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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 225303 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 05/28/2025 |
| NAME OF PROVIDER OR SUPPLIER Chestnut Hill of East Longmeadow | | STREET ADDRESS, CITY, STATE, ZIP CODE 32 Chestnut Street East Longmeadow, MA 01028 | |

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information) |
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| <p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.</p> <p>Based on records reviewed and interviews, for one of three sampled residents (Resident #1), who was newly admitted to the facility, and whose Physician orders included medications to treat both chronic and acute conditions, the facility failed to ensure they obtained and Resident #1 was administered medications as ordered by his/her Provider.</p> <p>Findings include:</p> <p>Review of the Facility's policy titled Administering Medications, revised April 2019, indicated medications are administered in a safe and timely manner, and as prescribed.</p> <p>Review of the Facility's policy titled, Non-Controlled Medication Order Documentation, effective date January 2024, indicated but was not limited to:</p> <p>-The prescriber is contacted by nursing for directions when delivery of a medication will be delayed or the medication is not or will not be available.</p> <p>-The first dose of medication is scheduled to be given after the next regularly scheduled pharmacy delivery to the facility, or at the routine time if the dose is available in the emergency supply.</p> <p>-Scheduling New Medication Orders on the Medication Administration Record: Emergency/STAT Medication Order (Medication NOT contained in Emergency Medication Supply): an emergency/STAT order is placed with the provider pharmacy, and the medication is scheduled to be given as soon as received or as directed by the prescriber.</p> <p>Review of the Facility's policy titled, Emergency Pharmacy Service and Emergency Kits, effective date January 2024, indicated but was not limited to:</p> <p>-Emergency pharmacy service is available on a 24-hour basis. Emergency needs for medication are met by using the facility's approved emergency medication supply or by special order from the provider pharmacy. The provider pharmacy supplies emergency medication including emergency drugs, antibiotics, controlled substances, products for infusion in limited quantities in portable, sealed containers, automated dispensing systems (ADS) in compliance with applicable regulations.</p> <p>-If the medication is not available in the emergency kit, the nurse contacts the pharmacy, using after-hours emergency numbers(s) if necessary.</p> <p>(continued on next page)</p> |

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
| FORM CMS-2567 (02/99) Previous Versions Obsolete | Event ID: | Facility ID: 225303 |
| | | If continuation sheet Page 1 of 4 |

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| <p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Review of the Facility's policy titled, Ordering and receiving Non-Controlled Medications from the Dispensing Pharmacy, effective date January 2024, indicated but was not limited to:</p> <p>-Stat and emergency medications are ordered as follows: During regular pharmacy hours, a STAT order may be phoned, sent electronically, or faxed to the pharmacy. Such medications are delivered within four hours.</p> <p>Resident #1 was admitted to the Facility in March 2025, diagnoses included: hypertension, Chronic Obstructive Pulmonary Disease (COPD) and urinary tract infection.</p> <p>Review of Resident #1's Physician's Order for March 2025, indicated it included orders for, but was not limited to the following:</p> <p>A) Spiriva (bronchodilator, increases air flow in lungs) Respimat inhalation aerosol solution, two puffs, inhale orally one time a day for shortness of breath/wheezing, start 03/09/25.</p> <p>B) Symbicort (used to treat COPD/Asthma) inhalation aerosol, two puffs, inhale orally, two times a day for shortness of breath/wheezing, start date 03/08/25.</p> <p>C) Diltiazem (medication used to treat high blood pressure) oral tablet, 60 milligrams (mg), give one tablet by mouth four times a day, start date 03/08/25.</p> <p>D) Cefpodoxime Proxetil (antibiotic) oral tablet 200mg, give one tablet by mouth two times a day for gram negative bacteremia urinary tract infection for 11 days, start 03/08/25.</p> <p>A) Review of Resident #1's Medication Administration Record (MAR) indicated he/she did not receive the ordered Spiriva Respimat aerosol solution two puffs, and that nurses documented code 9 (other, see nursing note) on the following dates and times:</p> <p>03/09/25 at 9:00 A.M.</p> <p>03/10/25 at 9:00 A.M.</p> <p>Review of Resident #1's corresponding Medication Administration Notes indicated the following:</p> <p>03/09/25 at 10:45 A.M.-Spiriva Respimat aerosol solution two puffs- on order from the pharmacy.</p> <p>03/10/25 at 8:53 A.M.-Spiriva Respimat aerosol solution two puffs-NOT AVAILABLE-pending pharmacy arrival.</p> <p>B) Review of Resident #1's MAR indicated he/she did not receive the ordered Symbicort inhalation aerosol, two puffs on the following dates and times:</p> <p>03/08/25 at 9:00 P.M. MAR entry was blank.</p> <p>03/9/25 at 9:00 A.M. and 9:00 P.M. documented with a check mark and initials.</p> <p>(continued on next page)</p> | | |

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| <p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Although the MAR indicated Symbicort was administered on 03/09/25, review of Resident #1's corresponding Nurses Medication Administration Notes indicated the following:</p> <p>03/09/25 at 10:05 P.M., Symbicort Inhalation Aerosol-waiting on pharmacy.</p> <p>C) Review of Resident #1's MAR indicated he/she did not receive the ordered Diltiazem oral tablet, 60 milligrams on the following dates and times:</p> <p>03/08/25 at 9:00 P.M.-MAR entry was blank</p> <p>03/09/25 at 7:00 A.M., 1:00 P.M., 5:00 P.M., was documented with a check mark and initials.</p> <p>Although the MAR indicated Diltiazem 60 mg tablet was administered on 03/09/25 at 7:00 A.M., 1:00 P.M. and 5:00 P.M., review of Resident #1's corresponding Nurses Medication Administration Notes indicated the following:</p> <p>03/09/25 at 6:40 A.M., Diltiazem HCL Oral tablet 60 mg-waiting on arrival from pharmacy.</p> <p>03/09/25 at 6:13 P.M., Diltiazem HCL Oral tablet 60 mg-n/a on order from pharmacy (exhausted supply from Pyxis [facility medication storage machine]) pharmacy called med due to arrive on tonight's run.</p> <p>D) Review of Resident #1's MAR indicated he/she did not receive the ordered Cefpodoxime Proxetil oral tablet 200mg on the following dates and times:</p> <p>03/08/25 at 9:00 P.M.-entry was blank.</p> <p>03/09/25 at 9:00 A.M. and 9:00 P.M., was documented with a check mark and initials.</p> <p>Although the MAR indicated Cefpodoxime Proxetil oral tablet 200mg was administered on 03/09/25 at 9:00 A.M., and 9:00 P.M., review of Resident #1's corresponding Nurses Medication Administration Notes indicated the following:</p> <p>03/09/25 at 10:06 P.M., Cefpodoxime Proxetil oral tablet 200mg-waiting on pharmacy.</p> <p>During a telephone interview 05/28/25 at 2:00 P.M, the Pharmacist said Resident #1's Physician's orders for medications were received at the pharmacy on 03/08/25 at 4:43 P.M. The Pharmacist said that because the order was placed after 4:00 P.M., the pharmacy had filled the order on the morning of 03/09/25 and sent Resident #1's medications to the facility in the evening of 03/09/25. The Pharmacist said that because Resident #1 was admitted on a weekend, the Nurse would have needed to call the pharmacy with new admission medication orders that were received after 4:00 P.M. and request a STAT delivery for the medications to be delivered with the next scheduled delivery on the evening/night of 03/08/25. The Pharmacist said that if the Nurse had called for a STAT medication order the medications would have been delivered to the facility within four hours of placing the order. The Pharmacist reviewed Resident #1's order history and said that the Pharmacy had not received a STAT order call for medication delivery for Resident #1 on 03/08/25 or 03/09/25, when the medications were not available at the facility.</p> <p>(continued on next page)</p> | | |

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| <p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>During an interview on 05/28/25 at 12:30 P.M., Nurse #1 said she did not give the scheduled dose of Cefpodoxime, Diltiazem or Symbicort on 03/08/25 because the medications were not available in the Pyxis. Nurse #1 said she did not call the pharmacy for a STAT delivery because she expected the medications to be delivered around midnight.</p> <p>During an interview on 05/28/25 at 2:30 P.M, Nurse #2 said she did not administer Spiriva to Resident #1's on 03/10/25 because it was not available. Nurse #2 said she called the pharmacy and was told that the medication was on its way to the facility.</p> <p>During an interview on 05/28/25 at 12:00 P.M., the Unit Manager said the process for obtaining new admission medications was that the Nurse obtained Physician's orders for the medications and entered the orders into the electronic medical record which would automatically send the medication order to the pharmacy. The Unit Manager said that medication orders that are placed by 6:00 P.M. would be delivered at around 12:00 A.M. The Unit Manager said the Nurses could have called the pharmacy for a STAT delivery of Resident #1's medication when they were not available for administration, but this had not been done.</p> <p>During an interview on 05/28/25 at 11:45 A.M., the Director of Nurses said when Resident #1's medications did not come on the pharmacy midnight delivery on 03/09/25, a nurse should have called the Provider and asked if they wanted the medications to be held (not given temporarily) or if the Provider wanted to order an alternative medication that was available. The Director of Nurses said the facility was unable to provide any documentation to support that the Provider had been called to discuss alternative medications to replace the orders for Spiriva, Symbicort, Diltiazem or Cefpodoxime which were not available at the facility.</p> | | |