

Division of Health Care Facilities

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: TN4705	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/08/2011
NAME OF PROVIDER OR SUPPLIER HILLCREST HEALTHCARE-NORTH		STREET ADDRESS, CITY, STATE, ZIP CODE 5321 BEVERLY PARK CIRCLE KNOXVILLE, TN 37918		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
N 002	1200-8-6 No Deficiencies	N 002		
N 733	1200-8-6-.06(6)(f) Basic Services (6) Pharmaceutical Services. (f) All oral orders shall be immediately recorded, designated as such and signed by the person receiving them and countersigned by the physician within ten (10) days. This Rule is not met as evidenced by: Based on medical record review and interview, the Nurse Practitioner failed to timely sign and date a Physician's Telephone Order, for one (#14) of thirty residents reviewed. The findings included: Resident #14 was admitted to the facility on January 20, 2007 with diagnoses including Anoxic Brain Injury, Seizure Disorder, Psychosis, and Pulmonary Embolism. Medical record review of a Physician's Order dated June 29, 2011, revealed an order to "discontinue Tramadol due to increased risk of seizure." Medical record review of the Medication Administration Record revealed Tramadol had been administered to resident #14 on July 4, 2011, at 5:30 a.m., and on July 8, 2011 at 6:30 a.m.	N 733 N-733 1. On 9/9/2011 Director of Nursing placed the signed physician order for Tramadol on Resident #14 chart. 2. A 100% audit of physician orders/Medication Administration Records for September was completed on 9/16/2011 by the Assistant Directors of Nursing and/or Team Leaders. We verified all the physician orders were in the medical record for the last 3 months on 9/12/2011. No residents were identified to be affected. 3. Director of Nursing and/or Staff Development Coordinator in-serviced the licensed nurses on 9/14/2011 on the procedure for ensuring that physician orders remain on the chart for 3 months. 4. Director of Nursing and/or Assistant Director of Nursing and/or Team Leader(s) will audit 20 charts per week x 4 weeks, then 20 charts per month x 2 months to ensure compliance. Audit results will be reported once per month by Director of Nursing for 3 months and/or until 100% compliance is met at the Quality	9-23-11	

Division of Health Care Facilities

Debbie Williamson
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

ADMINISTRATOR
TITLE

9-23-11
(X8) DATE

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N 733	Continued From page 1 Review of the facility policy regarding Medication Orders and review, revealed " ... 2. A current list of orders must be maintained in the clinical record of each resident ...and ...4. Physician orders/Progress Notes must be signed and dated ..." Interview with LPN #7, third floor Team Leader on September 7, 2011, at 8:05 a.m., in the third floor nurses station confirmed there was no physician's order to continue Tramadol in the medical record. Interview with the Administrator and DON (Director of Nursing) on September 8, 2011, at 11:05 a.m., in the Administrator's office revealed, that after contacting the pharmacy, a telephone order by the Nurse Practitioner to continue Tramadol had been sent to the pharmacy on June 30, 2011. The telephone order was undated and unsigned by the Nurse Practitioner. The pharmacy faxed the telephone order to the facility on September 8, 2011, at 8:58 a.m. Continued interview confirmed the order was not signed and dated as required.	N 733	Assurance Performance Improvement Committee meeting consisting of Administrator, Director of Nursing, Medical Director, Therapy Manager, Activity Director, Dietary Manager, MDS Coordinator, Assistant Directors of Nursing, Team Leaders, Admissions Director, Social Services, Facilities Maintenance Director, Business Office Manager, Housckeping Director and Laundry Director .	