Hawaii Dept. of Health, Office of Health Care Assurance (X1) PROVIDER/SUPPLIER/CLIA (X3) DATE SURVEY STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION IDENTIFICATION NUMBER: AND PLAN OF CORRECTION A. BUILDING: _ B. WING 12G020 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 852 PAAHANA STREET THE ARC IN HAWAII - 6 A HONOLULU, HI 96816 PROVIDER'S PLAN OF CORRECTION SUMMARY STATEMENT OF DEFICIENCIES (X4) ID COMPLETE DATE (EACH CORRECTIVE ACTION SHOULD BE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DEFICIENCY) 9 000 9 000 INITIAL COMMENTS A licensure survey was conducted from 4/13/16 through 4/15/16. The facility is licensed for 4 9 151 11-99-15(b) INFECTION CONTROL beds. The census at the time of the survey was PLAN OF CORRECTION 1) HM reviewed proper glove use and 4/15/16 handwashing with HW. 9 151 9 151 11-99-15(b) INFECTION CONTROL RN to retrain HW on infection control, 5/15/16 There shall be appropriate policies emphasizing proper glove use and and procedures written and implemented handwashing. RN to explain to HW that if wearing gloves, once you touch dirty hands, for the prevention and control of even to sanitize a participants hands, that those infections and the isolation of gloves are no longer clean and need to be infectious residents. changed. This Statute is not met as evidenced by: 2) RN discussed importance of handwashing 4/15/16 Based on observation, record review and staff with HM immediately following exit conference. interview, the facility failed to ensure it provided a 4/18/16 HM was trained by RN and Nurse Manager on sanitary environment to avoid sources and 4/18/16 on all nursing policies and procedures, transmission of infections. including but not limited to infection control, handwashing, and glove use. Findings include: SYSTEMIC 4/27/16 Nurse Manager reviewed importance of handwashing with all Home Managers at monthly HM's meeting. 5/15/16 Nurse Manger will create a hand washing flyer to be posted in each home to remind staff to wash hands and change gloves. QUALITY ASSURANCE Daily Home Managers to monitor that staff are following infection control procedures in regards to handwashing and glove use. Monthly RN to follow up with HM's on any infection control issues or concerns at monthly meetings. Quarterly At quarterly observations, RN's will monitor staff adherence to infection control procedures, handwashing, and glove use. RN will document findings in their quality assurance checklists and train or retrain staff as needed. Office of Health Care Assurance LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

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If continuation sheet 1 of 3

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Hawaii Dept. of Health, Office of Health Care Assurance STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION COMPLETED IDENTIFICATION NUMBER: A. BUILDING: __ B. WING _ 12G020 04/15/2016 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **852 PAAHANA STREET** THE ARC IN HAWAII - 6 A HONOLULU, HI 96816 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5)(X4) ID PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PRÉFIX CROSS-REFERENCED TO THE APPROPRIATE DATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) 9 151 9 151 Continued From page 1 9 189 11-99-22(C) PHARMACEUTICAL SERVICES 9 189 9 189 11-99-22(c) PHARMACEUTICAL SERVICES 1) PLAN OF CORRECTION Each drug shall be rechecked and HM was trained by RN on medication 4/18/16 administration so that could complete the identified immediately prior to medication pass. administration. This Statute is not met as evidenced by: HW will be retrained by RN on the Arc's 5/15/16 Based on observation, record review and staff medication administration policies which ensure interview, the facility failed to ensure that all that the dose on the medication label and the dose on the MAR are the same before medications are administered without error for 2 administering any medication. of 3 clients (Clients #1 and #2) in the case sample. SYSTEMIC and QUALITY ASSURANCE Weekly All ICF HM's to complete weekly medication Findings include: checks and notify RN of any dosage discrepancies between the MAR and the medication label. Quarterly RN's to complete quarterly medication reviews for each participant and ensure there are no dosage discrepancies with their medications. On-going Nurse Manager to ensure RN's quarterly medication reviews are completed quarterly. 2) PLAN OF CORRECTION 5/15/16 HW will be retrained by RN on Arc's medication administration policy meantime, HM has been trained to pass meds.

Office of Health Care Assurance STATE FORM

Hawaii Dept. of Health, Office of Health Care Assurance (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION COMPLETED IDENTIFICATION NUMBER: A. BUILDING: _ B. WING 12G020 04/15/2016 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 852 PAAHANA STREET THE ARC IN HAWAII - 6 A HONOLULU, HI 96816 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) ID (X4) ID (EACH CORRECTIVE ACTION SHOULD BE COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PRÉFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG TAG DEFICIENCY) 9 189 11-99-22(C) PHARMACEUTICAL SERVICES 9 189 9 189 Continued From page 2 CONTINUED 4/19/16 HM purchased a dual alarm clock for the home. The alarm clock will be set, alert staff to give client #1 medication and wait till the second before serving breakfast. alarm goes off SYSTEMIC Dual alarm clocks will be purchased for all ICF 5/15/16 homes in which participants have specific Physician Ordered time restrictions for their medications. QUALITY ASSURANCE On-going HM's to monitor and observe random medication passes to ensure all clients receive medications as ordered and notify RN of any training or retraining that may be needed. Monthly RN's to follow up with HM's at monthly meetings regarding any issues or concerns with medication administration and following Physicians Orders. Quarterly RN's to complete quarterly medication administration observations to monitor for any issues or concerns with following Physicians Orders for medications and train or retrain staff as needed.

Office of Health Care Assurance