STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145358	A. BUILDING _____ B. WING _____	02/06/2012

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F 353	Continued From page 23 kinky hair that appeared unkempt and uncombed.	F 353		
F9999	FINAL OBSERVATIONS Licensure Violations: 300.610a) 300.610c)2 300.1210a) 300.1210b)3) 300.1210b)4) 300.1210b)5) 300.1210c) 300.1210d)3 300.12104)C) 300.1220b)3) 300.3240a) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures, governing all services provided by the facility which shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee and representatives of nursing and other services in the facility. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a meeting. c) These written policies shall include, at a minimum the following provisions:	F9999		

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F9999	Continued From page 24 2) Resident care services including physician services, emergency services, personal care and nursing services, restorative services, activity services, pharmaceutical services, dietary services, social services, clinical records, dental services, and diagnostic service (including laboratory and x-ray). Section 300.1210 General Requirements for Nursing and Personal Care a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident. Restorative measures	F9999		

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F9999	Continued From page 25 shall include, at a minimum, the following procedures: 3) All nursing personnel shall assist and encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary. 4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain good nutrition, grooming, and personal hygiene. 5) All nursing personnel shall assist and encourage residents with ambulation and safe transfer activities as often as necessary in an effort to help them retain or maintain their highest practicable level of functioning. c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.	F9999		

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F9999	Continued From page 26 d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis: 3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record. 4) Personal care shall be provided on a 24-hour, seven-day-a-week basis. This shall include, but not be limited to, the following: C) Each resident shall have clean, suitable clothing in order to be comfortable, sanitary, free of odors, and decent in appearance. Unless otherwise indicated by his/her physician, this should be street clothes and shoes. Section 300.1220 Supervision of Nursing Services b) The DON shall supervise and oversee the nursing services of the facility, including: 3) Developing an up-to-date resident care plan for each resident based on the resident's comprehensive assessment, individual needs and goals to be accomplished, physician's orders, and personal care and nursing needs. Personnel, representing other services such as nursing, activities, dietary, and such other modalities as are ordered by the physician, shall be involved in the preparation of the resident care plan. The plan shall be in writing and shall be reviewed and	F9999		

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F9999	Continued From page 27 modified in keeping with the care needed as indicated by the resident's condition. The plan shall be reviewed at least every three months. Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. This Requirement is not met as evidenced by: Based on observation, interview and record review the facility failed to accurately and thoroughly assess 4 residents (R23, 41, 47 and 43) outside the sample and for 1 resident inside the sample (R19) of 21 residents having urinary incontinence. The facility also failed to develop and implement a bowel and bladder policy and procedure. This failure resulted in R23 expressing feelings of psychosocial and emotional distress as result of being told she cannot use the toilet and must void in her diaper sating she feels humiliated ans embarrassed about being told to void in her diaper. These failures also has the potential to affect all incontinent residents in the facility. Findings include: Review of 672 Resident Census and Condition shows that the facility has 56 residents who are occasionally or frequently incontinent of bladder and 49 residents who are occasionally or frequently incontinent of bowel. The 672 states that of the 56, 21 are on individual bladder	F9999		

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training programs, and of the 21, 10 are on individual bowel training programs. When asked for the list of residents on a bowel and bladder program, E2 (director of nursing) provided a list dated 1/4/12 with 13 resident names. This is inconsistent with the 31 residents listed on the 672 as being in a program. E1 and E2 were asked on 1/12/12 at 10:55 am if the numbers needed to be revised and both declined, stating that E19 (restorative nurse) would explain the program and its number of participants.
All B & B (bladder and bowel) assessments for the 31 residents listed in the program were requested on 1/12/12 and E19 (restorative nurse) presented 5 of the 31 on 1/13/12 stating she didn ' t have time to obtain the remaining 26 assessments. When asked to describe the facility ' s toileting program for the residents identified as being on individual toileting programs on the 672, E19 described a prompted toileting program in which involves toileting/prompting residents upon waking, before and after meals, before bed and as needed. This is not an individualized bladder training program. Review of care plans of residents on toileting programs show the facility has not developed individualized goals or implemented specific plans/interventions in order to prevent or minimize decline. Examples follow.
Per E19 and review of incontinence assessments, the facility has not identified whether the causes of resident's incontinence are reversible or irreversible.
R23 was observed to be sitting in a wheelchair in the second floor dining room on 1/10/12 at 9:40am. R2 stated she was having pain in her lower back and buttocks and needed to go to the bathroom. R23 stated she had not been to the bathroom since she was toileted upon rising this

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morning, a little before 7:00am. E15 (nurse's aide) stated on 1/10/12 at 9:55am R23 knows when she has to go to the bathroom and R23 is transferred onto the toilet via a sit-to-stand lift. E25 (nurse) assisted E15 in utilizing the lift and placing R23 onto the toilet in her bathroom. R23 was observed to have urine soaked through her diaper, onto her pants when lifted out of the wheelchair.

Following concerns to facility regarding a lack of reassessment after an incident in which R23 was " lowered to the floor " while utilizing the sit-to-stand lift in October 2011, E2 (director of nursing) stated on 1/12/11 at 1:25pm that R23 had been reassessed and will now be transferred using a total body mechanical lift. Confidential interviews with direct care staff on 1/12/12 and 1/13/12 stated that R23 "absolutely knows when she has to go to the bathroom-she is alert enough to know." "She always tells us when she has to go." Now that R23 is a hoyer lift, "we can't get the hoyer lift into the bathroom." One direct care staff stated "I told her she has to go in her diaper now. She never poops in her diaper, she was so upset. We don't know how to address her when she says she has to go. That is taking away her dignity."

R23 stated on 1/13/12 at 2:34pm that staff is telling her she has to go to the bathroom in her diaper and it makes her feel "humiliated and embarrassed." R23 said "I'm used to going to the toilet when I have to go."

Review of medical record shows that R23 is 60 years old with diagnosis including stroke with left sided weakness, history of congestive heart failure, hypertension and diabetes. Review of most recent Activities of Daily Living (ADL) Functional/Restorative Assessment and Progress

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dated 11/29/11 and provided upon request by facility states that R23 is oriented x2, requires one to two assist for transfers, is incontinent of bladder and continent of bowel and uses a bedpan for toileting. Most recent bladder and bowel assessment dated 6/6/11 contains contradictory information stating R23 is incontinent of urine, has the ability to go to the toilet and is aware when she is wet. R23 is identified to have functional incontinence in this assessment and concludes that R23 is poorly motivated to participate in the toileting program and therefore will not be in such a program. It is unclear what is meant by " poor motivation " as there is no documentation in the medical record supporting this statement and is contrary to what was observed by R23 requesting to be toileted during the survey. It is not supported by multiple staff interviews stating R23 knows when and asks to be toileted. The final section of this assessment is checked for R23 as requiring "dependent care: Resident is unable to be toileted. Care is focused on keeping resident clean and dry." R23's toileting care plan dated 11/29/11 is also contradictory and inaccurate stating R23 is incontinent of bladder and bowel due to poor motivation and refusal to participate in the program consistently. The goals are not specific or individualized stating R23 will " be clean, dry and odor free daily. " There is a 4 day bladder diary for R23 but the data is not analyzed to assist in determining a voiding pattern for R23. This was confirmed by E19 on 1/13/12 at 1:10pm. The following sample of B&B assessments were reviewed and found to have conflicting and inaccurate information following interviews with direct care staff:
R41. E23 (nurse's aide) stated on 1/13/11 at

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1:55pm that R41 is confused at times but knows when she has to go to the bathroom and will find one and go by herself. E23 said R41 stays dry most of the time. R41's B & B assessment dated 10/25/11 states R41 is incontinent of urine, has the ability to ask to go to the bathroom but wanders looking for the bathroom. The Summary section states that R41 cannot be in the program because of Dementia. This is not sufficient reason not to be in a B&B program. The plan is for R41 to be prompted to use the toilet. The voiding diary does not analyze the data to assist in determining a voiding pattern for R41. The incontinence care plan dated 10/25/11 states R41 " will toilet void in toilet upon rising, after meals, at HS and prn to establish a routine for urinary elimination. " E19 stated on 1/13/12 at 11:10am that there has not been a pattern established for R41.

R47 E21 (nurse ' s aide) stated on 1/13/11 at 2:15pm that R47 knows when he has to go to the bathroom and takes himself despite the multiple alarms in place in his room. R47 is a high risk for falls E21 stated but R47 insists on using the bathroom most of the time even though he has a urinal. E21 said R47 knows how to turn off the alarms so he can get to the bathroom. B & B assessment dated 7/19/11 states R47 is incontinent of urine, has the ability to ask to go to the bathroom, uses a urinal at times . The Comment section states that R47 "is aware of his need to toilet but has difficulty at times getting there in time (urgency)." The quarterly summary dated 10/15/11 states " to continue prompting for toileting. " The voiding diary does not analyze the data to assist in determining a voiding pattern for R47. The incontinence care plan dated 10/15/11 states R47 will " participate in

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prompted toileting program. " E19 stated on 1/13/12 at 11:10am that there has not been a pattern established for R47.
R43 E20 (nurse's aide) stated on 1/13/11 at 2:10pm that R43 is confused and uses a sit-to-stand lift to go to the bathroom. E20 said R43 says certain things like "It doesn ' t feel right" or tugs at her pants to let staff know she has to go to the bathroom. This information is not in her care plan or B & B assessment. The voiding diary does not analyze the data to assist in determining a voiding pattern for R43. B & B assessment dated 10/21/11 states R43 is incontinent of urine, has the ability to ask to go to the bathroom but cannot be in a B & B program because of her dementia and mood disorder. The Comment section states that R43 can state she feels like she has to go but it is "too late" by the time she asks. The plan is for R43 to be prompted to use the toilet.
Review of facility's Bowel and Bladder Training policy and procedure states the B & B assessment will be used to assess reversible and irreversible causes of incontinence. Review of all the above care plans found none listed. The P & P only describes a policy for staff to take the resident to the toilet or provide a bedpan before breakfast and every 2 hours.
Acello, Barbara RN MSN. The Long -Term Care Nursing Desk Reference HCPro, INC. 2005. Chapter 13 pg 215 states that "Most believe that toileting residents every 2 hours is the best means of keeping them dry, when in fact this is a dated and ineffective method. Effective urinary incontinence is management based and individualized to the resident. Incontinence management is a "catch" program that keeps residents dry. It is assessment-based, but it does

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F9999	Continued From page 33 not involve retraining or relearning. It involves toileting the resident at times in which he or she is most likely to eliminate. Many residents will not be able to participate in an active bowel and bladder retraining programs, but most will benefit from a regular, assessment based toileting schedule." (B)	F9999		