

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

PRINTED: 10/30/2012
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145721	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 08/17/2012
NAME OF PROVIDER OR SUPPLIER VILLA HEALTH CARE EAST			STREET ADDRESS, CITY, STATE, ZIP CODE 100 MARIAN PARKWAY PO BOX 109 SHERMAN, IL 62684		
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F 332	Continued From page 12	F 332			
F9999	<p>FINAL OBSERVATIONS</p> <p>LICENSURE VIOLATIONS</p> <p>300.1210a) 300.1210b) 300.1210d)3) 300.1210d)4)A) 300.3240a)</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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. (Section 3-202.2a of the Act)</p> <p>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</p>	F9999			

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F9999	<p>Continued From page 13</p> <p>care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>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:</p> <p>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.</p> <p>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:</p> <p>A) Each resident shall have proper daily personal attention, including skin, nails, hair, and oral hygiene, in addition to treatment ordered by the physician.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (A, B) (Section 2-107 of the Act)</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interview, observation and record review, the facility failed to adequately</p>	F9999			

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F9999	<p>Continued From page 14</p> <p>assess/treat oral pain and coordinate services between Hospice and the facility for 1 of 2 residents (R12) on Hospice in a sample of 18. This failure resulted in ongoing oral pain which affected R12's ability to eat and drink and cause overall discomfort.</p> <p>Findings include:</p> <p>1. On 8/14/12 at 9:30am, R12 was observed to be laying in bed. His breakfast tray was sitting on his overbed table and remained untouched until 10:30am when it was removed from his bedside. At 2pm, R12 was again noted laying in bed and stated "I'm no good. My mouth hurts and nobody is paying any attention to me." R2 stated he has sores in his mouth that are painful and keeps him from wanting to eat and drink. His lower lip was swollen and he had dried crusty mucous on his lower lip that strung to his upper teeth. R12 stated he had told the nurse but "no body does anything for me."</p> <p>Nurses notes dated 8/14/12 at 10:45am document "res (resident) c/o (complained of) "sores" in mouth @ (at) this X (time) c PRN (as needed) Lidocaine et PRN Norco given." At 1230, the nurses notes documents that the nurse attempted to assess R12's pain but resident was "tweaking" staff nose et (and) smiling. The nurses notes included no assessment and/or evaluation of any oral lesions and/or sores in R12 mouth.</p> <p>Review of the Medication Administration Record for August 2012 documents R12 receives a Fentanyl patch every 72 hours, Norco 7.5/500mg twice daily and has orders for Viscous Lidocaine</p>	F9999			

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F9999	<p>Continued From page 15</p> <p>TID (three times daily) PRN and Norco 7.5-500 every four hours as needed for severe pain 6-10 and Tylenol 325mg 2 tabs every 4 hours for pain rated 0-5. The MAR shows R14 receiving the Lidocaine on 8/3, 8/4, 8/14, 8/15/12 twice. No Norco or Tylenol was documented as being given between 8/1/12 and 8/15/12.</p> <p>According to a dental assessment dated 7/18/12 and updated 8/2/12, R12 was seen by the dentist for complaints of oral pain for a "number of weeks." The exam documents "he wanted to direct my attention to one area of his mouth only and was averse to being touched in the area of his mouth." The exam revealed R12's "left buccal mucosa distal to the left corner of the mouth" had an area approximately 2cm in diameter with irregular borders, grayish in color, lobed, and very tender." The examiner documented very likely an area of erosive oral lichen planus. The exam documents that the hospice nurse "relates that this area has come and gone, appeared and re-appeared in different parts of his mouth over the last year despite various treatments."</p> <p>Hospice records provided on 8/15/12 dated 7/31/12 included additional notes that documented "Pt (patient) c.o discomfort. NH nurse gave pt oral lidocaine." On 8/8/12, Z1 documented "Pain noted upon touching area. Lidocaine applied directly to ulcer. Effective with pain management." Hospice Notes dated 8/14/12 includes documentation "No pain is currently managed wth routine/scheduled and/or prn pain medications." There was no documentation regarding oral lesions/sores in the Hospice notes provided/</p>	F9999			

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F9999	<p>Continued From page 16</p> <p>On 8/15/12 at 8:10 am, R12's breakfast tray as again noted on his overbed table beside his bed. It remained there until 10:30 when it was noted to be gone. At 10:54am, R12 stated he doesn't drink much because it "burns."</p> <p>At 11:30am, E10, Licensed Practical Nurse (LPN) stated she worked full time on R12's floor and was familiar with him and was asked about the breakfast tray. She stated he prefers to sleep late and will get up between 10 and 10:30, eat his breakfast and lay back down. E10 confirmed that R12 had mouth sores which she stated he had had off and on for years. E10 stated R12 receives the lidocaine daily from Hospice. E10 was unable to describe the sores/lesions in R12 mouth but did state that he often refused to have them assess it. E10 entered the room and asked R12 to look at his mouth and he agreed. She offered the Lidocaine and he agreed a that being applied and a pain pill rating his pain at the time an "8" on a 1-10 with 10 being the worse. She returned and applied the Lidocaine to his lower lip with a q tip. His lower lip was noted to be swollen and his teeth were in need of brushing. He jerked when she placed the qtip in his lower lip and moaned. He jerked again when she placed it again. He had a long grayish lesion extending from his inner right lip to the bottom of his gun line which he stated was very painful along with smaller other lesions on the left side of the inner lift lip. E10 stated that the Hospice nurse was here everyday and looked at it also but she was unable to provide any documentation from Hospice services including the lidocaine and/or pain assessments. E10 failed to document a description of the lesions on 8/15/12.</p>	F9999			

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F9999	<p>Continued From page 17</p> <p>On 8/15/12 at 1:30pm, Z1, Hospice Nurse, stated she keeps all her records in her computer and does not leave any with the facility. Z1 agreed that R12 had mouth pain but also was unable to describe what, is any lesions, he had at the time although she stated he receives lidocaine daily. Z1 stated she applies the Lidocaine daily but agreed that she did n't document it and added that the facility nurses did. Z1 stated she ordered the Norco routinely twice daily on 7/26/12 due to mouth pain but couldn't state whether PRN medications were given prior to ordering it routinely. Z1 offered to print out her notes to review and provided daily notes referenced above. Z1 stated she did attend care plans but acknowledged that there was no Hospice care plan provided to the facility. Z1 stated R12 had no weight loss from not eating.</p> <p>Review of the MAR shows the orders for the routine Norco and Visous Lidocaine was written on 7/19/12 and that the MAR for July 2012 showed R12 received the PRN Norco only twice, recieved the Tylenol one time and the Lidocaine twice between 7/19/12 and 7/31/12. There is no pain assessment for July that reflects the oral pain R12 complained of which resulted in the physician being called and the orders being obtained.</p> <p>The Minimum Data Set (MDS) dated 8/14/12 identifies R12 to have no cognitive impairment or memory deficits and requires minimal assist of one staff for all activities of daily living (ADL) except bathing which he requires extensive assist. According to the the MDS, R12 has no mouth discomfort or no abnormal mouth tissue. The MDS also identifies no pain concerns for</p>	F9999			

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F9999	<p>Continued From page 18</p> <p>R12 identified even though he is on multiple routine pain medications and is receiving the Lidocaine routinely PRN. The care plan dated 8/15/12 does not reflect any pain management or the oral lesions R12 complained of although it does document under confusion and dementia that R12 is on Hospice for Failure to thrive, tires easily, can often be resistive to eating and getting out of the chair and is being followed by Hospice for comfort cares. One of the interventions include monitoring for pain and comfort. There is no plan evident to keep his mouth clean and pain free and none that is evident of a coordinated effort between Hospice and the facility to meet his needs. This was confirmed in interview with E13, Care Plan Coordinator on 8/16/12 at 1:30pm. His current weight for August is 116 pounds according to the monthly weight record. The Registered Dietician dated 12/11/11 and subsequent notes by the dietary manager dated 3/13/12 and 5/24/12 fail to reflect oral pain.</p> <p>On 8/16/12 at 1:30pm, Z1 stated she will be providing documentation from here on and then stated she doesn't apply the Lidocaine but the facility nurse does.</p> <p>On 8/17/12 at 2:30pm, E14 the MDS/Care Plan Coordinator confirmed that the most recent MDS dated 8/14/12 failed to identify R12's mouth lesions and pain appropriately.</p> <p>The Contract for Hospice services dated 3/12/10 documents that each record shall completely, promptly, and accurately document all services provided to, and events concerning each Hospice Patient (including evaluations, treatments, and progress notes). Each record shall reflect such</p>	F9999			

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F9999	Continued From page 19 services in accordance with this agreement and shall be readily accessible. The contract documents that the Hospice shall furnish a copy of the plan of care of a Hospice patient who requires Hospice respite services and will conduct conferences necessary to coordinate provision of Hospice Respite Services. (B)	F9999			