of medicines. **d.** The Assistant to Administrator shall monitor compliance by providing an oversight of Medications/ incoming, destroy, administration, and documentation/assessments of Resident Treatment History/and noticed symptoms and prepare a report for the Primary Physician; and if resident' complaints /or there is a notice of an indifferent symptom the Resident shall be referred to Emergency Care and transported by Medical Emergency without hesitation; ongoing observation over medication records for the next 90-days. e. 12/18/2019 (see attachment 3.	

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			Caregiver Requirements 4. Medication logs).	