

Division of Public and Behavioral Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 6389	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/23/2020
NAME OF PROVIDER OR SUPPLIER GOLDEN MANOR		STREET ADDRESS, CITY, STATE, ZIP CODE 416 SYSONBY CT, RENO, NEVADA ,89521		
(X4) ID PREFIX TAG 0000	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) Initial Comments Inspector Comments: This Statement of Deficiencies was generated as a result of a mandatory regrading State Licensure survey conducted at your facility on 06/23/20. This State Licensure survey was conducted in accordance with Nevada Administrative Code (NAC) Chapter 449, Residential Facility for Groups. The facility is licensed for six Residential Facility for Groups beds for elderly and disabled persons, Category II residents. The census at the time of the survey was 6. The facility received a re-survey grade of A. The findings and conclusions of any investigation by the Division of Public and Behavioral Health shall not be construed as prohibiting any criminal or civil investigation, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws. The following regulatory deficiencies were identified:	ID PREFIX TAG 0000	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
0050 SS= F	Administrator's Responsibilities - Oversight - NAC 449.194 Responsibilities of administrator. (NRS 449.0302) The administrator of a residential facility shall: 1. Provide oversight and direction for the members of the staff of the facility as necessary to ensure that residents receive needed services and protective supervision and that the facility is in compliance with the requirements of NAC 449.156 to 449.27706, inclusive, and chapter 449 of NRS.	0050		

If deficiencies are cited, an approved plan of correction must be returned within 10 days after receipt of this statement of deficiencies.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER Name: LEONILA BELTEJAR Title: manager
REPRESENTATIVE'S SIGNATURE

Date: 07/16/2020

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(X4) ID PREFIX TAG 0072 SS= F	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG 0072	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	Qualifications of Caregiver - Med Training - NAC 449.196 Qualifications and training of caregivers. (NRS 449.0302) 3. If a caregiver assists a resident of a residential facility in the administration of any medication, including, without limitation, an over-the- counter medication or dietary supplement, the caregiver must: (a) Before assisting a resident in the administration of a medication, receive the training required pursuant to paragraph (e) of subsection 6 of NRS 449.0302, which must include at least 16 hours of training in the management of medication consisting of not less than 12 hours of classroom training and not less than 4 hours of practical training, and obtain a certificate acknowledging the completion of such training; (b) Receive annually at least 8 hours of training in the management of medication and provide the residential facility with satisfactory evidence of the content of the training and his or her attendance at the training; (c) Complete the training program developed by the administrator of the residential facility pursuant to paragraph (e) of subsection 1 of NAC 449.2742; and (d) Annually pass an examination relating to the management of medication approved by the Bureau.			
0088 SS= C	Staffing Schedule - NAC 449.199 Staffing requirements 4. The administrator of a residential facility shall maintain monthly a written schedule that includes the number and type of members of the staff of the facility assigned for each shift. The schedule must be amended if any changes are made to the schedule. The schedule must be retained for at least 6 months after the schedule expires.	0088		

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0100 SS= D	Personnel File - NAC 449.200 Personnel files. (NRS 449.0302) 1. Except as otherwise provided in subsection 2, a separate personnel file must be kept for each member of the staff of a facility and must include: (a) The name, address, telephone number and social security number of the employee; (b) The date on which the employee began his or her employment at the residential facility; (c) Records relating to the training received by the employee; (e) Evidence that the references supplied by the employee were checked by the residential facility.	0100		
0102 SS= D	Personnel File - TB Screening - NAC 449.200 Personnel files. 1. Except as otherwise provided in subsection 2, a separate personnel file must be kept for each member of the staff of a facility and must include: (d) The health certificates required pursuant to chapter 441A of NAC for the employee;	0102		
0104 SS= D	Personnel Files - Background Checks - NAC 449.200 Personnel files. (NRS 449.0302) 1. Except as otherwise provided in subsection 2, a separate personnel file must be kept for each member of the staff of a facility and must include: (f) Evidence of compliance with NRS 449.122 to 449.125, inclusive.	0104		
0174 SS= D	Health& Sanitation-odors-hazards-insects-dirt - NAC 449.209 Health and sanitation. (NRS 449.0302) 4. To the extent practicable, the premises of the facility must be kept free from: (a) Offensive odors; (b) Hazards, including obstacles that impede the free movement of residents within and outside the facility; (c) Insects and rodents; and (d) Accumulations of dirt, garbage and other refuse.	0174		
0178 SS= F	Health & Sanitation - Maintain Int/ext - NAC 449.209 Health and sanitation. (NRS 449.0302) 5. The administrator of a residential facility shall ensure that the premises are clean and that the interior, exterior and landscaping of the facility are well maintained.	0178		

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0254 SS= D	Storage of Food-No Chemicals, Detergents - NAC 449.217 Kitchens; storage of food; adequate supplies of food; permits; inspections. (NRS 449.0302) 5. Pesticides and other toxic substances must not be stored in any area in which food, kitchen equipment, utensils or paper products are stored. Soaps, detergents, cleaning compounds and similar substances must not be stored in any area in which food is stored.	0254		
0532 SS= C	Activities for Residents - NAC 449.260 Activities for residents. (NRS 449.0302) 1. The caregivers employed by a residential facility shall: (g) Post, in a common area of the facility, a calendar of activities for each month that notifies residents of the major activities that will occur in the facility. The calendar must be: (1) Prepared at least 1 month in advance; and (2) Kept on file at the facility for not less than 6 months after it expires.	0532		
0872 SS= D	Medication Educ Initial/annual Administrator - NAC 449.2742 -Administration of medication: Responsibilities of administrator, caregiver and employees of facility. 1. The administrator of a residential facility that provides assistance to residents in the administration of medications shall: (f) In his or her first year of employment as an administrator of the residential facility, receive, from a program approved by the Bureau, at least 16 hours of training in the management of medication consisting of not less than 12 hours of classroom training and not less than 4 hours of practical training and obtain a certificate acknowledging completion of such training. (g) After receiving the initial training required by paragraph (f), receive annually at least 8 hours of training in the management of medication and provide the residential facility with satisfactory evidence of the content of the training and his or her attendance at the training. (h) Annually pass an examination relating to the management of medication approved by the Bureau.	0872		
0878 SS= D	Medication/OTCS, Supplements, Change Order - NAC 449.2742 - Administration of medication: Responsibilities of	0878	1. The deficiency can be corrected by making timely changes once Doctor's	06/23/202 0

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	administrator, caregiver and employees of facility. 5. An over-the-counter medication or a dietary supplement may be given to a resident only if the resident's physician has approved the administration of the medication or supplement in writing or the facility is ordered to do so by another physician. The over-the-counter medication or dietary supplement must be administered in accordance with the written instructions of the physician. The administration of over-the-counter medications and dietary supplements must be included in the record required pursuant to paragraph (b) of subsection 1 of NAC 449.2744. 6. Except as otherwise provided in this subsection, a medication prescribed by a physician must be administered as prescribed by the physician. If a physician orders a change in the amount or times medication is to be administered to a resident: (a) The caregiver responsible for assisting in the administration of the medication shall: (1) Comply with the order; (2) Indicate on the container of the medication that a change has occurred; and (Previously Y 0879) (3) Note the change in the record maintained pursuant to paragraph (b) of subsection 1 of NAC 449.2744; (b) Within 5 days after the change is ordered, a copy of the order or prescription signed by the physician must be included in the record maintained pursuant to paragraph (b) of subsection 1 of NAC 449.2744; and (c) If the label prepared by a pharmacist does not match the order or prescription written by a physician, the physician, registered nurse or pharmacist must interpret that order or prescription and, within 5 days after the change is ordered, the interpretation must be included in the record maintained pursuant to paragraph (b) of subsection 1 of NAC 449.2744. Inspector Comments: Based on observation, document review, and interview, the facility failed to ensure a change label was affixed to a medication container for 1 of 5 residents (Resident #2). Findings include: Resident #2 Resident #2 was admitted to the facility on 08/01/19 with diagnoses including dementia, congestive heart failure, osteoarthritis, and severe protein calorie malnutrition. Resident #2's		orders are received. In the case of the Oxycodone medication for Resident #2, the label has been changed on the day of the inspection according to Doctor's order. 2. The manager and administrator will make sure that all changes will be executed in a timely manner. 3. Future deficiencies like this can be avoided by making sure that documentations of changes are done after they are received/made. 4. The manager/administrator will be responsible in making sure that medication records are documented properly. 5. The deficiency was corrected on June 23, 2020.	

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	June 2020 Medication Administration Record (MAR) included oxycodone 5 milligrams (mg), take one tablet by mouth twice a day as needed for pain. Resident #2's medical record included a physician's order, dated 10/31/19, documenting oxycodone 5 milligrams (mg), take one tablet by mouth twice a day as needed for pain. Within Resident #2's medication bin was a bottle labeled oxycodone hydrochloride 5 mg, take one tablet by mouth twice a day - scheduled for pain. On 06/23/20 at 11:40 AM, the Manager verbalized the label on the bottle did not match the physician's order and a change label was needed on the medication bottle. Severity: 2 Scope: 1			
0885 SS= D	Medication - Destruction - NAC 449.2742 - Administration of medication: Responsibilities of administrator, caregiver and employees of facility. 9. If the medication of a resident is discontinued, the expiration date of the medication of a resident has passed, or a resident who has been discharged from the facility does not claim the medication, an employee of a residential facility shall destroy the medication, by an acceptable method of destruction, in the presence of a witness and note the destruction of the medication in the record maintained pursuant to NAC 449.2744.	0885		
0895 SS= B	Administration of Medication Maintenance - NAC 449.2744 Administration of medication: Maintenance and contents of logs and records. (NRS 449.0302) 1. The administrator of a residential facility that provides assistance to residents in the administration of medications shall maintain: (b) A record of the medication administered to each resident. The record must include: (1) The type of medication administered; (2) The date and time that the medication was administered; (3) The date and time that a resident refuses, or otherwise misses, an administration of medication; and (4) Instructions for administering the medication to the resident that reflect each current order or prescription of the resident 's physician. Inspector Comments: Based on	0895	1. The deficiency can be corrected by making sure that staff-in-charge of medications execute proper documentation of orders, labels and the Medication Administration Record. The MAR has been corrected for Resident #1 for her eye drop medication, and the Calamine lotion added to the MAR for Resident #5. 2. The manager/medication staff will make sure that all medication documentations are monitored, on a regular/weekly basis and changes are documented right away. 3. The action will be monitored on a regular/timely manner by the administrator and manager. 4. The manager/administrator will be responsible in making sure that the deficiency does not happen again. 5. The deficiency was corrected on June	06/23/2020

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	observation, record review, and interview, the Administrator failed to ensure physician orders for medications were transcribed accurately onto the Medication Administration Record (MAR) for 2 of 5 residents (Resident #1 and Resident #5). Findings include: Resident #1 Resident #1 was admitted to the facility on 01/27/20 with diagnoses including dementia, hypertension, fall risk, and incontinence. Resident #1's medical record included a physician's order, dated 06/10/20, for Cosopt ophthalmic solution, one drop in right eye twice per day. The label on the medication in Resident #1's medication bin documented dorzolamide hydrochloride (HCL) 22.3-6.8 milligrams(mg)/milliliter(ml) solution, instill one drop in the right eye two times a day. Resident #1's June 2020 MAR documented dorzolamide HCL 22.3 mg/6.8 mg/ml solution, instill one drop into left eye two times daily. On 06/23/20 at 10:33 AM, the Caregiver verbalized Resident #1's nurse had changed the prescription recently because Resident #1 now needed eye drops in the right eye. The Caregiver confirmed the error on the MAR and expressed administering the eye drops as written on the medication label. On 06/23/20 during the morning medication review, the Manager confirmed the error in the MAR transcription of Resident #1's eye drop medication. Resident #5 Resident #5 was admitted to the facility on 03/23/20 with diagnoses including Alzheimer's Disease, rectal prolapse, essential hypertension, and other malaise. Resident #5's medical record contained a physician's order for calamine lotion 8%, apply topically three times a day to irritated skin. A nearly empty bottle of calamine lotion 8% was in the resident's medication bin. However, Resident #5's June 2020 MAR did not list this medication. On 06/23/20 at 12:30 PM, the Manager confirmed Resident #5's MAR did not include the physician's order for calamine lotion even though the medication was on site and had been given to the resident during the month of June. Severity: 1 Scope: 2		23, 2020.	