Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	HAL051048	A. BUILDING: _____ B. WING _____	R-C 09/03/2015

RECEIVED
NOV 17 2015
ADULT CARE LICENSURE SECTION RALEIGH

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
GABRIEL MANOR ASSISTED LIVING CENTER	84 JOHNSON ESTATE RD CLAYTON, NC 27520

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{D 000}	Initial Comments The Adult Care Licensure Section and the Johnston County Department of Social Services conducted a follow-up survey on 09/01/15 - 09/03/15.	{D 000}	10A NCAC 13F .0902(b) Health Care and G.S. 131D-21 Residents Rights The facility has removed standing orders for urinalysis on all residents. Policy on identifying, reporting and documenting suspected signs and symptoms of UTI (urinary tract infection) is updated. Staff will report suspected signs and symptoms of UTI immediately to nurse, MCC, ED, or designee, who will then notify MD as appropriate. Staff will document suspected signs and symptoms in the 24 hour report. Audit of resident charts is being done on a weekly basis. Audit includes reviewing Progress Notes for staff entries and physicians orders	11-29-15
{D 273}	10A NCAC 13F .0902(b) Health Care 10A NCAC 13F .0902 Health Care (b) The facility shall assure referral and follow-up to meet the routine and acute health care needs of residents. This Rule is not met as evidenced by: FOLLOW-UP TO TYPE A1 VIOLATION. The Type A1 Violation is abated. Non-compliance continues. THIS IS A TYPE B VIOLATION. Based on record review and interview, the facility failed to notify the physician for 1 of 5 residents (#5) sampled of the resident's symptoms of urinary tract infection in which staff initiated a standing order for urinalysis but failed to follow-up and the resident was hospitalized for severe sepsis secondary to urinary tract infection, pyelonephritis (kidney infection), and acute gastroenteritis. The findings are: Review of Resident #5's current FL-2 dated 02/27/15 revealed: - The resident's diagnoses included diabetic renal disease, benign hypertensive renal disease, malaise, fatigue, and dementia. - The resident was incontinent of bladder but	{D 273}		

* The plan of correction was approved on 11/17/15. W Williams for L. Kirby 11/17/15

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{D 273}	Continued From page 1 continent of bowel. Review of Resident #5's current assessment and care plan dated 08/13/15 revealed: - The resident required one person assistance for dressing, bathing, toileting, transferring, ambulation, and set up for feeding. - The resident had private sitters. - The resident was oriented to self. Review of Resident #5's record revealed physician's orders for antibiotics to treat urinary tract infection (UTI) on 03/10/15, 04/13/15, 05/21/15, and 06/11/15. Review of a note for Resident #5 from a visit with the primary Nurse Practitioner (NP) dated 06/11/15 revealed: - The resident has dysuria and hematuria. - The resident likely has another UTI. - Nitrofurantoin (antibiotic) will be started as soon as urine sample is collected. - NP spoke with family about the resident having frequent UTIs this year. - They will start estrogen vaginal suppositories. - Follow-up note on this form noted UTI was confirmed on 06/14/15 (from urinalysis collected on 06/11/15). Review of a note for Resident #5 from a visit with the primary NP dated 06/30/15 revealed: - The resident has frequent UTIs. - NP will order vaginal cream. Review of a note for Resident #5 from a visit with the primary NP dated 07/16/15 revealed: - The resident has frequent UTIs. - The resident was started on a vaginal cream/suppositories. - The resident has not had UTI since 06/11/15.	{D 273}	for possible follow-up needs. These audits are performed by the nurse, mcc, ED, or designee. All personal care staff and medication staff will be retrained in the following: 1. Policy and procedures on identifying, reporting, and documenting suspected signs and symptoms of UTI. 2. Procedures for reporting and documenting any decline in mental or physical status of residents, and 3. Proper use of 24 hour report.	

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{D 273}	Continued From page 2 Review of Resident #5's standing orders signed by prescribing practitioner on 02/27/15 revealed an order indicating the facility may obtain urinalysis with culture and sensitivity for complaints of urinary frequency, burning on urination, foul odor, and/or change in mental status (i.e. increased confusion). Review of a nurses' note dated 08/22/15 (7:15 p.m.) in Resident #5's record and written by a medication aide (Staff A) revealed: - Urinalysis was collected on resident per conversation that nurse aide (Staff B) on duty said she overheard with Memory Care Coordinator. Called lab for courier pick up and they stated no one would be out until Monday. Informed nurse aide (Staff B) that the urinalysis would need to be recollected Monday. I saw no orders on anything about a urinalysis in the 24 hour report. Will follow-up. Interview with a medication aide / nursing assistant (Staff A) on 09/02/15 at 11:30 a.m. revealed Staff B reported she overheard the MCC and another medication aide / nursing assistant (Staff C) say that Resident #5 had excessive urination. Review of Resident #5's record revealed no documentation of follow-up to the note dated 08/22/15 regarding a urinalysis for the resident. Interview with the Memory Care Coordinator (MCC) on 09/03/15 at 3:40 p.m. revealed: - The NP comes to the facility every Tuesday and Thursday to see residents. - The NP usually has a list of residents they need to see for follow-up. - If something comes up, the facility will call to	{D 273}		

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{D 273}	Continued From page 3 add a resident to the list to be seen or they will just tell the NP when they come for visits. - She told the fill-in NP on 08/25/15 that Resident #5 needed to be added to the list because of information the MCC had seen on the shift report about blood coming out of the rectum. Review of a nurses' note dated 08/25/15 (3:00 p.m.) in Resident #5's record revealed: - Resident seen by NP due to complain of bottom hurting. Small amount of blood found during care. NP started new order for Hydrocortisone 1% cream to rectal area 3 times a day as needed for pain/itching associated with hemorrhoids. Also, barrier cream applied 3 times a day for 1 week to top of buttocks for breakdown. May continue Desitin. Review of a note for Resident #5 from a visit with a fill-in NP dated 08/25/15 revealed: - NP ordered a barrier cream 3 times a day to coccyx and intragluteal crest. Encourage pressure redistribution to prevent further complications. Monitor for increased breakdown or signs and symptoms of infection. Follow-up in 1 week. - NP ordered Hydrocortisone cream for external hemorrhoid 3 times a day when necessary for hemorrhoids. Continue to monitor for signs of bleeding. - Continue all other medications and therapy. Review of the detailed progress note from a visit with a fill-in NP on 08/25/15 revealed: - Chief complaint was hemorrhoids, skin breakdown and the ongoing evaluation of multiple medical problems as detailed in the report. - NP noted the resident was not able to communicate effectively due to cognitive impairment.	{D 273}		

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{D 273}	Continued From page 4 - Resident was being seen at the request of staff for the above mentioned chief complaint and ongoing care of problems listed below in the report. - Resident was calm with no signs of acute distress. - Resident was getting ready to leave with a family member to have lunch. - Facility staff reported concern for blood that was noted on toilet paper after wiping the resident following a bowel movement. - Staff stated the resident has had issued with hemorrhoids in the past. - Staff denies any frank gross blood in the toilet or bleeding from the rectal area or vagina. - Upon examination, 1 small external hemorrhoid was noted with no active signs of bleeding. - No blood/discharge noted in brief however, it was clean and dry as it was recently changed as resident is going out to lunch. - Resident denies discomfort or itching. - NP ordered cream for hemorrhoids and encouraged staff to monitor for further signs of bleeding. - NP noted during exam, the family member requested the NP assess possible breakdown in the resident's intragluteal crest. - There was some peeling skin at the top of the intragluteal cleft but skin is otherwise intact. Skin was slightly erythematous but remains blanchable. - Resident has mild intermittent incontinence so encouraged staff to use barrier cream with frequent brief changes and use 3 times a day for peeling skin. - Staff encouraged to watch for signs of worsening breakdown or infection. - Resident's dementia/anxiety appears at baseline. - Resident's high blood pressure appears	{D 273}		

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{D 273}	Continued From page 5 controlled on this visit. - Resident is without other complaints and vital signs were stable. - Tympanic Temperature 97.5 degrees; Respirations 15; Pulse 85; Blood pressure 128/70; pain level = 0. - No documentation on the visit report regarding the resident's history of recurrent UTIs. - No documentation on the visit report that staff reported concerns or urinary symptoms or the facility's attempt to get a urinalysis on 08/22/15, 3 days prior to the visit. Review of 24 hour shift reports revealed: - 08/19/15 (7-3 shift): resident went out. - 08/24/15 (no shift specified): blood coming out of rectum. - 08/25/15 (no shift specified): see MAR new orders; blood coming from rectum. - 08/25/15 (7-3 shift): diarrhea. - 08/26/15 (no shift specified): see MAR new orders; blood coming from rectum. - (08/27/15: No 24 hour shift report could be located by the facility.) - 08/28/15 (shift not specified): complained of nausea at 3:00 p.m. (please monitor), issues with rectum (blood), emergency room at 5:30 p.m. - 08/28/15 (3-11 shift): resident was very shaky and was nauseated all day, family took her to the emergency room at 5:30 p.m. Review of a nurses' notes in Resident #5's record revealed: - 08/26/15 (no time): resident received cream treatment and no signs of blood or pain. The irritated areas under her skin folds seem to be healing well. - 08/27/15 (6:15 a.m.): resident changed and repositioned every 2 hours and as needed. Skin area seemed a little red and barrier cream was	{D 273}		

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{D 273}	Continued From page 6 applied as directed. - 08/27/15 (12:00 p.m.): resident being toileted every 2 hours and barrier cream was applied. Cream for hemorrhoids also applied. No other complaints or concerns. - 08/28/15 (3:00 p.m.): resident had complaint of nausea. Received 15cc Emetrol and ginger ale. Will continue to monitor for any more episodes or complaints of nausea. - 08/28/15 (4:30 p.m.): resident still has complaint of nausea. Received another dose of Emetrol. Will continue to monitor. - 08/28/15 (5:30 p.m.): resident was sent out to emergency room via her family member. Resident was shaking and trembling and her family member was concerned this was something new with her. She was evaluated and her temperature was 98.1 degrees, blood pressure 148/68, pulse 80, and respirations 20. Please follow-up when she returns to facility. - 08/28/15 (8:35 p.m.): resident not returned from ER as of yet. - 08/29/15 (1:00 p.m.): resident still out of facility. Called family member to check on resident and she said the resident probably will not be back this weekend. "She has septic in her urine, not in her blood stream yet". Interviews with the MCC on 09/02/15 at 9:40 a.m. and 11:05 a.m. revealed: - One of the new staff (Staff B) came and asked the MCC for the policy on collecting urine samples. - The MCC told the new staff person if a resident had standing orders the floor staff could collect a urine sample. - The new staff person did not mention a resident's name or why she asked the question. - The resident was scratching in her crotch area around that time but that was not unusual.	{D 273}		

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{D 273}	Continued From page 7 - The MCC stated she had never seen the nurses' note dated 08/22/15 until now when the surveyor showed it to her. - She was not aware staff collected a urine sample for Resident #5 on 08/22/15. - If something needs follow-up, staff should document on 24 hour report and put in the hot box. - The note dated 08/22/15 was not documented on the 24 hour report or in the hot box. - The only note she was aware of was on 08/24/15 when staff found blood in the resident's brief. - The resident was seen by the fill-in NP on 08/25/15 for the blood in brief. - She was not aware of the resident having any urinary symptoms. - Resident #5 said she was sick on her stomach around 4:00 p.m. on Friday, 08/28/15. - The resident's family member came to visit around 5:00 p.m. and reported the resident was not feeling well. - The family member was going to take the resident out but the resident vomited in the parking lot. - The family member said she was going to take the resident to the hospital to be checked because she thought the resident had a stomach virus. Interview with the facility's Nurse Consultant on 09/02/15 at 4:07 p.m. revealed: - He was off on the weekend and returned to the facility on 08/31/15. - He found out Resident #5 had been hospitalized for a UTI. - He was not aware the resident was having any issues. - He received a call from a social worker (SW) at the local hospital on 08/31/15.	{D 273}		

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{D 273}	Continued From page 8 - The SW reported the resident was admitted with gastroenteritis, UTI, and sepsis. - If a nursing assistant sees issues with a resident, they are supposed to report it to medication aide because that is the front line supervisor. - The medication aide is supposed to report to facility nursing staff or MCC. - The MCC would direct staff to call or fax the physician depending on the issue. - The facility has standing orders to get urinalysis if suspected UTI. - The physician needs to know about the symptoms also. - He was concerned about the facility having standing orders for urinalysis. - He was afraid if staff get urinalysis based on standing orders, it would cause the physician to be out of the loop. - He saw the nurses' note dated 08/22/15 about the urine sample when he came to work on Monday, 08/31/15 and found out the resident was in the hospital. - That kind of information was usually documented on the clipboard and put in the hot box. - He usually reviewed the hot box daily but nothing was documented about the urine sample collected or any symptoms for Resident #5. - He talked with staff on Monday, 08/31/15, after seeing the nurses' note dated 08/22/15 about a urine sample. - He and the MCC reviewed the nurses' note and discussed with staff. - Staff did not communicate the symptoms to him or the MCC. - Staff did not follow-up as they should have. Interviews with the Executive Director (ED) on 09/02/15 at 4:55 p.m. and 5:37 p.m. revealed:	{D 273}		

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{D 273}	Continued From page 9 - Information in the nurses' note about the urinalysis on 08/22/15 should be documented on the 24 hour report and followed up on Monday, 08/24/15. - Staff have been trained to document in the nursing notes and the 24 hour reports. - Some staff are new and may not have known Resident #5's baseline. - Staff have been trained to report symptoms or changes in condition. Interviews with a medication aide / nursing assistant (Staff A) on 09/02/15 at 11:30 a.m. and 09/03/15 at 4:00 p.m. revealed: - The facility has standing orders for urinalysis but they were supposed to call the physician to let them know if a urine sample is collected. - She wrote a nursing note dated 08/22/15 about urine sample for Resident #5. - A nursing assistant (Staff B) collected urine from the resident because Staff B overheard the resident had urinary frequency. - Staff B reported she overheard the MCC and another medication aide / nursing assistant (Staff C) say that Resident #5 had excessive urination. - The resident had not complained of burning to her knowledge. - She saw the resident's urine on 08/22/15 and it was clear and had no odor. - The lab courier does not come on the weekends. - She told Staff B to destroy the urine sample. - When she wrote to follow-up, she meant she was going to follow-up to make sure the urine was destroyed. - She did not work in the memory care unit on Sunday, 08/23/15, or Monday, 08/24/15. - She worked in the assisted living side of the facility on those days so she did not check on Resident #5 on those days.	{D 273}		

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{D 273}	Continued From page 10 - No one reported to her that Resident #5 was having any symptoms. - She did not document information related to staff collecting a urine sample on 08/22/15 on the 24 hour report because the resident did not have symptoms on her shift. - She did not contact the physician about staff implementing the standing order and collecting a urine sample because she did not think the resident had a UTI. - No one attempted to collect another urine sample on Monday, 08/24/15 to her knowledge. - On Friday, 08/28/15, the resident was nauseated and vomited in the parking lot when her family member came to the facility. - She took the resident's temperature on Friday, 08/28/15 and it was 97.5 degrees. - The resident started shaking and acting like she was cold. - The family member took the resident to the hospital. Interview with a second medication aide / nursing assistant (Staff B) on 09/02/15 at 12:50 p.m. revealed: - Resident #5 was prone to UTIs and she was diabetic. - She noticed Resident #5 was urinating frequently about 1 to 2 weeks ago while she was working on the floor as a nursing assistant. - She wanted to collect a urine sample for urinalysis as a precaution. - The resident's private sitter also noticed the resident's urinary frequency. - She could not recall which sitter was on duty at the time. - She mentioned the urinary frequency to the MCC and the medication aide on duty. - She could not recall which medication aide was on duty at the time.	{D 273}		

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{D 273}	Continued From page 11 - MCC told her to get a urine sample for urinalysis on the resident. - The resident was incontinent and wore briefs which made it difficult to get a urine sample. - She used a urine hat (plastic device that is placed around rim of toilet to catch urine for a specimen). - She was able to collect a small amount of urine but not a lot on 08/22/15. - The urine was light yellow and did not have an odor. - She could not tell if the urine was cloudy because it was a small amount. - She talked with the medication aide on duty about the urine sample. - She did not contact the physician because the medication aide was supposed to call or fax the physician about the urine. - She did not notice the resident having any urinary frequency the next day. - She did not try to collect another urine sample from Resident #5. - The resident did not complain to her about any urinary symptoms. - The resident went to the hospital on 08/28/15. Interview with a third medication aide / nursing assistant (Staff C) on 09/02/15 at 3:28 p.m. revealed: - She sometimes worked as a medication aide and sometimes as a nursing assistant on the floor. - She noticed a couple of weeks ago that Resident #5 was not her usual self and seemed more confused. - The resident was putting silverware in other residents' drinking cups. - When she would take the resident to the bathroom, the resident would start urinating before she could get the resident's brief pulled	{D 273}		

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{D 273}	Continued From page 12 down. - It was like the resident was having urgency because normally the resident would wait to urinate until she sat on the toilet. - The resident would say she had to go to the bathroom but she could not urinate. - The resident would shiver at times like she was cold. - She reported the symptoms to the medication aide on duty at the time but she could not recall which medication aide she reported to. - About a week before the resident went to the hospital, they tried to get a urinalysis on the resident. - A urine hat was put in the resident's toilet to get the urine sample. - A urine sample was collected but the lab was not open. - No one ever followed up on the urinalysis to her knowledge. - They were setting up for dinner on 08/28/15 and the resident was taken outside. - The resident started shaking and vomiting. - The resident was taken to the hospital on 08/28/15. Interview with a nursing assistant on 09/03/15 at 11:37 a.m. revealed: - On Friday, 08/28/15, Resident #5 started feeling sick on her stomach and she started getting shaky. - Around 5:30 p.m., a family came to the facility and took the resident to the hospital. - The resident had been asking to go to the bathroom a lot but could not urinate when they took her like she was having urgency. - The resident asked to go to the bathroom about 5 or 6 times a shift instead of about every 2 hours. - Staff would turn the faucet water on at the sink	{D 273}		

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{D 273}	Continued From page 13 to see if the sound of running water would help the resident urinate but it did not help. - She recalled seeing a urine sample in the refrigerator for Resident #5 about 1 to 2 weeks ago. - She thought the medication aide was aware of the symptoms since they got a urine sample. - She did not report the symptoms because she thought everyone was already aware since a urine sample had been collected. Interview with a fourth medication aide / nursing assistant on 09/03/15 at 9:39 a.m. revealed: - She noticed the last 3 weeks that Resident #5 would put silverware in her drinks and stare at her food. - Staff would have to prompt the resident more. - She thought it was the resident's dementia progressing. - She had toileted the resident but the resident would be dry most of the time when she checked her. Interview with a fifth medication aide / nursing assistant on 09/01/15 at 4:45 p.m. revealed: - Resident #5's family member came to see her on Friday, 08/28/15. - The family member noticed the resident was not feeling well. - The resident vomited outside at family member's car. - The family member took the resident to the emergency room. - The resident can tell staff when she has to go to the bathroom and staff assist her with toileting. - She had not noticed a difference in the resident's urinary frequency. - She could usually tell if the resident had a urinary tract infection if her urine was dark and/or had an odor.	{D 273}		

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{D 273}	Continued From page 14 - She last toileted the resident on Monday or Tuesday before she went to the hospital on Friday. - The resident's urine was clear and she did not notice an odor. - The resident had some episodes of diarrhea over the last month or two off and on. - She was put on a lactose free diet but it did not help. Interview with a second nursing assistant on 09/02/15 at 3:20 p.m. revealed: - She was not aware of Resident #5 having any UTI symptoms. - She last worked with Resident #5 about 2 weeks ago. - The resident's urine was clear and had no odor at that time. Interview with a third nursing assistant on 09/03/15 at 12:45 p.m. revealed: - She had worked with Resident #5 about a week ago. - The resident would tell you if she had to go to the bathroom. - The resident's urine did not look dark and did not have an odor. - She was not aware of a urine sample being collected. Interview with a sixth medication aide / nursing assistant on 09/03/15 at 12:25 p.m. revealed: - She usually administered medications and did not work on the floor often. - The only contact she had with Resident #5 was giving her medications. - She did not recall anyone reporting any symptoms or changes in condition for Resident #5. - One of the nursing assistants got a urine	{D 273}		

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{D 273}	Continued From page 15 sample and gave to one of the other medication aides (Staff A). - The other medication aide (Staff A) commented she did not see an order for the urinalysis. - They don't have to get an order because they have standing orders. - If a UTI is suspected, staff can get a urine sample and give it to the medication aide. - She had already left for the day when the resident went to the hospital on 08/28/15. Interview with a private duty sitter on 09/03/15 at 11:25 a.m. revealed: - She was usually a sitter for Resident #5 about 2 to 3 times a week for about 3.5 to 4 hours each day she was there. - As a sitter she provided companionship and safety but no personal care to the resident. - The resident would usually tell the sitter when she had to go to the bathroom and the sitter would get a staff person to assist the resident. - She sat with the resident on Saturday, 08/22/15, from 1:00 p.m. - 4:30 p.m. but did not notice any symptoms or concerns during that time. - She last sat with the resident on Sunday, 08/23/15, and the resident asked to go to the bathroom several times more often than normal. - The resident told the sitter that she knew she just went to the bathroom but the resident felt like she had to go again. - The resident told the sitter she was having pain and the resident put her hand on her pubic area to show the sitter where she was hurting. - The resident told the sitter it hurt when she went to the bathroom. - The sitter was concerned the resident may have a UTI so the sitter reported it to the nurse aide on duty. - The nurse aide told the sitter the staff was	{D 273}		

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{D 273}	Continued From page 16	{D 273}		

aware and they were monitoring to try to decide if it was a bacterial infection.
- The sitter could not recall the name of the nurse aide on duty.
- The sitter did not report the concerns to the family because the staff said they were taking care of it.

Interviews with a second private duty sitter on 09/02/15 at 2:20 p.m. and 5:25 p.m. revealed:
- She was usually a sitter for Resident #5 about 4 days a week from 1:30 p.m. - 4:30 p.m.
- She was not working last Friday, 08/28/15, when the resident went to the hospital.
- The resident complained of pressure in her stomach last week.
- Staff would take resident to the bathroom but she could not urinate.
- On one occasion, staff took the resident to the bathroom and there was some bleeding.
- They thought it was from a hemorrhoid.
- She would tell the nurse aide on duty about the resident's complaints of pressure in her stomach.
- She could not recall the names of any facility staff she talked with.
- She last saw the resident on Thursday, 08/27/15, and the resident seemed fine.

Interview with a third private sitter on 09/02/15 at 2:45 p.m. revealed:
- She was usually a sitter for Resident #5 on the weekends and occasionally during the week.
- If the resident had to go to the bathroom, the sitter would get facility staff to take the resident.
- Sometimes the resident would have to go the bathroom to urinate "back to back" but she would not urinate a lot.
- Staff was aware she was going to the bathroom a lot.
- The sitter did not see the resident's urine since

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{D 273}	Continued From page 17 she did not toilet her. - She was not aware of staff getting a urine sample from the resident. - Staff told the sitter the resident had seen the doctor so the sitter thought they were going to check the resident for the symptoms. - She was working on Friday, 08/28/15. - The resident was doing good and talking. - At 2:00 p.m., the resident went to play bingo and the resident would rub her stomach and say it hurt. - After the third bingo game, the resident acted like she had to vomit. - The medication aide gave the resident some medication. - The resident was taken outside to get some fresh air but she got nauseated again. - The medication aide gave her more medication for the nausea. - The resident was doing better and the sitter left. Interview with a fourth nursing assistant on 09/03/15 at 12:35 p.m. revealed: - She had worked with Resident #5 and the resident required assistance with toileting. - When she worked with the resident, she would toilet the resident 3 to 4 times during her shift. - She last worked a few days ago and Resident #5 was not at the facility. - She heard the resident had UTIs in the past and staff had recently got urine samples on her. - She did not know when the urine samples were collected. - The resident had diarrhea in the past but that was not unusual for the resident. - She was not aware of any other symptoms or changes with the resident. - She had some discussions with the resident's private sitters but she did not recall discussing any urinary symptoms.	{D 273}		

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{D 273}	Continued From page 18 Interview with Resident #5's family member on 09/02/15 at 12:20 p.m. revealed: - The resident had lived at the facility since February 2015. - The resident has a history of urinary tract infections. - The family member went to the facility on Friday, 08/28/15, and the resident was nauseated and shaking uncontrollably when she arrived to the facility. - The resident said she felt a little nauseated and then the shaking stopped. - The resident vomited before she got in the family member's car. - The family member took the resident to the local emergency room. - The resident was fine when she visited her prior to that on Tuesday. - No one had reported any urinary symptoms or changes in the resident to the family. - The resident was in the hospital currently and was diagnosed with a UTI and she was septic. Interview with the ED on 09/03/15 revealed: - She spoke with the medication aide on duty on 08/22/15 (Staff A) the previous night on 09/02/15. - Staff A reported the nursing assistant (Staff B) had already collected the urine before the Staff A was aware. - Staff A did not document the urine sample on the 24 hour report because Staff A did not believe the resident had a UTI. - The information about the urine sample for Resident #5 should have been documented on the 24 hour report and followed up. Interviews with the Primary NP on 09/01/15 at 2:00 p.m. and 09/03/15 at 9:28 a.m. revealed: - She was on vacation starting 08/22/15 and just	{D 273}		

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{D 273}	Continued From page 19 returned to work on Monday, 08/31/15. - Resident #5 has a history of chronic UTIs and usually had symptoms such as hematuria (blood in urine) and foul smelling urine. - The resident has not had a UTI for about 2 months. - She was not aware of any recent urinary symptoms and none had been reported by the facility. - The facility has standing orders for urinalysis so they can get the urine sample without calling her for an order. - The facility usually notifies her office if they collect a urine sample. - She was not aware the facility had collected a urine sample on 08/22/15 for Resident #5. - Since returning to work on 08/31/15, she has learned that Resident #5 went to the hospital on Friday, 08/28/15, because she was vomiting. - She had gastroenteritis and a UTI. - She was not aware of the resident having symptoms until the resident went to the hospital on Friday. Interview with the fill-in NP on 09/02/15 at 2:34 p.m. revealed: - She was covering for another provider on 08/25/15 and the facility staff asked her to see Resident #5 for rectal bleeding. - She removed the resident's brief and evaluated the resident and did not see any bleeding but found a small external hemorrhoid. - She also checked a small friction type area on the resident's skin on top of her intragluteal cleft but it was not a pressure area and the skin was intact. - The brief was dry but staff had recently changed it because the resident was going out with a family member. - She did not see the resident's urine.	{D 273}		

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{D 273}	Continued From page 20 - No one reported any urinary symptoms or concerns about a possible UTI. - She could not say if the resident had a UTI but the resident's vital signs were stable and the resident did not have any complaints. Review of a note faxed to the facility on 09/03/15 from the overseeing physician of the Nurse Practitioners dated 09/02/15 revealed: - Resident #5 was evaluated for possible bleeding hemorrhoids by the NP. - During visit, no symptoms or signs of UTI were detected. Interview with the overseeing physician on 09/03/15 at 10:50 a.m. revealed: - The facility contacted her office on 09/02/15 and wanted them to put something in the NP visit note dated 08/25/15 about UTI. - The physician told the facility she could not add any information to the NP visit note dated 08/25/15. - The physician reported when Resident #5 was seen by the NP on 08/25/15, no one mentioned anything about urinary symptoms. - No one reported the facility had tried to get a urinalysis on Resident #5. - The NP saw the resident for hemorrhoids and examined the resident but did not see any blood. - The resident has dementia and did not convey any concerns to the NP. - The NP did a physical assessment but was only evaluating for hemorrhoids. - The resident's vital signs were in normal ranges and nothing was observed to indicate any urinary problems. - If the NP had been notified of possible symptoms of UTI, a urinalysis would have been ordered.	{D 273}		

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{D 273}	Continued From page 21 Review of hospital records dated 08/28/15 - 09/02/15 for Resident #5 revealed: - The resident was seen at the hospital emergency room on 08/28/15 when family member brought the resident due to vomiting and tremors which was out of the ordinary for the resident. - Initial vital signs in the emergency room documented temperature as high as 101.8 degrees. - Urine and blood specimens collected in the emergency room on 08/28/15 at 18:40 (6:40 p.m.) were positive for gram negative rods (bacteria). - The resident was noted to have worsening white blood cell (WBC) count with bandemia. - The resident's WBC count was 4.4 on 08/28/15 at 18:40 (6:40 p.m.) and increased to 16.1 on 08/29/15 at 04:05 (4:05 a.m.). [WBC reference range was 4.0 - 10.0.] - The resident was admitted to the hospital on 08/28/15 with complaints of fever, chills, nausea, vomiting, and diarrhea and was noted to have "significant urinary tract infection". - The resident was noted to have severe sepsis secondary to UTI and acute gastroenteritis and lactic acidosis secondary to severe sepsis. - The resident was also noted to have pyelonephritis (kidney infection caused by bacteria traveling up from the lower urinary tract). - The resident was admitted and put on antibiotic therapy and was still currently hospitalized as of 09/02/15. - Hospital infectious disease consult on 09/02/15 revealed the resident was admitted to the hospital with the same bacteria in blood and urine and had been on antibiotics for approximately 6 days and the plan was to give the resident 5 to 6 days more of intravenous antibiotics.	{D 273}		

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{D 273}	Continued From page 22 Review of the facility's plan of protection dated 09/03/15 revealed: - The Executive Director (ED), Memory Care Coordinator (MCC), or designee will review recent progress note documentation for every resident immediately. - All weekend documentation, including 24 hour reports, communication log, and hot box will be reviewed on Mondays by the nurse, MCC, ED, or designee. - The facility will remove standing orders for urinalysis on all residents. - Staff will report suspected signs and symptoms of urinary tract infection immediately to nurse, MCC, ED or designee. - The facility will retrain staff on signs and symptoms of urinary tract infections to include reporting and documentation. - The facility will retrain staff on proper reporting and documentation procedures for any decline in mental or physical status of residents. CORRECTION DATE FOR THE TYPE B VIOLATION SHALL NOT EXCEED OCTOBER 18, 2015.	{D 273}		
{D912}	G.S. 131D-21(2) Declaration of Residents' Rights G.S. 131D-21 Declaration of Residents' Rights Every resident shall have the following rights: 2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations. This Rule is not met as evidenced by: Based on observation, record review, and	{D912}		

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{D912}	Continued From page 23 interview, the facility failed to assure every resident had the right to receive care and services which are adequate, appropriate, and in compliance with rules and regulations as related to health care. The findings are: Based on record review and interview, the facility failed to notify the physician for 1 of 5 residents (#5) sampled of the resident's symptoms of urinary tract infection in which staff initiated a standing order for urinalysis but failed to follow-up and the resident was hospitalized for severe sepsis secondary to urinary tract infection, pyelonephritis (kidney infection), and acute gastroenteritis. [Refer to Tag D273 10A NCAC 13F .0902(b) Health Care (Type B Violation).]	{D912}		