



**DELAWARE HEALTH
AND SOCIAL SERVICES**

Division of Long Term Care
Residents Protection

DHSS - DLTCRP
3 Mill Road, Suite 308
Wilmington, Delaware 19806
(302) 577-6661

STATE SURVEY REPORT

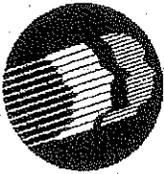
Page 1 of 3

NAME OF FACILITY: Cokesbury Village Assisted Living

DATE SURVEY COMPLETED: October 9, 2012

| SECTION | STATEMENT OF DEFICIENCIES Specific Deficiencies | ADMINISTRATOR'S PLAN FOR CORRECTION OF DEFICIENCIES WITH ANTICIPATED DATES TO BE CORRECTED |
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| 3225.0 | <p>An unannounced annual and complaint survey was conducted at this facility beginning October 3, 2012 and ending October 9, 2012. The resident census on the entrance day of the survey was 46. The survey sample was composed of 5 residents. The survey process included observations, interviews, review of residents' records, facility documents and facility policies and procedures.</p> <p>Assisted Living Regulations</p> | <p>Cokesbury Village continually strives to provide quality services to our residents through our Quality Improvement Program of evaluation, education and implementation. The following are our latest efforts to improve our community.</p> |
| 3225.8.0 | <p>Medication Management</p> | |
| 3225.8.1 | <p>An assisted living facility shall establish and adhere to written medication policies and procedures which shall address:</p> | <p>1. Resident #4 did not miss any scheduled and PRN pain medications, no negative outcome was identified.</p> |
| 3225.8.1.2 | <p>Storing and controlling medications;</p> <p>This requirement is not met as evidenced by:</p> <p>Based on review of the clinical record and review of facility documents including an incident report and facility policies and procedures in addition to staff interviews it was determined that the facility failed to accurately store and control medications prescribed for one resident (Resident #4) out of five sampled. Findings include:</p> <p>Review of a facility incident report dated 9/2/2012 and timed (8:00 AM) revealed "We have a signed pharmacy manifest (a list) for a narcotic, but we cannot locate the medication within the facility." An investigation of the incident dated 9/2/2012 also revealed that the medication, Oxycontin (Schedule II drug), was</p> | <p>2. E4 was counseled as soon as the incident was reported, and was disciplined after investigation was concluded as a result of failing to follow policy and procedure while handling narcotics. Attachment #1 9/5/12</p> <p>The other nurse on duty that day was also disciplined as a result of failing to follow policy and procedure while handling narcotics. Attachment #2 9/11/12</p> <p>Attachment #3 9/13/12</p> |

Provider's Signature *Robyn Crandall* Title EXECUTIVE DIRECTOR, NHA Date 11/23/12



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| | <p>discovered missing on 9/1/2012. Further investigation of the above referenced incident completed by the facility revealed that a pharmacy receipt was signed and dated by E4 (licensed staff member) upon receipt of the delivery of the narcotic drug on 8/30/2012 after 3:00 PM. Additionally the incident investigation revealed that the pharmacy policy affecting the delivery of a narcotic medication and the facility procedure impacting the receipt of the narcotic medication on 8/30/2012 differed from each other. An attached statement to the incident report dated 9/2/2012 and confirmed by the pharmacy driver revealed the delivery of "4 totes" of medications to the facility on 8/30/2012. This same attached statement also included the comment "I cut the straps of the totes...". However the "delivery process" of medications submitted by the provider pharmacy states "...3. Driver hands the sealed tote to the nurse. 4. Nurse removes the zip ties which seal the totes...".</p> <p>During an interview conducted with E2 (DON) and this surveyor on 10/8/2012 it was stated that E4 (licensed staff member) admitted that she failed to verify the presence of the narcotic medication upon delivery and prior to actually signing the pharmacy receipt on 8/30 2012. Additionally E4 (licensed staff member) stated that she placed the above referenced narcotic medication in the medication room without storage under double lock. Review of the facility's pharmacy policy and procedure manual included the policy "C. Ordering and Receiving from Provider Pharmacy" that stated "...A licensed nurse: ...b) Verifies medications received. C) Promptly reports discrepancies and omissions to the issuing pharmacy and the charge</p> | <p>3. All nurses were in-serviced again on 1) facility protocol for appropriately handling controlled medications 2) Controlled medication storage 3) Controlled medications- ordering and receipt Online staff training on pharmacy Policy and procedure was completed for all nurses. The pharmacy consultant conducted an in-service on controlled medication review of procedure to all nurses. The pharmacy was made aware of the incident. A change was made to deliver medications for AL residents and health care residents in separate totes, and also to deliver them to each corresponding area, to decrease confusion and chances of error effective 9/8/12.</p> <p>Attachment #4 9/12/12</p> <p>Attachment #5 9/12/12</p> <p>Attachment #6 10/10/12</p> <p>Attachment #7 9/5/12</p> |



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| | <p>nurse/supervisor." Review of another facility pharmacy policy and procedure entitled "Controlled Medication Storage" revealed ...b...Medications listed in Schedules II are stored under double lock in a locked cabinet or safe designated for that purpose, separate from all other medications..."</p> <p>The facility failed to ensure that a controlled medication was properly received upon delivery, was properly stored and controlled and the requirements for proper record keeping were met by the facility.</p> <p>These findings were reviewed with E1 (executive director) and E3 (charge nurse) on 10/9/2011.</p> | <p>4. The DON and designee will closely monitor how narcotics are received, stored and handled. The pharmacy consult will continue to do monthly audit and report, and will communicate any concerns regarding narcotics to the DON timely. Any concerns will be reported and discussed at monthly and quarterly QI.</p> <p style="text-align: right;">9/15/12 On-going</p> |