

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

PRINTED: 10/19/2016  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>146113</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/01/2016</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CUMBERLAND REHAB &amp; HEALTH CC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>300 NORTH MARIETTA STREET GREENUP, IL 62428</b>
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F 000	INITIAL COMMENTS  Complaint #1664826/IL87971	F 000		
F 157 SS=J	<p>483.10(b)(11) NOTIFY OF CHANGES (INJURY/DECLINE/ROOM, ETC)</p> <p>A facility must immediately inform the resident; consult with the resident's physician; and if known, notify the resident's legal representative or an interested family member when there is an accident involving the resident which results in injury and has the potential for requiring physician intervention; a significant change in the resident's physical, mental, or psychosocial status (i.e., a deterioration in health, mental, or psychosocial status in either life threatening conditions or clinical complications); a need to alter treatment significantly (i.e., a need to discontinue an existing form of treatment due to adverse consequences, or to commence a new form of treatment); or a decision to transfer or discharge the resident from the facility as specified in §483.12(a).</p> <p>The facility must also promptly notify the resident and, if known, the resident's legal representative or interested family member when there is a change in room or roommate assignment as specified in §483.15(e)(2); or a change in resident rights under Federal or State law or regulations as specified in paragraph (b)(1) of this section.</p> <p>The facility must record and periodically update the address and phone number of the resident's legal representative or interested family member.</p>	F 157		9/2/16

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE <b>09/15/2016</b>
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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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F 157	<p>Continued From page 1</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review, observation and interview, the facility delayed physician notification of chest pain for one of one resident (R1). This failure resulted in R1 sustaining a completed acute myocardial infarction (heart attack), resulting in heart damage.</p> <p>These failures resulted in an Immediate Jeopardy.</p> <p>While the immediacy was removed on 9/1/16, the facility remains out of compliance at severity level two. The facility is in the process of evaluating the effectiveness of staff re-education on Pain Management, Physician Notification of Resident Change in Condition. In addition to monitoring the use of Care Paths (including Chest Pain and Shortness of Breath), Pain Flow Sheets, Shift Report Sheets, Nurses Notes, and ensuring proper nursing assessments with physician notification for are completed accurately and in a timely manner.</p> <p>Findings include:</p> <p>The Physician Order Sheet (POS) for R1 dated August 2016 documents the following diagnoses: Cardiac Disorders, Heart Failure and Status Post Right Hip Fracture. The same POS for R1 documents orders for pain medication of Hydrocodone 7.5 milligrams and 325 milligrams of acetaminophen, one to two tablets every six hours as needed for pain and Oxycodone 10 milligrams twice a day as needed for pain.</p> <p>The facility Admission Nursing Assessment for</p>	F 157			

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F 157	<p>Continued From page 2</p> <p>R1, dated 8/19/16 at 5:30 pm documents that R1 is alert and oriented, to person, place and time.</p> <p>The facility policy titled "Notification for Change in Resident Condition or Status" dated 7/1/12 directs facility staff to perform the following: "The facility and/or facility staff shall promptly notify appropriate individuals (i.e., Administrator, Director of Nursing, Physician, Guardian, Health Care Power of Attorney, etc) of changes in the resident's medical/mental condition and/or status.....any symptom, sign or apparent discomfort that is: sudden in onset, a marked change unrelieved by measures already prescribed.....A significant change in the resident's physical/emotional/mental condition. A need to alter a resident's medical treatment significantly....abnormal complaints of pain.... The nurse supervisor/charge nurse will notify the DON (Director of Nursing), Physician and unless otherwise instructed by the resident, the resident's next of kin.....when the resident has any of the afore mentioned situations..."</p> <p>Facility Nurses Notes for R1 documents the following over a 21.5 hour time span:</p> <p>08/19/16 at 9:00PM by E12 LPN (Licensed Practical Nurse: " Patient complaint of chest pain HRRR (heart Rate and Rhythm Regular). Then states ' I just want to go back to the hospital. ' Reminded (R1) that (R1) could not just go back to hospital because she wanted to. "</p> <p>On 08/20/16 at 3:00Am E3 LPN: " has been awake most of shift. "</p> <p>On 08/20/16 at 11:00 AM E13 RN (Registered Nurse): " Patient complains of shortness of breath, patient very upset. "</p> <p>On 08/20/16 at 3:30PM E14 RN: " Complains of</p>	F 157			

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F 157	<p>Continued From page 3</p> <p>pain (upper abdomen) and chest. Resident vague when describing pain (stating) ' It just hurts.' Will contact pharmacy for code to get (pain medication) out of narcotic box.</p> <p>On 08/20/16 at 3:55PM E14 RN: " Resident stated pain still there. Gave two Norco 7.5milligram/325 milligram. "</p> <p>On 08/20/16 at 6:20PM E14 RN documents that R1 is sitting up in bed alert and oriented times three, stating " pain is not as bad but it ' it's still there (pointing to chest). " E14 then documents the following: " Upon more direct questioning resident finally stated ' when the pain comes it ' s like a squeezing pain that goes to both shoulders down both arms and into my back. '</p> <p>On 08/20/16 at 6:30PM, 21.5 hours after R1 first complained of chest pain, E14 documents that Z2 (physician on call) was contacted and a new order was received to call 911 and send R1 to the emergency room for evaluation and treatment.</p> <p>On 8/24/16 at 1:55 pm E12 LPN (Licensed Practical Nurse), the employee responsible for R1's care the evening of 8/19/16, stated R1 did complain of chest pain, but R1 was vague about it and wasn't showing any facial grimacing. E12 stated that E12 did not ask the resident to rate the chest pain or "at least I don't remember if I did." E12 stated that E12 did not give any pain medication because E12 did not have the code to get into the narcotic convenience box. E12 stated the pharmacy has the code and did not answer when E12 had called. E12 stated that R1 arrived from the hospital at approximately 5:30 pm. "It was dinner time." E12 stated that E12 did not remember that after hours pharmacy needed to be called for the narcotic box code. E12 stated "I had all these other residents to deal with." E12 acknowledged that R1's physician had not been</p>	F 157			

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F 157	<p>Continued From page 4 called.</p> <p>On 8/24/16 at 11:15 am E3 LPN, the employee responsible for R1's care on the night shift of 8/19/16 (10:00 pm to 6:00 am), stated that E3 received report from E12 and E12 stated that R1 had complained of chest pain but R1 was a complainer. E3 stated that R1 also complained of chest pain to E3, but E3 did not have a code to get into the narcotic box for pain medication. E3 stated she did not know to call the after-hours pharmacy for the code. E3 acknowledged that R1's complaints of chest pain had not been charted and did not know why E3 didn't chart the chest pain. E3 stated she had passed on in report to the day nurse, E15 Registered Nurse about R1's chest pain. E3 acknowledged that R1's physician had not been notified of the chest pain or the unavailable pain medication.</p> <p>On 8/25/16 at 1:35 pm E13 RN, the employee responsible for R1's care the day of 8/20/16, acknowledged that report about R1's chest pain through the shifts had been reported to E13. E13 stated that R1 had complained of chest pain and shortness of breath. E13 stated (R1) was very upset and anxious." E13 stated that E13 was told there were no pain medications in the building for R1. E13 stated I didn't look in the narcotic box." E13 stated that report of R1's chest pain and shortness of breath was passed on in report to the evening Registered Nurse, E14. E13 acknowledged that R1's chest pain and the unavailability of pain medication had not been reported to R1's physician.</p> <p>On 8/25/16 at 2:55 pm E14 RN, the employee responsible for R1's care the evening of 8/20/16, stated that report was received from E13 about</p>	F 157			

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F 157	<p>Continued From page 5</p> <p>R1's chest pain and anxiousness and agitation. E14 stated that R1 was assessed after report and narcotic count was finished. E14 stated on assessment R1 looked exhausted. R1 was asked about pain and R1 stated "I hurt" and pointed to R1's chest. R1 stated again "I hurt." E14 stated that the physician was not called because E14 thought it was referred pain from R1's right hip. E14 stated R1 was given pain medication after calling pharmacy for code access. E14 stated later E14 checked on R1 and R1 was able to better describe the chest pain and the physician (Z2) was notified and R1 was sent to the emergency room</p> <p>A facility report titled "Nursing Transfer/Discharge Assessment dated 8/20/16 at 6:35 pm documents that R1 was transferred to the local hospital.</p> <p>R1 ' s Hospital Emergency Room records dated 8/20/16 at 7:11 pm documents the following: History of Present Illness..."The patient (R1)reports onset of symptoms 30 hours prior to arrival.....the patient reports that she received pain medication but was not evaluated while she was having chest pain." Emergency Room Course Notes document that R1's tests are consistent with an Acute Myocardial Infarction . The Notes continue "(R1) remained pain-free through numerous evaluations and (R1's) symptoms are consistent unfortunately with a completed myocardial infarction." The same Hospital Records dated 8/21/16 document that R1 developed onset of chest pain again and was sent to a specialized hospital per ambulance.</p> <p>Specialized Hospital Reports dated 8/21/16 document a procedure of a Cardiac Catheterization and findings are documented as</p>	F 157			

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F 157	<p>Continued From page 6</p> <p>R1 having a 100% blockage of the Right Coronary Artery with stent placement.</p> <p>On 8/24/16 at 1:35 pm Z1, Primary Care Physician for R1, stated that the expectation of facility staff would be to notify Z1 if a resident is having chest pain or discomfort. Z1 stated "Absolutely I should have been notified immediately of (R1's) chest pain."</p> <p>On 8/25/16 at 8:00 am R1 was sitting up supine in the hospital bed. R1 was alert and oriented to person, place and time. R1 was aware of R1's surroundings and was able to discuss the sequence of events that led to hospitalization. R1 stated that R1 had started having chest pain just after arriving at the long term care facility around 5:30 pm. R1 stated the nurses were told about it and R1 felt like they were ignoring R1. R1 stated "my call light wasn't even working and I had to yell for help. I was hot and sweaty and wanted to go to the hospital. The nurse E12 told me very hatefully that just because I wanted to go to the hospital did not mean I could go. R1 stated that E12 told R1 that E12 had other residents to take care of. R1 stated that E12 shut the door and came back later and fixed the call light. R1 stated that R1 did not receive any pain medication until the next day in the afternoon. R1 stated that R1 did not sleep all night and was up up praying that R1 would get out of the facility alive. R1 was tearful at this time and stated "I was scared for my life. It was a nightmare to me. I knew something was going on with my heart but no one would listen. They made me feel like I was crazy and didn't know what I was talking about. Like I had dementia and I don't. I'm just glad to be out of there and alive."</p>	F 157			

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F 157	<p>Continued From page 7</p> <p>On 8/25/16 at 9:40 am Z3, Emergency Room Physician stated that when R1 arrived in the emergency room R1's tests were consistent with a completed acute myocardial infarction (MI) over a 24 hour period. Z3 stated that the delay in transport from the facility certainly caused a delay in intervention and morbidity (death) could have been a result. Z3 stated R1 certainly has heart muscle damage from the completed MI. Z3 stated "I believe (R1) had a horrific experience at that facility."</p> <p>On 8/31/16 an Immediate Jeopardy was identified. The immediate jeopardy situation began on 8/19/16 when the facility delayed physician notification of chest pain for R1 resulting in R1 sustaining heart damage. E1 was notified of the Immediate Jeopardy on 8/31/16 at 1:25pm.</p> <p>The surveyor was able to confirm through record review and interview that the facility took the following actions to remove the immediacy:</p> <p>1. Nurses will or have been in-serviced by a Corporate Administrator, the Director of Nursing, and the Administrator of the facility on: Pain Prevention Policy (including assessment and prevention), obtaining controlled pain medication and medications after hours from the contingency box, notification to physician when medications are not readily accessible; Physician Notification Policy of a resident's change in condition; Care Cards and Care Paths including chest pain and shortness of breath; Physician order not required for resident emergency transport; and neglect with failure to comply with policies. Corporate Administrator completed on 8/31/16.</p>	F 157			

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F 224 SS=J	<p>483.13(c) PROHIBIT MISTREATMENT/NEGLECT/MISAPPROPRIATN</p> <p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of resident property.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and interview, the facility neglected to follow facility policy on Pain Management/administration and Notification of a Resident's Change in Condition. The facility also neglected to follow their policy on physician notification and notify the physician of a resident's (R1) change of condition for one of one resident (R1) reviewed for pain in the sample of three. This failure resulted in R1 going over 21 hours without pain intervention and delayed physician notification of chest pain resulting in R1 suffering a myocardial infarction with heart damage.</p> <p>These failures resulted in an Immediate Jeopardy.</p> <p>While the immediacy was removed on 9/1/16, the facility remains out of compliance at severity level two. The facility is in the process of evaluating the effectiveness of staff re-education on Pain Management, Physician Notification of Resident Change in Condition. In addition to monitoring the use of Care Paths (including Chest Pain and Shortness of Breath), Pain Flow Sheets, Shift Report Sheets, Nurses Notes, and ensuring proper nursing assessments with physician</p>	F 224		9/2/16	

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F 224	<p>Continued From page 9</p> <p>notification for are completed accurately and in a timely manner.</p> <p>Findings include:</p> <p>The facility policy titled "Pain Prevention and Treatment" dated January 2010 directs facility staff to perform the following: "To assess for, reduce the incidence of and the severity of pain in an effort to minimize further health problems..... Assessment of pain will be completed with changes in the resident's condition, self reporting of pain or evidence of behavioral cues indicative of the presence of pain and documented in the nursing notes or on the Pain Management Flow Sheet. This will include, but is not limited to, date, rating, treatment intervention and resident response."</p> <p>The facility policy titled "Notification for Change in Resident Condition or Status" dated 7/1/12 directs facility staff to perform the following: "The facility and/or facility staff shall promptly notify appropriate individuals (i.e., Administrator, Director of Nursing, Physician, Guardian, Health Care Power of Attorney, etc) of changes in the resident's medical/mental condition and/or status.....any symptom, sign or apparent discomfort that is: sudden in onset, a marked change unrelieved by measures already prescribed.....A significant change in the resident's physical/emotional/mental condition. A need to alter a resident's medical treatment significantly....abnormal complaints of pain.... The nurse supervisor/charge nurse will notify the DON (Director of Nursing), Physician and unless otherwise instructed by the resident, the resident's next of kin.....when the resident has any of the afore mentioned situations..."</p>	F 224			

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F 224	<p>Continued From page 10</p> <p>R1's Hospital transfer orders dated 8/19/16 direct facility staff to notify the physician of unrelieved chest pain.</p> <p>The Physician Order Sheet (POS) for R1 dated August 2016 documents the following diagnoses: Cardiac Disorders, Heart Failure and Status Post Right Hip Fracture. The same POS for R1 documents orders for pain medication of Hydrocodone 7.5 milligrams and 325 milligrams of acetaminophen, one to two tablets every six hours as needed for pain and Oxycodone 10 milligrams twice a day as needed for pain.</p> <p>The facility Admission Nursing Assessment for R1, dated 8/19/16 at 5:30 pm documents that R1 is alert and oriented, to person, place and time.</p> <p>R1's nurses notes document the following: On 08/19/16 R1 complained of chest pain to E12 LPN. No pain interventions/medications were documented. On 08/20/16 at 3:00AM E3 LPN documented that R1 had been awake most of the night. There was no documentation of any pain assessment. On 08/20/16 at 11:00 E13 documented that R1 complained of being short of breath and was very upset. R1 ' s clinical record contains no documentation of any intervention. On 08/20/16 at 3:30PM E14 RN documented that R1 complained of pain in the upper abdomen and chest stating " it just hurts. " At 3:55PM E14 documents R1 was given Norco. At 6:20PM E14 documents that R1 was sitting up in bed and stated the pain was still there. At 6:30PM E14 notified the physician who gave orders to call 911 and transfer R1 to the emergency room.</p>	F 224			

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F 224	<p>Continued From page 11</p> <p>A facility report titled "Nursing Transfer/Discharge Assessment dated 8/20/16 at 6:35 pm documents that R1 was transferred to the local hospital.</p> <p>On 8/24/16 at 1:55 pm E12 LPN (Licensed Practical Nurse), the employee responsible for R1's care the evening of 8/19/16, stated R1 did complain of chest pain, but R1 was vague about it and wasn't showing any facial grimacing. E12 stated that E12 did not ask the resident to rate the chest pain or "at least I don't remember if I did." E12 stated that E12 did not give any pain medication because E12 did not have the code to get into the narcotic convenience box. E12 stated the pharmacy has the code and did not answer when E12 had called. E12 stated that R1 arrived from the hospital at approximately 5:30 pm. "It was dinner time." E12 stated that E12 did not remember that after hours pharmacy needed to be called for the narcotic box code. E12 stated "I had all these other residents to deal with." E12 acknowledged that facility policy had not been followed and that E12 had knowledge of the policy on pain and physician notification.</p> <p>On 8/24/16 at 11:15 am E3 LPN, the employee responsible for R1's care on the night shift of 8/19/16 (10:00 pm to 6:00 am), stated that E3 had knowledge of R1's complaints of chest pain from the previous nurse (E12) but E12 had also told E3 that R1 was a complainer. E3 stated that R1 did complain to E3 about chest pain during the night but did not have access to the narcotic box. E3 acknowledged awareness of the facility policies on pain and physician notification. E3 acknowledged that R1's complaints of chest pain had not been treated with pain medication or charted in the Medical Record. E3 stated R1's physician had not been notified.</p>	F 224			

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F 224	<p>Continued From page 12</p> <p>On 8/25/16 at 1:35 pm E13 RN, the employee responsible for R1's care the day of 8/20/16, acknowledged that R1 had complained of chest pain and shortness of breath. E13 stated (R1) was very upset and anxious." E13 stated that E13 was told there were no pain medications in the building for R1. E13 stated I didn't look in the narcotic box." E13 stated that report of R1's chest pain and shortness of breath was passed on in report to the evening E14 RN. E13 acknowledged that R1's physician had not been notified of R1's chest pain or pain medication.</p> <p>On 8/25/16 at 2:55 pm E14 RN, the employee responsible for R1's care the evening of 8/20/16, stated that E14 had received in report R1's complaints of chest pain, agitation and anxiousness. E14 stated R1 was assessed after report and narcotics were counted. E14 stated that on assessment R1 looked exhausted. R1 was asked about pain and R1 stated that R1's chest hurt. E14 stated R1 was given pain medication after calling pharmacy for code access. E14 stated that R1 was checked on later and after prompting, was able to describe the pain better. (Z2) was notified and R1 was sent to the emergency room.</p> <p>R1's Emergency Room hospital records dated 8/20/16 at 7:11 pm documents the following: History of Present Illness..."The patient (R1)reports onset of symptoms 30 hours prior to arrival.....the patient reports that she received pain medication but was not evaluated while she was having chest pain. Emergency Room reports document that R1's tests results are consistent</p>	F 224			

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F 224	<p>Continued From page 13</p> <p>with an Acute Myocardial Infarction. Z3, Hospital Physician documents "R1 remained pain-free through numerous evaluations and her symptoms are consistent, unfortunately with a completed myocardial infarction." Hospital Records dated 8/21/16 document that R1 developed onset of chest pain again and was sent to a specialized hospital per ambulance.</p> <p>Specialized Hospital Reports dated 8/21/16 document that R1 underwent a Cardiac Catheterization and was found to have 100% blockage in the Right Coronary Artery.</p> <p>On 8/24/16 at 1:35 pm Z1, Primary Care Physician stated that the expectation of facility staff would be to notify Z1 if a resident is having chest pain or discomfort. Z1 stated "Absolutely I should have been notified immediately of (R1's) chest pain."</p> <p>On 8/25/16 at 9:40 am Z3, Emergency Room Physician stated that when R1 arrived in the emergency room, R1's tests showed indication of a completed myocardial infarction (MI) over a 24 hour period. Z3 stated that the delay in transport from the facility certainly caused a delay in intervention and morbidity (death) could have been a result. Z3 stated R1 certainly has heart muscle damage from the completed MI. Z3 stated "I believe (R1) had a horrific experience at that facility."</p> <p>On 8/25/16 at 8:00 am R1 was sitting up supine in the hospital bed. R1 was alert and oriented to person, place and time. R1 was aware of R1's surroundings and was able to discuss the sequence of events that led to R1's hospitalization. R1 stated that R1 had started</p>	F 224			

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F 224	<p>Continued From page 14</p> <p>R1 having chest pain just after arriving at the facility. R1 stated the nurses were told about it and R1 felt like they were ignoring R1. R1 stated "my call light wasn't even working and I had to yell for help. I was hot and sweaty and wanted to go to the hospital. The nurse E12 told me very hatefully that just because I wanted to go to the hospital did not mean I could go. R1 stated that E12 told R1 that E12 had other residents to take care of. R1 stated that E12 shut the door and came back later and fixed the call light. R1 stated that R1 did not receive any pain medication until the next day in the afternoon. R1 stated that R1 did not sleep all night and was up up praying that R1 would get out of the facility alive. R1 was tearful at this time and stated "I was scared for my life. It was a nightmare to me. I knew something was going on with my heart but no one would listen. They made me feel like I was crazy and didn't know what I was talking about. Like I had dementia and I don't. I'm just glad to be out of there and alive."</p> <p>On 8/31/16 an Immediate Jeopardy was identified. The immediate jeopardy situation began on 8/19/16 when the facility neglected to follow facility policy on Pain Management/administration and Notification of a Resident's Change in Condition resulting in R1 going over 21 hours without pain intervention and delayed physician notification of chest pain resulting in R1 suffering a myocardial infarction with heart damage. E1 was notified of the Immediate Jeopardy on 8/31/16 at 1:25pm.</p> <p>The surveyor was able to confirm through record review and interview that the facility took the following actions to remove the immediacy:</p> <p>1. Nurses will or have been in-serviced by a</p>	F 224			

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F 224	Continued From page 15 Corporate Administrator, the Director of Nursing, and the Administrator of the facility on: Pain Prevention Policy (including assessment and prevention), obtaining controlled pain medication and medications after hours from the contingency box, notification to physician when medications are not readily accessible; Physician Notification Policy of a resident's change in condition; Care Cards and Care Paths including chest pain and shortness of breath; Physician order not required for resident emergency transport; and neglect with failure to comply with policies. Corporate Administrator completed on 8/31/16.	F 224			
F 309 SS=J	483.25 PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING  Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.  This REQUIREMENT is not met as evidenced by: Based on record review, observation and interview, the facility failed to address complaints of chest pain for one (R1) of three residents reviewed for pain in the sample of three. This failure resulted in R1's chest pain going untreated for 21.5 hours resulting in a myocardial infarction (heart attack) with heart damage.  These failures resulted in an Immediate Jeopardy.	F 309		9/2/16	

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F 309	<p>Continued From page 16</p> <p>While the immediacy was removed on 9/1/16, the facility remains out of compliance at severity level two. The facility is in the process of evaluating the effectiveness of staff re-education on Pain Management, Physician Notification of Resident Change in Condition. In addition to monitoring the use of Care Paths (including Chest Pain and Shortness of Breath), Pain Flow Sheets, Shift Report Sheets, Nurses Notes, and ensuring proper nursing assessments with physician notification for are completed accurately and in a timely manner.</p> <p>Findings include:</p> <p>Discharge Orders dated 8/19/16 at 1:37 pm from the local hospital document that R1 is Status Post Right hemiarthroplasty.</p> <p>The facility Physician Order Sheet (POS) for R1 dated August 2016 documents the following diagnoses: Cardiac Disorders, Heart Failure and Status Post Right Hip Fracture. The same POS for R1 documents orders for pain medication of Hydrocodone 7.5 mg (milligrams) and 325 mg of acetaminophen, one to two tablets every six hours as needed for pain and Oxycodone 10 mg twice a day as needed for pain.</p> <p>The facility policy titled "Pain Prevention and Treatment" dated January 2010 directs facility staff to perform the following: "To assess for, reduce the incidence of and the severity of pain in an effort to minimize further health problems..... Assessment of pain will be completed with changes in the resident's condition, self reporting of pain or evidence of behavioral cues indicative of the presence of pain and documented in the nursing notes or on the Pain Management Flow</p>	F 309			

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F 309	<p>Continued From page 17 Sheet. This will include, but is not limited to, date, rating, treatment intervention and resident response."</p> <p>The facility policy titled "Notification for Change in Resident Condition or Status" dated 7/1/12 directs facility staff to perform the following: "The facility and/or facility staff shall promptly notify appropriate individuals (i.e., Administrator, Director of Nursing, Physician, Guardian, Health Care Power of Attorney, etc) of changes in the resident's medical/mental condition and/or status.....any symptom, sign or apparent discomfort that is: sudden in onset, a marked change unrelieved by measures already prescribed....abnormal complaints of pain...when the resident has any of the afore mentioned situations..."</p> <p>The facility Admission Nursing Assessment for R1, dated 8/19/16 documents that R1 is alert and oriented, to person, place and time.</p> <p>The Nursing Note dated 8/19/16 at 9:00 pm by E12 Licensed Practical Nurse documents "...complaints of Chest pain, HRRR (Heart Rate and Rhythm Regular). Then states I just want to go back to the hospital. Reminded (R1), (R1) could not just go back to hospital because she wanted to." R1's Pain Assessment dated 8/19/16 (no time documented), documents that R1 has no pain. R1's Pain Management Flow Sheet has no documentation during R1's time at the facility.</p> <p>At 3:00 am on 8/20/16 Licensed Practical Nurse, E3 documents in the Nursing Notes "has been awake most of shift."</p> <p>Nursing Notes 8/20/16 at 11:00 am by E13,</p>	F 309			

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F 309	<p>Continued From page 18</p> <p>Registered Nurse documents "Patient complains of shortness of breath, patient very upset...."</p> <p>Nursing Notes dated 8/20/16 at 3:30 pm by E14, Registered Nurse documents "Complains of pain (upper abdomen) and chest. Resident vague when describing pain....'It just hurts' will contact pharmacy for code to get (pain medication) out of locked (narcotic) box." E14 documents at 3:55 pm in the Nursing Notes "Resident stated pain still there....gave two 7.5 mg /325 mg (hydrocodone with acetaminophen)." E14 documents in the Nursing Notes at 6:20 pm that R1 is sitting up in bed alert and oriented times three, stating "pain not as bad but it is still there (pointing to R1's chest)." E14 documents "...Upon more direct questioning resident (R1) finally stated 'when the pain comes it's like a squeezing pain that goes to both shoulders down both arms and into my back.' Nursing Notes document that at 6:30 pm E14 contacted Z2, on call physician for Z1, Primary care Physician. A new order was received to call 911 and send (R1) to the emergency room for evaluation and treatment.</p> <p>On 8/24/16 at 1:55 pm E12 LPN (Licensed Practical Nurse), the employee responsible for R1's care the evening of 8/19/16, stated R1 did complain of chest pain, but R1 was vague about it and wasn't showing any facial grimacing. E12 stated that E12 did not ask the resident to rate the chest pain or "at least I don't remember if I did." E12 stated that E12 did not give any pain medication because E12 did not have the code to get into the narcotic convenience box. E12 stated the pharmacy has the code and did not answer when E12 had called. E12 stated that R1 arrived from the hospital at approximately 5:30 pm. "It was dinner time." E12 stated that E12 did not</p>	F 309			

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F 309	<p>Continued From page 19</p> <p>remember that after hours pharmacy needed to be called for the narcotic box code. E12 stated "I had all these other residents to deal with." E12 acknowledged that R1's physician had not been called about the chest pain or lack of medication.</p> <p>On 8/24/16 at 11:15 am E3 LPN, the employee responsible for R1's care on the night shift of 8/19/16 (10:00 pm to 6:00 am), stated that E3 received report from E12 and E12 stated that R1 had complained of chest pain but R1 was a complainer. E3 stated that R1 also complained of chest pain to E3, but E3 did not have a code to get into the narcotic box for pain medication. E3 stated she did not know to call the after hours pharmacy for the code. E3 acknowledged that R1's complaints of chest pain had not been charted and did not know why E3 didn't chart the chest pain. E3 stated she had passed on in report to the day nurse, E13 Registered Nurse about R1's chest pain. E3 acknowledged that R1's physician had not been notified about the chest pain or the lack of pain medication availability.</p> <p>On 8/25/16 at 1:35 pm E13 RN, the employee responsible for R1's care the day of 8/20/16, acknowledged that report about R1's chest pain through the shifts had been reported to E13. E13 stated that R1 had complained of chest pain and shortness of breath. E13 stated (R1) was very upset and anxious." E13 stated that E13 was told there were no pain medications in the building for R1. E13 stated I didn't look in the narcotic box." E13 stated that report of R1's chest pain and shortness of breath was passed on in report to the evening nurse, E14 Registered Nurse. E13 acknowledged that R1's physician had not been called about R1's chest pain or pain medication.</p>	F 309			

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F 309	<p>Continued From page 20</p> <p>On 8/25/16 at 2:55 pm E14 RN, the employee responsible for R1's care the evening of 8/20/16, stated that report was given from E13 about R1's chest pain and anxiousness and agitation. E14 stated that R1 was assessed after report and narcotic count was finished. E14 stated on assessment R1 looked exhausted. R1 was asked about pain and R1 stated "I hurt" and pointed to R1's chest. R1 stated again "I hurt." E14 stated that the physician was not called because E14 thought it was referred pain from R1's right hip. E14 stated R1 was given pain medication after calling pharmacy for code access. E14 stated later E14 checked on R1 and R1 was able to better describe the chest pain and the physician (Z2) was notified and R1 was sent to the emergency room.</p> <p>A facility report titled "Nursing Transfer/Discharge Assessment dated 8/20/16 at 6:35 pm documents that R1 was transferred to the local hospital.</p> <p>R1's Emergency Room hospital records dated 8/20/16 at 7:11 pm documents the following: History of Present Illness..."The patient (R1)reports onset of symptoms 30 hours prior to arrival.....the patient reports that she received pain medication but was not evaluated while she was having chest pain....." Emergency Room Course..."The patient's (R1) 12-Lead (EKG) Electrical Cardiogram demonstrates .....This is consistent with ST elevation Acute Myocardial Infarction (STEMI). The patient (R1) was started on a nitroglycerin drip, was medicated with 4 (four) 81 milligrams chewable aspirins. Troponin was elevated.....the patient (R1) remained pain-free through numerous evaluations and her symptoms are consistent unfortunately with a completed myocardial infarction." Hospital</p>	F 309			

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(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	
F 309	<p>Continued From page 21</p> <p>Records dated 8/21/16 document that R1 developed onset of chest pain again and was sent to a specialized hospital per ambulance.</p> <p>Specialized Hospital Reports dated 8/21/16 document Cardiac Catherization: Left Heart Cath and Coronary Angiography, Left Ventriculography, Temporary Pacemaker with findings of Right Coronary Artery Blockage of 100%, stents to mid and distal.</p> <p>On 8/24/16 at 1:35 pm Z1, Primary Care Physician stated that the expectation of facility staff would be to notify Z1 if a resident is having chest pain or discomfort. Z1 stated "Absolutely I should have been notified immediately of (R1's) chest pain."</p> <p>On 8/25/16 at 9:40 am Z3, Emergency Room Physician stated that when R1 arrived in the emergency room, R1's Troponin levels were high and R1 had ST elevation on the EKG an indication of a completed myocardial infarction (MI) over a 24 hour period. Z3 stated that the delay in transport from the facility certainly caused a delay in intervention and morbidity (death) could have been a result. Z3 stated R1 certainly has heart muscle damage from the completed MI. Z3 stated "I believe (R1) had a horrific experience at that facility."</p> <p>On 8/25/16 at 8:00 am R1 was sitting up supine in the hospital bed. R1 was alert and oriented to person, place and time. R1 was aware of R1's surroundings and was able to discuss the sequence of events that led to hospitalization. R1 stated that R1 had started having chest pain just after arriving at the long term care facility. R1 stated the nurses were told about it and R1 felt</p>	F 309			

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F 309	<p>Continued From page 22</p> <p>like they were ignoring R1. R1 stated "my call light wasn't even working and I had to yell for help. I was hot and sweaty and wanted to go to the hospital. The nurse E12 told me very hatefully that just because I wanted to go to the hospital did not mean I could go. R1 stated that E12 told R1 that E12 had other residents to take care of. R1 stated that E12 shut the door and came back later and fixed the call light. R1 stated that R1 did not receive any pain medication until the next day in the afternoon. R1 stated that R1 did not sleep all night and was up up praying that R1 would get out of the facility alive. R1 was tearful at this time and stated "I was scared for my life. It was a nightmare to me. I knew something was going on with my heart but no one would listen. They made me feel like I was crazy and didn't know what I was talking about. Like I had dementia and I don't. I'm just glad to be out of there and alive."</p> <p>On 8/31/16 an Immediate Jeopardy was identified. The immediate jeopardy situation began on 8/19/16 when the facility failed to assess and treat R1 ' s complaints of chest pain for over 21 hours resulting in a myocardial infarction (heart attack) with heart damage. E1 was notified of the Immediate Jeopardy on 8/31/16 at 1:25pm.</p> <p>The surveyor was able to confirm through record review and interview that the facility took the following actions to remove the immediacy:</p> <p>1. Nurses will or have been in-serviced by a Corporate Administrator, the Director of Nursing, and the Administrator of the facility on: Pain Prevention Policy (including assessment and prevention), obtaining controlled pain medication and medications after hours from the contingency</p>	F 309			

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

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F 309	Continued From page 23 box, notification to physician when medications are not readily accessible; Physician Notification Policy of a resident's change in condition; Care Cards and Care Paths including chest pain and shortness of breath; Physician order not required for resident emergency transport; and neglect with failure to comply with policies. Corporate Administrator completed on 8/31/16.	F 309			