Office of Health Care Assurance

State Licensing Section

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: The Plaza at Pearl City	CHAPTER 90
Address: 1048 Kuala Street, Pearl City, Hawaii 96782	Inspection Date: September 9, 2021 Annual

THIS PAGE MUST BE SUBMITTED WITH YOUR PLAN OF CORRECTION. IF IT IS NOT, YOUR PLAN OF CORRECTION WILL BE RETURNED TO YOU, UNREVIEWED.

YOUR PLAN OF CORRECTION MUST BE SUBMITTED WITHIN TEN (10) WORKING DAYS. IF IT IS NOT RECEIVED WITHIN TEN (10) WORKING DAYS, YOUR STATEMENT OF DEFICIENCIES WILL BE POSTED ONLINE, WITHOUT YOUR RESPONSE.

RULES (CRITERIA)	PLAN OF CORRECTION	Completion
§11-90-8 Range of services. (a)(2) Service plan.	PART 1	<u>Date</u>
A service plan shall be developed and followed for each resident consistent with the resident's unique physical, psychological, and social needs, along with recognition of that resident's capabilities and preferences. The plan shall include a written description of what services will be provided, who will provide the services, when the services will be provided, how often services will be provided, and the expected outcome. Each resident shall actively participate in the development of the service plan to the extent possible; FINDINGS Resident #1 — Medications were not reviewed timely by a registered nurse or physician between 11/14/20-3/8/21.	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	
	STATE LEENSING	21 NOT - P.3.00

<u> </u>	RULES (CRITERIA)	PLAN OF CORRECTION	Completion
\boxtimes	§11-90-8 Range of services. (a)(2) Service plan.	PART 2	Date
	A service plan shall be developed and followed for each resident consistent with the resident's unique physical, psychological, and social needs, along with recognition of that resident's capabilities and preferences. The plan shall include a written description of what services will be provided, who will provide the services, when the services will be provided, how often services will be provided, and the expected outcome. Each resident shall actively participate in the development of the service plan to the extent possible; FINDINGS Resident #1 – Medications were not reviewed timely by a	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? 1. The Administrator created a spreadsheet for the Assistant Director of Nursing with the following dates and tasks, starting the next Medication Review due date of November 22: - Every 70 days thereafter the Physician Order Sheet (POS) will be printed and mailed out to the residents Primary Care Physician - Every 80 days thereafter the Administrator will do an audit	9/27/2021
	registered nurse or physician between 11/14/20-3/8/21.	- Every 90 days thereafter is the due date of the Medication Review 2. The Administrator added the dates (starting November 2) and every 70 days thereafter, through the next year, to the shared Outlook calendar as a reminder for the Assistant Director of Nursing to print and mail out the Physician Order Sheet to the residents Primary Care Physician. The Administrator also added the Assistant Administrator and Assistant Director of Nursing to the calendar invite.	9 27 2021
		3. The Administrator posted the spreadsheet on the wall above the Assistant Director of Nursing's computer as a visual reminder of the dates of that the Medication Reviews are due.	4/20/2021
		4. The Administrator added the audit dates (starting the next review date of November 12) and every 80 days thereafter to the shared Outlook calendar, and sent a calendar invite to the Assistant Director of Nursing and Assistant Administrator, as a reminder to complete an audit.	9 28 2021
		5. The Administrator will perform an audit every 80 days per the calendar reminder by checking the residents flagged charts to ensure that the Medication Review is being completed by the 90 day due date.	

 RULES (CRITERIA)	PLAN OF CORRECTION	Completion
§11-90-8 Range of services. (a)(2) Service plan.	PART 1	Date
A service plan shall be developed and followed for each resident consistent with the resident's unique physical, psychological, and social needs, along with recognition of that resident's capabilities and preferences. The plan shall include a written description of what services will be provided, who will provide the services, when the services will be provided, how often services will be provided, and the expected outcome. Each resident shall actively participate in the development of the service plan to the extent possible; FINDINGS Resident #1 – Service plan updated on 6/17/21 states, "Every one hour night checks between 2200-0600";	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	
however, documented evidence of hourly checks were unavailable for review on 8/2/21-8/3/21 between 2300-0600, 9/2/21 between 0200-0500, 9/4/21 between 0200-0400.	STATE	21 0
	T LICE HOLA	69 -8 P336

 RULES (CRITERIA)	PLAN OF CORRECTION	Completion
§11-90-8 Range of services. (a)(2) Service plan.	PART 2	Date
A service plan shall be developed and followed for each resident consistent with the resident's unique physical, psychological, and social needs, along with recognition of that resident's capabilities and preferences. The plan shall include a written description of what services will be provided, who will provide the services, when the services will be provided, how often services will be provided, and the expected outcome. Each resident shall actively participate in the development of the service plan to the extent possible; FINDINGS Resident #1 — Service plan updated on 6/17/21 states, "Every one hour night checks between 2200-0600"; however, documented evidence of hourly checks were unavailable for review on 8/2/21-8/3/21 between 2300-0600, 9/2/21 between 0200-0500, 9/4/21 between 0200-0400.	I Under the direction of the Interim Assistant Director of Nursing and Administrator, on October 26th during our Nursing Department monthly meeting, staff will be re-trained on completing their Point of Care tasks. The training will include reviewing the basics of Point of Care, completing their tasks in a timely manner, and ensuring proper documentation is completed. 2. To ensure continued compliance with completing Point of Care tasks, the Charge Nurse on duty for the assigned shift will perform hourly audits to ensure that Resident Care Aides are completing their Point of Care tasks for night checks before the end of their shifts. The Charge Nurse will log into POC to view the resident's profiles and identify all tasks that are due now and overdue. The Charge Nurse on duty will be responsible for informing the Resident Care Aides of all POC tasks of the hour that are red (overdue) or yellow (due now) and will ask them to complete their Point of Care tasks	10 24/2021
	3. The Assistant Director of Nursing will conduct checks on a weekly basis to ensure that Resident Care Aides are completing their Point of Care tasks Any deficiencies will be corrected on the spot and formal corrective action with be documented and may lead to further disciplinary action. The Assistant Director of Nursing will provide continued training reminders monthly during staff meeting.	.51 BCI -3
	4. The Assistant Director of Nursing will document the results of the weekly checks and report results during the weekly meeting with the Administrator and Assistant Administrator.	-0 i.u i.i

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-90-8 Range of services. (a)(2) Service plan.	PART 1	Date
A service plan shall be developed and followed for each resident consistent with the resident's unique physical, psychological, and social needs, along with recognition of that resident's capabilities and preferences. The plan shall include a written description of what services will be provided, who will provide the services, when the services will be provided, how often services will be provided, and the expected outcome. Each resident shall actively participate in the development of the service plan to the extent possible; FINDINGS Resident #1 – Service plan dated 6/27/20 states, "Blood sugar checks once a week on Mondays"; however, documented blood sugar readings unavailable for 10/26/20	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	
and 11/9/20.	STATE LIDERSING	21 OCT - 8 P3 :30

 RULES (CRITERIA)	PLAN OF CORRECTION	Completion
§11-90-8 Range of services. (a)(2) Service plan. A service plan shall be developed and followed for each resident consistent with the resident's unique physical, psychological, and social needs, along with recognition of that resident's capabilities and preferences. The plan shall include a written description of what services will be provided, who will provide the services, when the services will be provided, how often services will be provided, and the expected outcome. Each resident shall actively participate in the development of the service plan to the extent possible; FINDINGS Resident #1 – Service plan dated 6/27/20 states, "Blood sugar checks once a week on Mondays"; however, documented blood sugar readings unavailable for 10/26/20 and 11/9/20.	PART 1 DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY 1. Under the direction of the Interim Assistant Director of Nursing and Administrator, on October 26th during our Nursing Department monthly meeting, Charge Nurses will be re-trained on our Blood Glucose Monitoring and Intervention Policy. The training will include reviewing the basics of Medication Administration and providing blood sugar checks in a timely manner and per MD order. 2. To ensure continued compliance with adhering to completing orders in the MAR in a timely manner, Charge Nurses will be re-trained to complete blood sugar checks per MD order. If Charge Nurse is unable to complete a blood glucose check due to resident consuming food or drink, Charge Nurse will obtain a telephone order from MD to complete the blood sugar check per MD request or the next day.	Date
	 3. The Assistant Director of Nursing will conduct audit checks on a weekly basis to ensure that Charge Nurses are completing their EMARCT tasks and documenting their blood glucose checks. Any deficiencies will be corrected on the spot and formal corrective action will be documented and may lead to further disciplinary action. The Assistant Director of Nursing will provide continued training reminders during the monthly staff meeting. 4. The Assistant Director of Nursing will document the results of the weekly checks and report results during the weekly meeting with the Administrator and Assistant Administrator. 	00T-8 P3:76

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion
\boxtimes	§11-90-8 Range of services. (b)(1)(F) Services.	PART 1	Date
	The assisted living facility shall provide the following: Nursing assessment, health monitoring, and routine nursing tasks, including those which may be delegated to unlicensed assistive personnel by a currently licensed registered nurse under the provisions of the state Board of Nursing; FINDINGS Resident #1 – A falls risk assessment was not conducted on resident in a timely manner after experiencing multiple falls between 9/3/20-5/31/21 (falls: 9/3/20, 10/17/20, 10/26/20, 11/6/20, 11/29/20, 12/14/20, 12/16/20, 1/17/21, 1/24/21, 4/12/21, 5/31/21). Falls risk assessment was completed on 6/9/21.	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	
		STATE LIGENSHIP STATE LIGENSHIP STATE LIGENSHIP	21 0CT - 8 P3 :30

RULES (CRITERIA)	PLAN OF CORRECTION	Completion
§11-90-8 Range of services. (b)(1)(F) Services.	PART 2	Date
The assisted living facility shall provide the following:	<u>FUTURE PLAN</u>	
Nursing assessment, health monitoring, and routine nursing tasks, including those which may be delegated to unlicensed assistive personnel by a currently licensed registered nurse under the provisions of the state Board of Nursing;	USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	
FINDINGS Resident #1 – A falls risk assessment was not conducted on resident in a timely manner after experiencing multiple falls between 9/3/20-5/31/21 (falls: 9/3/20, 10/17/20, 10/26/20, 11/6/20, 11/29/20, 12/14/20, 12/16/20, 1/17/21, 1/24/21, 4/12/21, 5/31/21). Falls risk assessment was completed on 6/9/21.	1. Under the direction of the Interim Assistant Director of Nursing and Administrator, on October 26th during our Nursing Department monthly meeting, Charge Nurses will be re-trained on our Fall Prevention Program. The training will include reviewing the procedures to complete assessments, training and awareness, and exploring various interventions. Most importantly to complete an Assessment using the Falls Management Investigation – Post Fall Tool.	10 26 2621
	 To ensure continued compliance in following up with falls in a timely manner, Charge Nurses will be re-trained to complete an Assessment using the Falls Management Investigation – Post Fall tool. This document will be completed within 24 hours of a fall. The Assistant Director of Nursing will conduct audit checks on a daily basis to ensure that Charge Nurses are completing the Falls Management Investigation – Post Fall tool within 24 hours. Any deficiencies will be corrected on the spot and formal corrective action will be documented amay lead to further disciplinary action. The Assistant Director of Nursing will provide continued training reminders during the monthly staff meeting. The Assistant Director of Nursing will document the results of the daily audit checks and report results during the weekly meeting with the Administrator and Assistant Administrator. 	21 00T -8 P3:30

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-90-8 Range of services. (b)(1)(F) Services.	PART 1	Date
The assisted living facility shall provide the following:	DID YOU CORRECT THE DEFICIENCY?	į
Nursing assessment, health monitoring, and routine nursing tasks, including those which may be delegated to unlicensed assistive personnel by a currently licensed registered nurse under the provisions of the state Board of Nursing;	USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	
FINDINGS Resident #1 – Resident experienced multiple falls between 9/3/20-8/25/21 (falls: 9/3/20, 10/17/20, 10/26/20, 11/6/20, 11/29/20, 12/14/20, 12/16/20, 1/17/21, 1/24/21, 4/12/21, 5/31/21, 6/20/21, 8/25/21) and physician's order was submitted by the facility to PT Works on 7/12/21 for services. However, no documented evidence of PT services provided to resident or evidence that the facility followed up with PT Works to initiate services.	1. Upon further review, an email confirming current PT/OT Services for this resident was sent on 8/24/2021. We requested current PT/OT notes from PT Works and input this information into Point Click Care on residents current Service Plan.	10/6/2021
		21
	STATE	21 821
	CHEROLA ROLL	∞ -
	ANA E	P3:30
	·	

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-90-8 Range of services. (b)(1)(F) Services. The assisted living facility shall provide the following: Nursing assessment, health monitoring, and routine nursing tasks, including those which may be delegated to unlicensed assistive personnel by a currently licensed registered nurse under the provisions of the state Board of Nursing; FINDINGS	PART 2 <u>FUTURE PLAN</u> USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	
Resident #1 – Resident experienced multiple falls between 9/3/20-8/25/21 (falls: 9/3/20, 10/17/20, 10/26/20, 11/6/20, 11/29/20, 12/14/20, 12/16/20, 1/17/21, 1/24/21, 4/12/21, 5/31/21, 6/20/21, 8/25/21) and physician's order was submitted by the facility to PT Works on 7/12/21 for services. However, no documented evidence of PT services provided to resident or evidence that the facility followed up with PT Works to initiate services.	1. PT Works will be emailing weekly updates to the Charge Nurses, Assistant Director of Nursing, Assistant Administrator, and Administrator. The Assistant Director of Nursing will be responsible for updating the residents Service Plan to include the start/end dates of services. 2. Any pending Physician Orders or start of care communications with PT Works will be placed on the Pending Physician Orders spreadsheet. The NOC shift Charge Nurse on duty will be responsible for checking the Pending Physician Orders spreadsheet daily for any pending communications and will follow up with MD or PT Works accordingly. 3. Once Physician Orders or PT Work services are initiated, Charge Nurse enter a progress note into PCC reflecting the communication. 3. The Assistant Director of Nursing will be responsible for checking the Pending Physician Orders spreadsheet weekly to ensure that all pending orders are being followed up on in a timely manner. If an order is not received back after day 7, Charge Nurses will inform the Assistant Director Nursing who will contact PT Works for follow up. 3. The Assistant Director of Nursing will document the results of the weekly audit checks and report results during the weekly meeting with the Administrator and Assistant Administrator.	21 OCT -8 P3:30

Licensee's/Administrator's Signature:	LINIUM L. Pan
	Jenniter R. Pyun
Date:	10/7/2021

STATE OF HAWAII

2

001 -8

P 3 :30