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Office of Health Care Assurance

State Licensing Section

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: Ruby Paradise Wellness Care Inc. Address: 46-329 Kumoo Loop, Kaneohe, Hawaii 96744	CHAPTER 100.1
	Inspection Date: September 20, 2024 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 PER HAR 11-100.1-3(e)(2). IF IT IS NOT RECEIVED WITHIN TEN (10) WORKING DAYS, YOUR STATEMENT OF DEFICIENCIES WILL BE POSTED ONLINE, WITHOUT YOUR RESPONSE.

FAILURE TO CORRECT CITED DEFICIENCIES AS PER THE PLAN OF CORRECTION COULD RESULT IN REFUSAL TO RENEW YOUR LICENSE PER HAR 11-100.1-3(e)(3).

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-13 Nutrition. (a) The Type I ARCH shall provide each resident with an appetizing, nourishing, well-balanced diet that meets the daily nutritional needs and diet order prescribed by state and national dietary guidelines. To promote a social environment, residents, primary care givers and the primary care giver's family members residing in the Type I ARCH shall be encouraged to sit together at meal times. The same quality of foods provided to the primary care givers and their family members shall be made available to the residents unless contraindicated by the resident's physician or APRN, resident's preference or resident's family. FINDINGS Menus posted in the kitchen did not have portion sizes for each food. No documented evidence that meals meet the national dietary guideline as portion sizes were not specified.	PART 1 DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY PCG recently completed OCHA's diet and special diet classes. A 4-week menu that meets national dietary guidelines was completed during this time, corrected and approved by OCHA's Ms. Annette Jackson. Certification of course completion for the special diet class was received on 11/1/24. Copies of the newly approved 4-week menus are now posted in the dinning/kitchen area and attached to this POC. The menus from the dietary class have been reformatted to ensure that the font is large enough for residents, caregivers, and household members to read.	11/03/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-13 Nutrition. (a) The Type I ARCH shall provide each resident with an appetizing, nourishing, well-balanced diet that meets the daily nutritional needs and diet order prescribed by state and national dietary guidelines. To promote a social environment, residents, primary care givers and the primary care giver's family members residing in the Type I ARCH shall be encouraged to sit together at meal times. The same quality of foods provided to the primary care givers and their family members shall be made available to the residents unless contraindicated by the resident's physician or APRN, resident's preference or resident's family.	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?	
FINDINGS Menus posted in the kitchen did not have portion sizes for each food. No documented evidence that meals meet the national dietary guideline as portion sizes were not specified.	This will not happen again because the PCG has now completed the OCHA approved dietary training course, which includes the creation and review of menus that follow national dietary guidelines and include portion sizes.	11/03/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-13 Nutrition. (b) Menus shall be written at least one week in advance, revised periodically, dated, and followed. If cycle menus are used, there shall be a minimum of four weekly menus. FINDINGS There were four (4) week menus labeled as week 1 to week 4. Breakfast menus were different daily, but lunch and dinner menus were identical.	PART 1 DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	
Please submit weekly four (4) week menus for regular diet for department review.	Please see the attached four (4) week menus that are now posted in the ARCH facility's dinning/kitchen area.	11/03/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-13 Nutrition. (b) Menus shall be written at least one week in advance, revised periodically, dated, and followed. If cycle menus are used, there shall be a minimum of four weekly menus.	PART 2 <u>FUTURE PLAN</u>	
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Please submit weekly four (4) week menus for regular diet for department review.		
	This will not happen again because the PCG has now completed the OCHA approved dietary training course, which includes the creation and review of menus that follow national dietary guidelines and include portion sizes.	11/03/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-14 Food sanitation. (f) Toxic chemicals and cleaning agents, such as insecticides, fertilizers, bleaches and all other poisons, shall be properly labeled and securely stored apart from any food supplies. FINDINGS Bleach and cleaning supplies were stored unlocked in the cabinet under the sink in the kitchen. Corrected during inspection.	PART 1	
	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-14 Food sanitation. (f) Toxic chemicals and cleaning agents, such as insecticides, fertilizers, bleaches and all other poisons, shall be properly labeled and securely stored apart from any food supplies. FINDINGS Bleach and cleaning supplies were stored unlocked in the cabinet under the sink in the kitchen. Corrected during inspection.	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?	
	This will not happen again because we purchased and are now using a different child safety lock that makes it easier to determine if the locking mechanism is engaged. Also, we have provided additional training to SGC's and houshold members on the importance of insuring that the sink cabinet and other areas storing hazardous chemicals are secured properly.	09/22/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (a) All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee, primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms.	PART 1 <u>DID YOU CORRECT THE DEFICIENCY?</u> USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	
FINDINGS Resident #1 — Opened Latanoprost Ophthalmic Solution was stored with current medication. There was no medication label.	This medication is now being stored in the office refrigerator in its orignal box with pharmacy label.	09/20/24

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§11-100.1-15 Medications. (a) All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee, primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms.	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?	
FINDINGS Resident #1 – Opened Latanoprost Ophthalmic Solution was stored with current medication. There was no medication label.	This will not happen again because the eye drops were brought from the redients home without the original perscription packaging. The prescription has since been refilled and the pharmacy packaging retained for storage in the office refrigerator.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
\$11-100.1-15 Medications. (a) All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee, primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms. FINDINGS Resident #1 – "Am" was handwritten on bottles of Aspirin EC 325mg tablets and Bupropion HCL XL 150mg tablets.	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	Completion Date

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (a) All medicines prescribed by physicians and dispensed by pharmacists shall be deemed properly labeled so long as no changes to the label have been made by the licensee, primary care giver or any ARCH/Expanded ARCH staff, and pills/medications are not removed from the original labeled container, other than for administration of medications. The storage shall be in a staff controlled work cabinet-counter apart from either resident's bathrooms or bedrooms.	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?	
FINDINGS Resident #1 – "Am" was handwritten on bottles of Aspirin EC 325mg tablets and Bupropion HCL XL 150mg tablets.	This will not happen again because SCGs have been instructed to write AM and PM on the top of the prescription bottle instead of on the label.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (e) All medications and supplements, such as vitamins, minerals, and formulas, shall be made available as ordered by a physician or APRN. FINDINGS Resident #1 — Unlabeled "COLD SORE TREATMENT GEL" was stored with current medication. There was no physician's order.	PART 1 DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	
	This has been corrected by removing this OTC medication from the area where the current medication is stored and requesting that the PCP provide an order for this OTC medication.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (e) All medications and supplements, such as vitamins, minerals, and formulas, shall be made available as ordered by a physician or APRN. FINDINGS Resident #1 — Unlabeled "COLD SORE TREATMENT GEL" was stored with current medication. There was no physician's order.	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?	Dute
	A separate area in the office has been dedicated to store each resident's OTC medication separately. The PCG will also communicate with each resident's PCP to ensure that OTC medication has been ordered and notation of this communication will appear in the resident's bimonthly progress note.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (m) All medications and supplements, such as vitamins, minerals, and formulas, when taken by the resident, shall be recorded on the resident's medication record, with date, time, name of drug, and dosage initialed by the care giver. FINDINGS Resident #1 – Medication administration record (MAR) was last initialed on 9/18/2024.	PART 1 <u>DID YOU CORRECT THE DEFICIENCY?</u> USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	244
	This was corrected imediately after the inspection.	09/20/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (m) All medications and supplements, such as vitamins, minerals, and formulas, when taken by the resident, shall be recorded on the resident's medication record, with date, time, name of drug, and dosage initialed by the care giver. FINDINGS Resident #1 – Medication administration record (MAR) was last initialed on 9/18/2024.	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?	Date
	This will not happen again because the PCG and SGCs now conduct a review of each resident's MAR at the end of each day.	09/20/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (m) All medications and supplements, such as vitamins, minerals, and formulas, when taken by the resident, shall be recorded on the resident's medication record, with date, time, name of drug, and dosage initialed by the care giver. FINDINGS Resident #1 – Physician's order was Polyethylene Glycol 3350 (MIRALAX) 17GM/Scoop, Take 17g by mouth one time per day. Diluted in 8 fluid ounces water, juice, soda, or coffee. MAR listed as "Polyethylene."	PART 1 <u>DID YOU CORRECT THE DEFICIENCY?</u> USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	Date
	The MAR has been corrected to include the the entire name of this medication.	10/04/24

	PLAN OF CORRECTION	Completion Date
§11-100.1-15 Medications. (m) All medications and supplements, such as vitamins, minerals, and formulas, when taken by the resident, shall be recorded on the resident's medication record, with date, time, name of drug, and dosage initialed by the care giver. FINDINGS Resident #1 – Physician's order was Polyethylene Glycol 3350 (MIRALAX) 17GM/Scoop, Take 17g by mouth one time per day. Diluted in 8 fluid ounces water, juice, soda, or coffee. MAR listed as "Polyethylene."	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?	Date
	To prevent this from happening again, the PCG will write out the entire name of the medication in the MAR as it appears on the prescription label.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-17 Records and reports. (a)(1) The licensee or primary care giver shall maintain individual records for each resident. On admission, readmission, or transfer of a resident there shall be made available by the licensee or primary care giver for the department's review: Documentation of primary care giver's assessment of resident upon admission; FINDINGS	PART 1	Date
Resident #1 -No record that vital signs were taken at admission on 8/29/2024. Per record, vital signs were taken on 8/30/2024Medical Problems/Identified Resident Needs in Admission Assessment was not addressed.	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	

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§11-100.1-17 Records and reports. (a)(1) The licensee or primary care giver shall maintain individual records for each resident. On admission, readmission, or transfer of a resident there shall be made available by the licensee or primary care giver for the department's review: Documentation of primary care giver's assessment of resident upon admission; FINDINGS Resident #1 -No record that vital signs were taken at admission on 8/29/2024. Per record, vital signs were taken on 8/30/2024Medical Problems/Identified Resident Needs in Admission Assessment was not addressed.	PART 2 FUTURE PLAN USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? To prevent this from happening agian, PCG and SCGs will work in tandem with eachother to ensure all required information is recorded on the appropriate form at the time of admission.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion
§11-100.1-17 Records and reports. (h)(1) Miscellaneous records: A permanent general register shall be maintained to record all admissions and discharges of residents; FINDINGS In Permanent Resident Register, "Diagnosis" recorded as "SEE FILES" for all residents.	PLAN OF CORRECTION PART 1 DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY The Resident Register has been corrected to include the primary diagnosis for all residents.	Completion Date

§11-100.1-17 Records and reports. (h)(1) Miscellaneous records: A permanent general register shall be maintained to record	PART 2
all admissions and discharges of residents; FINDINGS In Permanent Resident Register, "Diagnosis" recorded as "SEE FILES" for all residents. To prever work in ta	IS SPACE TO EXPLAIN YOUR FUTURE WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? It this from happening agian, PCG and SCGs will ndem with eachother to ensure all required is recorded on the appropriate form at the time

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-17 Records and reports. (h)(1) Miscellaneous records: A permanent general register shall be maintained to record all admissions and discharges of residents; FINDINGS One (1) discharged resident on 9/18/2024 was not reflected in Permanent Resident Register.	PART 1 <u>DID YOU CORRECT THE DEFICIENCY?</u> USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY	Date
	This oversight has been corrected by including the discharge date and destination on the resident registry.	10/04/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-17 Records and reports. (h)(1) Miscellaneous records: A permanent general register shall be maintained to record all admissions and discharges of residents; FINDINGS One (1) discharged resident on 9/18/2024 was not reflected in Permanent Resident Register.	PART 2 FUTURE PLAN USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?	Date
	To prevent this from happening agian, PCG and SCGs will work in tandem with eachother to ensure all required information is recorded on the Resident Register form at the time of discharge/transfer from the facility.	10/04/24

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
	§11-100.1-19 Resident accounts. (a) The conditions under which the primary care giver agrees to be responsible for the resident's funds or property shall be explained to the resident and the resident's family, legal guardian, surrogate or representative and documented in the resident's file. All single transfers with a value in excess of one hundred dollars shall be supported by an agreement signed by the primary care giver and the resident and the resident's family, legal guardian, surrogate or representative. FINDINGS Resident #1 – Financial statement was not dated by Primary Care Giver (PCG). Corrected during inspection.	PART 1	Date
		Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	
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RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-19 Resident accounts. (a) The conditions under which the primary care giver agrees to be responsible for the resident's funds or property shall be explained to the resident and the resident's family, legal guardian, surrogate or representative and documented in the resident's file. All single transfers with a value in excess of one hundred dollars shall be supported by an agreement signed by the primary care giver and the resident and the resident's family, legal guardian, surrogate or representative.	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?	Date
FINDINGS Resident #1 – Financial statement was not dated by Primary Care Giver (PCG). Corrected during inspection.	To prevent this from happening agian, PCG and SCGs will work in tandem with eachother to ensure all required information is recorded on the appropriate form at the time of admission.	09/20/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion
\$11-100.1-23 Physical environment. (g)(3)(I) Fire prevention protection. Type I ARCHs shall be in compliance with, but not limited to, the following provisions: Each resident of a Type I home must be certified by a physician that the resident is ambulatory and capable of following directions and taking appropriate action for self-preservation under emergency conditions, except that a maximum of two residents, not so certified, may reside in the Type I home provided that either: FINDINGS There are three (3) non self-preserving residents (Resident #1, #2, and #3).	PART 1 DID YOU CORRECT THE DEFICIENCY? USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY Per inspector advice, a self-presevation re-assessment was conducted on 10/17/24 for resident #2 (CY) by his PCP Dr. James Loughren MD. Resident #2 was determined to be self-preserving, both ambulatory and capable of following directions and taking appropriate action for self-preservation under emergency conditions. A copy of the updated Self-Preservation is attached to this POC.	Date 10/17/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
§11-100.1-23 Physical environment. (g)(3)(I) Fire prevention protection. Type I ARCHs shall be in compliance with, but not limited to, the following provisions: Each resident of a Type I home must be certified by a physician that the resident is ambulatory and capable of following directions and taking appropriate action for self-preservation under emergency conditions, except that a maximum of two residents, not so certified, may reside in the Type I home provided that either: 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?	Date
There are three (3) non self-preserving residents (Resident #1, #2, and #3).	To prevent this oversight form happening again, the PCG will ensure that the self-preservation statement and level of care assessment are avialable for review prior to admission to the ARCH facility.	10/06/24

RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
Miscellaneous: Signaling devices approved by the department shall be provided for resident's use at the bedside, in bathrooms, toilet rooms, and other areas where residents may be left alone. In Type I ARCHs where the primary care giver and residents do not reside on the same level or when other signaling mechanisms are deemed inadequate, there shall be an electronic signaling system. FINDINGS Signaling devices in residents' room #1 (resident was wearing) and room #2 did not work. Corrected during inspection.	Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.	Date

RULES (CRITERIA)	PLAN OF CORRECTION	Completion
RULES (CRITERIA) §11-100.1-23 Physical environment. (p)(5) Miscellaneous: Signaling devices approved by the department shall be provided for resident's use at the bedside, in bathrooms, toilet rooms, and other areas where residents may be left alone. In Type I ARCHs where the primary care giver and residents do not reside on the same level or when other signaling mechanisms are deemed inadequate, there shall be an electronic signaling system. FINDINGS Signaling devices in residents' room #1 (resident was wearing) and room #2 did not work. Corrected during inspection.	PLAN OF CORRECTION PART 2 FUTURE PLAN USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN? To prevent this from happening again, signaling devices will be checked to ensure proper working order on a weekly basis.	Completion Date

Licensee's/Administrator's Signature:	Ruby A. Endres
Print Name:	Ruby A. Endres
Date:	12/04/24