N 727. 1200-8-6.06(6)(b) Basic Services

(6) Pharmaceutical Services.

(b) All internal and external medications and preparations intended for human use shall be stored separately. They shall be properly stored in medicine compartments, including cabinets on wheels, or drug rooms.

This Rule is not met as evidenced by: Type C Pending Penalty #7

Tennessee Code Annotated 68-11-804(c)7:
All internal and external medications and preparations intended for human use shall be stored separately. They shall be properly stored in medicine compartments, including cabinets on wheels, or drug rooms. Such cabinets or drug rooms shall be kept securely locked when not in use, and the key must be in the possession of the supervising nurse or other authorized persons then on duty.

Based on review of the "MED-PASS MEDICATIONS WITH SHORTENED EXPIRATION DATES" provided by the American Society of Consultant Pharmacists, observation and interview, it was determined the facility failed to ensure medications were not stored past their open/expiration date or labeled in 2 of 10 (North 1 medication room and North 2 medication cart) medication storage areas and in Resident #1's room.

The findings included:

1. Review of the "MED-PASS MEDICATIONS WITH SHORTENED EXPIRATION DATES" provided by the American Society of Consultant Pharmacists documented, "...The following

The King's Daughters and Sons Home shall ensure all internal and external medications and preparations intended for human use shall be stored separately. These will be properly stored in medicine compartments, including cabinets on wheels, or drug rooms. All cabinets or drug rooms shall be kept securely locked when not in use, and the key must be in the possession of the supervising nurse or other authorized persons then on duty.

The vial of Novolin Regular® insulin had been opened by an agency nurse during the 11 - 7 shift. The nurse should have placed an "open" date on the vial. The vial was taken out of service and properly disposed of following discovery that there was no open date on it.

The expired 10 count card of Tamiflu was properly disposed of following discovery that it was out of date. The card had somehow been overlooked in the cart.

The Director of Nursing Service in conjunction with the Consultant Pharmacist shall conduct an in-service with all nurses regarding proper drug storage, labeling, handling and disposal of out dated medications.

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EXPIRATION DATES of insulin vials begin AFTER OPENING / PUNCTURING... Novolin = [equals] 30 days..."

Observations in the North 1 medication room on 3/13/12 at 12:25 PM revealed an open vial of Novolin Regular (R) insulin with a delivery date of 1/13/12 and no documented open date.

During an interview in the North 1 medication room on 3/13/12 at 12:25 PM, Nurse 32 was asked how long opened insulin could be used. Nurse #2 stated, "28 days." Nurse #2 confirmed there was no open date on the vial of Novolin R insulin and did not know how long it had been opened.

2. Observations in the North 2 hall on 3/14/12 at 9:12 AM, revealed a 10 count card of Tamiflu with an expiration date of 9/16/10 in the North 2 hall medication cart.

During an interview on the North 2 hall on 3/14/12 at 9:20 AM, Nurse #1 confirmed the 10 count card of Tamiflu was out of date and stated, "...that should be sent back..."

3. Observations in Resident #1's room on 3/14/12 at 7:45 AM, revealed an unlabeled 30 cubic centimeter (cc) cup filled with white cream on the resident's bedside dresser.

During an interview in Resident #1's room on 3/14/12 at 7:50 AM, Nurse #5 was asked to identify the cream in the 30 cc cup. Nurse #5 stated, "...it's Calmoseptine cream... it shouldn't be there..."

(N 727 Continued)

All medications carts have been audited by the Director of Nursing Service to ensure that no out dated medications are in the carts.

Medicated creams will only be provided to the CNA's when they are to be applied. Direction has been made to the Night Nursing Charge Nurse to discontinue putting medicated creams in medicine cups and leaving them in resident rooms. No creams shall be left in medicine cups in the resident room. This will be emphasized during the inservice with our Pharmacist.

The Continued Quality Improvement Nurse (ADON) shall conduct monthly Quality Assurance (CQI) audits of each medication cart to ensure that all outdated medications are disposed of properly for three months and then quarterly. The ADON will also conduct reviews of all opened vials of insulin to ensure that they are dated properly as to when they were opened. Results of these audits will be reported to the Quality Assurance Committee.

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(9) Food and Dietetic Services.

(i) Food shall be protected from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination whether in storage or while being prepared and served and/or transported through hallways.

This Rule is not met as evidenced by:
Type C Pending Penalty #22

Tennessee Code Annotated 68-11-804(c)22:
Food shall be protected from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination, whether in storage or while being prepared and served and/or transported through hallways.

Based on policy review, observation and interview, it was determined the facility failed to ensure food was stored or prepared under sanitary conditions as evidenced by improper storage of cleaning cloths, dirty kitchen equipment, open food containers not dated and expired food during 2 of 2 (3/12/12 and 3/13/12) days of observation in the kitchen.

The findings included:

1. Review of the facility's "Sanitization" policy documented, "...3. All equipment, food contact surfaces and utensils shall be washed to remove or completely loosen soils by using the manual or mechanical means necessary and sanitized using hot water and/or chemical sanitizing solutions... 6. Between uses, cloths and towel used to wipe

(N 767 started from previous page)

The King’s Daughters and Sons Home shall protect food from dust, flies, rodents, unnecessary handling, droplet infection, overhead leakage and other sources of contamination whether in storage or while being prepared and served and/or transported through hallways.

The Dietary Manager and Registered Dietician performed an inspection of the kitchen on March 12, 2012. All dirty kitchen equipment was immediately cleaned. All food items found to be stored open, expired or without a date were immediately discarded.

The on duty dietary staff was instructed on March 14, 2012 by the Dietary Manager regarding food receiving and storage and proper sanitation procedures, which included education on proper storage of kitchen towels used for cleaning and sanitizing.

All cleaning cloths and food items were checked for proper storage on March 14, 2012.

All dietary staff received in-service on March 22, 2012 on food receiving and storage and proper sanitation procedures. These topics have also been added to the mandatory in-service schedule for the dietary department for the year.

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N 767 Continued From page 3

kitchen surfaces will be soaked in containers filled with approved sanitizing solution... 11. For fixed equipment or utensils that do not fit in the dishwashing machine, washing shall consist of the following steps: Equipment will be disassembled as necessary to allow access of the detergent/solution to all parts; Removable components will be scraped to remove food particle accumulation and washed according to manual or dishwashing procedures..."

Review of the facility's "Food Receiving and Storage" policy documented, "...6. Dry foods that are stored in original packaging will be labeled and dated when received and re-dated when opened. 7. All items with "use by" dates will be monitored weekly and discarded prior to expiration. 8. All foods stored in the refrigerator or freezer will be covered, labeled and dated."

Observations in the kitchen on 3/12/12 at 9:10 AM, revealed the following:

a. The Robo Coupe (mixer) had orange particles on the blades.
b. The meat slicer had a dried brown substance under the lip of the meat holder.
c. The pantry fridge had diet vanilla pudding dated 3/7/12, diet chocolate pudding dated 3/12, regular chocolate pudding dated 3/7/12, lemon pudding with no date, potato salad container open with no date and pimento cheese container open with no date.
d. The dry storage room had 1 box of potato pears open with no date, 1 box of augratin potatoes open with no date, 1 bag of biscuit gravy mix open with no date, 2 containers of apple thickened liquid drink with an expiration date of 7/8/11 and 11 containers of orange juice thickened liquid drink with an expiration date of 11/11/11.

All stored food will be audited twice a week with inventory delivery to ensure that all items with "use by" dates are discarded prior to expiration and that all foods stored in the refrigerator or freezer are covered, labeled and dated. Results will be reported to the CQI Committee.

The Dietary Manager or his designee shall inspect the kitchen each day to ensure that food items are stored, prepared, distributed and served under sanitary conditions. The Dietary Manager will audit weekly for three weeks to assure compliance is maintained. After 3 weekly reviews these audits will be done monthly until such time as it is determined that the department is fully in compliance. The Registered Dietician will conduct ongoing monthly inspections of the kitchen. All audits will be reported to the Continuous Quality Improvement Committee for quarterly review. The CQI committee will monitor results and ensure consistency and compliance.
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During an interview in the kitchen on 3/12/12 at 9:15 AM, the Director of Food Service confirmed all unclean findings of equipment, open and not dated food containers and expired food. The Director of Food Service stated, "...The Robo Coupe is dirty and should have been washed in the high temperature washer... The meat slicer has not been used in over 2 days, that is dried piece of meat and it is not okay... The pudding should have been pulled out of use only good for three days and expect containers to be dated when opened... Yes, those liquids have expired and should have been thrown out and those boxes of potatoes are open with no date of when opened..."

2. Review of the facility's "Kitchen Towels" policy documented, "...Towels for cleaning and sanitizing must be kept in a sanitation bucket when not in use..."

Observations in the kitchen on 3/13/12 at 11:15 AM revealed, a wet towel on the prep table beside the steamer and a wet towel on the prep table beside the sink.

During an interview in the kitchen on 3/12/12 at 9:15 AM, the Director of Food Service confirmed "...The sanitizer towel should be stored in the sanitizer bucket when not in use..."

N1216 1200-8-6-12(1)(p) Resident Rights

(1) The nursing home shall establish and implement written policies and procedures setting forth the rights of residents for the protection and preservation of dignity, individuality and, to the extent medically feasible, independence. Residents and their families or other

The King’s Daughters and Sons Home shall establish and implement written policies and procedures setting forth the rights of residents for the protection and preservation of dignity, individuality

(N1216 continued on next page)
N1216 Continued From page 5

representatives shall be fully informed and
documentation shall be maintained in the resident ' s file of the following rights:

(p) To have their records kept confidential and
private. Written consent by the resident must be
obtained prior to release of information except to
persons authorized by law. If the resident lacks
capacity, written consent is required from the
resident ' s health care decision maker. The
nursing home must have policies to govern
access and duplication of the resident ' s record;

This Rule is not met as evidenced by:
Type C Pending Penalty #5

Tennessee Code Annotated 68-11-804(c)5:
Each patient has a right to have the patient's
personal records kept confidential and private.
The nursing home must have policies to govern
access and duplication of the patient's records.
Except for those person's authorized by law to
inspect such records, written consent by the
patient must be obtained before any information
can be released. If the patient is mentally
incompetent, written consent is required by the
patient's legal representative.

Based on policy review, observation and
interview, it was determined the facility staff failed
to maintain privacy and confidentiality of the
residents' medical records by leaving the
Medication Administration Record (MAR)
uncovered with residents information visible on 2
of 3 (3/13/12 and 3/14/12) days of the state
survey.

(N1216 Continued)

and, to the extent medically feasible,
independence. Residents and their families or other representatives shall
be kept fully informed and
documentation shall be maintained in
the resident's file of the following rights:

To have their records kept confidential
and private. Written consent by the
resident must be obtained prior to
release of information except to persons
authorized by law. If the resident lacks
capacity, written consent shall be
required from the resident's health care
decision maker. The King's Daughters
and Sons Home will have policies to
govern access and duplication of the
resident's record.

Both nurses who left the MAR open
and unattended on the medication cart
on 2 North were instructed by the
Director of Nursing Service on the
proper procedure of closing the MAR
when they step away from the
medication cart on 03/15/2012.

(N1216 continued on next page)
The findings included:

1. Review of the facility's "Medication Administration General Guidelines" documented, "...Resident's health information needs to remain private. The pages of the MAR notebook containing resident health information must remain closed or covered when not in direct use..."

2. Observations on the North 2 hall on 3/13/12 at 7:49 AM, revealed Nurse #5 left the MAR open and unattended with a resident's information visible.

   During an interview on the North 2 hall on 3/13/12 at 8:07 AM, Nurse #5 was asked, "What do you do with the MAR when entering a room?" Nurse #5 stated, "...usually close it..."

3. Observations on the North 2 hall on 3/14/12 at 9:12 AM, revealed Nurse #1 left the MAR open and unattended with a resident's information visible.

4. During an interview in the Director of Nursing's (DON) office on 3/14/12 at 9:48 AM, the DON was asked, "What do you expect the nurses to do with the MAR when they leave the cart?" The DON stated, "...it [MAR] should be closed..."

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(N1216 Continued)

All nurses will receive refresher training on privacy and confidentiality of resident records and personal information on 3/20/12 by the Director of Nursing Service. Proper procedure of closing MARs when away from the medication cart shall be included.

The Director and Assistant Director of Nursing Service shall observe nurses passing medications on the floors during their daily rounds to ensure that nurses are closing the MAR when away from the medication cart. Any improper procedures shall be corrected immediately.

The Continuous Quality Improvement Nurse (ADON) shall conduct monthly Continuous Quality Improvement (CQI) audits of nurses passing medications to ensure confidentiality of clinical records monthly for three months. Results of these audits will be reported to the Continuous Quality Improvement Committee. The frequency and duration of further audits will be determined by the committee.

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[Signature]

[Date]