

Hawaii Dept. of Health, Office of Health Care Assurance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 12G043	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/02/2018
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NAME OF PROVIDER OR SUPPLIER OPPORTUNITIES AND RESOURCES, INC (HOL	STREET ADDRESS, CITY, STATE, ZIP CODE 64-1510 KAMEHAMEHA IGHWAY WAHIAWA, HI 96786
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9 000	INITIAL COMMENTS A relicensure survey was conducted at this facility on October 31, 2018 to November 2, 2018. There were 4 clients in the home with a sample of 2 clients. A fundamental survey was completed.	9 000		
9 005	11-99-4(a) ACTIVE TREATMENT PROGRAM A plan of treatment shall be developed and implemented for each resident in order to help the residents function at their greatest physical, intellectual, social, emotional, and vocational level. This Statute is not met as evidenced by: Based on observations, interviews and record reviews the qualified intellectual disability professional (QIDP) did not coordinate and monitor the active treatment program for 1 of 2 clients (C) 2 reviewed as sample, to identify inconsistencies for the eating training program implemented. Findings Include: On 10/31/18 at 8:00 AM reviewed the active treatment program for C2 and noted that there was a Eating (Healthy Eating) program with start date of 10/01/2018. The goal was for C2 to improve her ability to make healthy food choices to by eating a proper balanced and nutritious diet to prevent more weight gain and to support skin integrity by 9/2019. On 10/31/18 at 12:30 PM observed C2 working as receptionist at the facility's training classroom building. Inquired what C2 had for lunch and C2 stated, I had two banana's for lunch because I don't eat animals." Inquired of C2 if facility staff were aware of preference for no animal type diet,	9 005	C2 is not always a reliable source of information regarding his/her eating habits. He/she occassionally eats meat, especially meatloaf, also drinks milk and eat cheese & yogurt. These behaviors have been documented in the 9/14/18 Nutritional assessments. The 90-DAY PHYSICIAN'S ORDER UPDATE & QUARTERLY PHARMACIST'S REVIEW dated 10/31/18 under Diet order: states "No added Salt (NAS). No chicken products-until cleared for intake by allergist. Fully cooked eggs are ok to eat. Samples of protein bars were provided on 9/14/18 and C2 was to choose which he/she preferred by keeping the wrapper. A new eating Program was started 10/01/18 to include "at least 1 protein bar 2-3 times a week. "C2 did not indicate a preference for a specific protein bar and when asked which one(s) he/she prefers, his/her response was "the ones that taste good. The Program Coordinator and QIDP provided training to C2's caregiver and day program trainer on proper implementation on the most recent eating program to include protein bars, fruits and vegetables in her diet.	9/14/18 10/01/18

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Office of Health Care Assurance LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Susanna F. Cheung	TITLE President/CEO	(X6) DATE 11/29/18
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9 005	<p>Continued From page 1</p> <p>and C2 stated that staff are aware. Inquired about breakfast meal and C2 stated that removed the meat from the burrito served.</p> <p>On 11/01/18 at 12 noon, C2 just returned from lunch and inquired what he/she had for lunch. C2 stated that ate a cup of pudding and a banana for lunch.</p> <p>On 11/01/18 at 4:00 PM observed C2 at home and reviewed the active treatment binder there. The eating program steps (objectives) included at step: "6. At least 1 protein bar 2-3 times/week with verbal cues; 7. At least 1 protein bar 2-3 times/week with verbal cue; 8. At least 1 protein bar 2-3 times/week independently."</p> <p>Inquired of the home manager (HM) where supply of protein bars for C2 were kept, as did not observe client eating protein bars. The HM opened the refrigerator door and took out a goody-bag that contained chocolate bars and stated, "This is what I have for C2 because the protein bars were not purchased, only samples were provided." The HM stated that she would have to give the facility's RN money to purchase the protein bars. (refer 159)</p> <p>On 11/01/18 at 5:00 PM observed C2 at the dining hall and he/she did not get up to join the buffet line. C2 sat at the table drinking water and covering nose with his/her shirt. The dinner menu consisted of marinated pork cubes, tossed salad, apple sauce and beverage. After dinner in the social hall where all the clients gathered, inquired of C2 if he/she wasn't hungry as noticed skipped dinner and probably not enough protein in his/her diet. C2 was adamant that he/she won't eat any animal, and that corn chips has protein too.</p>	9 005	

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9 005	Continued From page 2 The HM who was present in the social hall stated that before providing C2's night medication a sandwich or preferred food was offered first. The HM stated that C2 would usually request toast with peanut butter. The home night reliever was also at the social hall, and stated that both she and HM always find food wrappers under C2's bed because client tends to buy food at the facility's snack bar. C2 hides and eats at night in the bedroom and his/her weight has been going up. On 11/02/18 at 9:00 AM interviewed the QIDP and RN, both stated that C2 only recently stating preference for non-animal diet. Queried about protein bars and C2 education on proper diet and the RN stated that the registered dietitian (RD) provided a bag of approximately 15 assorted protein bars for C2 to sample. C2 was supposed to keep the wrapper of his/her favorite bar for RN to purchase more of, but no follow-up with C2 was done. The QIDP stated that active treatment plans were developed with the interdisciplinary team, that included the RN, but specific implementation of the eating program was not planned, and not sure who or when C2 was educated about proper diet.	9 005		
9 175	11-99-20(c)(1) NURSING SERVICES In facilities with residents requiring nursing services, the following additional care shall be provided: Administration and recording of all medications and other orders prescribed by the physician. This Statute is not met as evidenced by: Based on observations, interviews and record	9 175	The QIDP and RN will consult with the psychologist regarding developing and implementing a behavior support plan to address C2's eating behaviors. Baseline data will be collected as C2 recently stated he/she no longer eats candy and when C2 was asked by the QIDP if staff should find candy wrappers under his/her bed, he/she emphatically said "no, I bought candy on Saturday but gave it to my caregiver." The caregiver was asked by the QIDP if C2 gave her candy on Saturday or Sunday, she said "no."	12/07/18

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9 175	<p>Continued From page 3</p> <p>reviews the facility failed to ensure that 1 of 2 clients (C) 2 sampled for review had a behavioral plan for the client's eating program.</p> <p>Findings Include:</p> <p>On 11/01/18 at 8:30 AM reviewed C2's medical records and found that on 09/07/18 the psychiatrist counseled the client extensively on eating healthy and referred C2 for dietary consult due to the client feeling upset and sad over weight gain. The staff had reported that C2 would frequently snack and sometimes ate two ice cream bars in one sitting.</p> <p>The registered dietitian (RD) progress notes dated 09/16/18 found that C2 was provided dietary counseling. The RD encouraged C2 to decrease high sodium snacks (e.g. chips, mac and cheese); decrease ice cream and chips to once a week; and, encouraged intake of fruits and water at snack time. The RD also recommended 2-3 protein bars a week as a higher protein snack option to support skin integrity secondary to leg wounds and limited protein intake.</p> <p>On 11/01/18 at 5:15 PM the residential night reliever stated that C2 hid and ate in his/her bedroom at night, and food wrappers are often found under the bed.</p> <p>On 11/02/18 at 10 AM interviewed the QIDP and RN and both stated that C2 did not have a behavior support plan or behavior support guidelines based on his/her food choices and eating behaviors. Queried how the HM and day program staff monitored and assisted C2 to encourage healthy eating behaviors, and both QIDP and RN could not provide an answer.</p>	9 175	<p>The Program Coordinator will provide training to QIDPs, RNs, day program trainers and residential caregiver on the Behavior Support Plan, including monitoring and assisting C2 on how to make healthy food choices while respecting his/her choice to eat a vegetarian diet.</p>	12/14/18
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9 205	<p>11-99-23(b) PHYSICIAN'S SERVICES</p> <p>All residents admitted to a facility shall be under the care of a physician selected by the resident or his guardian. This Statute is not met as evidenced by: Based on observations, interviews and record reviews the facility failed to ensure that 1 of 2 clients (C) 2 reviewed for sample, received appropriate medical assessment and treatment for episodic skin condition.</p> <p>Findings Include:</p> <p>On 11/01/18 at 3:20 PM observed C2 at home and client was preparing to take a bath and noticed redness around left wrist area where watch was worn and two red spots near the left elbow. Inquired of C2 when redness to wrist and elbow area occurred and he/she responded that redness to these areas for couple months now. C2 further stated that a wrist band was supposed to be placed under the wrist watch worn but didn't use it today. The home manager (HM) stated that C2 uses a specific brand of soap due to skin problems and applies over the counter (OTC) topical antibiotic ointment the around L wrist and elbow rash.</p> <p>On 11/02/18 at 10 AM reviewed C2's medical records and could not find any documentation on C2's redness around the L wrist and elbow area. Currently, C2 attends a wound clinic for bilateral leg wounds that are now healing.</p> <p>Interviewed the RN and queried if the wound clinic that C2 attended was aware of the L wrist and elbow redness and recommended OTC topical antibiotic ointment treatment. The RN</p>	9 205	<p>Physician's progress Orders/Notes dates 11/02/18 was located (it had not been filed yet when the reviewers checked C2's file).</p> <p>The physician's order addresses the left wrist rash as follows: "probably due to reaction tow atch band." The order further states "stop wearing watch", apply Hydrocortisone cream 2.5% to rash hs, cover lightly with gauze then cover with saran wrap and secure with scotch tape, remove in a.m., recheck one month."</p> <p>The caregiver is following the physician's order but C2 refuses to stop wearing his/her watch.</p> <p>The wound clinic only addresses wounds, not rashes.</p> <p>The Program Coordinator instructed RN and QIDP staff to review physician's orders while in the physician's office in case they have questions or notice errors and then immediately file physician's orders in ICF administrative files upon returning to ORI's office with copies and instructions to caregiver(s) and monitor that the orders are being followed accurately.</p>	<p>11/03/18</p> <p>11/03/18</p>

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9 205	Continued From page 5 stated that C2 was referred to the wound clinic for treatment to bilateral leg wounds only. The RN could not find any documentation and the use of OTC topical antibiotic ointment as needed for C2's L wrist and elbow redness.	9 205		