

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265392	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  06/17/2024
NAME OF PROVIDER OR SUPPLIER  Delhaven Manor		STREET ADDRESS, CITY, STATE, ZIP CODE  5460 Delmar Blvd Saint Louis, MO 63112	

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)
<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>40290</p> <p>Based on interview and record review, the facility failed to establish a system of record for all controlled drugs with sufficient detail to enable an accurate reconciliation for four out of four narcotic count books reviewed. This had the potential to affect all residents with controlled substance orders. The census was 64.</p> <p>Review of the facility's Controlled Substances policy, revised November 2022, showed:</p> <p>-Dispensing and Reconciling Controlled Substances:</p> <p>-Controlled substance inventory if monitored and reconciled to identify loss or potential diversion in a manner that minimizes the time between loss/diversion and detection/follow-up;</p> <p>-Nursing staff count controlled medication inventory at the end of each shift, using these records to reconcile the inventory count;</p> <p>-The nurse coming on duty and the nurse going off duty make the count together and document and report any discrepancies to the director of nursing services.</p> <p>1. Review of the controlled drug count sheets for the 1st Certified Medication Technician (CMT) cart, dated 5/1/24 through 5/31/24, showed:</p> <p>-No outgoing staff signature for 12 of 84 opportunities;</p> <p>-No incoming staff signature for eight of 84 opportunities;</p> <p>-No documentation under, Count ok, for 35 of 84 opportunities.</p> <p>Review of the controlled drug count sheets for the 1st CMT cart, dated 6/1/24 through 6/11/24, showed:</p> <p>-No outgoing staff signature for four of 31 opportunities;</p> <p>-No incoming staff signature for one of 31 opportunities;</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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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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>-No documentation under, Count ok, for 10 of 31 opportunities.</p> <p>2. Review of the controlled drug count sheets for the 2nd floor nurse cart, dated 5/1/24 through 5/31/24, showed:</p> <p>-No outgoing staff signature for 13 of 72 opportunities;</p> <p>-No incoming staff signature for 12 of 72 opportunities;</p> <p>-No documentation under, Count ok, for 59 of 72 opportunities.</p> <p>-Review of the controlled drug count sheets for the 2nd floor nurse cart, dated 6/1/24 through 6/16/24, showed:</p> <p>-No outgoing staff signature for four of 43 opportunities;</p> <p>-No incoming staff signature for five of 43 opportunities;</p> <p>-No documentation under, Count ok, for 29 of 43 opportunities.</p> <p>3. Review of the controlled drug count sheets for the 2nd floor 2nd cart, dated 5/1/24 through 5/31/24, showed:</p> <p>-No outgoing staff signature for 10 of 82 opportunities;</p> <p>-No incoming staff signature for five of 82 opportunities;</p> <p>-No documentation under, Count ok, for 22 of 82 opportunities.</p> <p>Review of the controlled drug count sheets for the 2nd floor 2nd cart, dated 6/1/24 through 6/16/24, showed:</p> <p>-No outgoing staff signature for two of 41 opportunities;</p> <p>-No incoming staff signature for three of 41 opportunities;</p> <p>-No documentation under Count ok, for seven of 41 opportunities.</p> <p>4. Review of the controlled drug count sheets for the 4th floor cart, dated 5/1/24 through 5/31/24, showed:</p> <p>-No outgoing staff signature for five of 86 opportunities;</p> <p>-No incoming staff signature for five of 86 opportunities;</p> <p>-No documentation under, Count ok, for five of 86 opportunities.</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>Review of the controlled drug count sheets for the 4th floor cart, dated 6/1/24 through 6/17/24, showed:</p> <ul style="list-style-type: none"> <li>-No outgoing staff signature for one of 46 opportunities;</li> <li>-No incoming staff signature for two of 46 opportunities;</li> <li>-No documentation under, Count ok, for one of 46 opportunities.</li> </ul> <p>5. During an interview on 6/17/24 at 2:03 P.M., Registered Nurse (RN) said narcotic medications should be counted at the beginning and end of each shift by the oncoming and outgoing nurse or CMT. Both staff who complete the count should document their signatures and the total count on the count sheets.</p> <p>6. During an interview on 6/17/24 at 2:51 P.M., the Staffing Coordinator said she is also a CMT. She administered narcotic medications on the 4th floor. There is no nurse assigned to the 4th floor. Staff who pass medications were required to count the narcotics on their cart at the beginning and end of each shift. The count should be completed by the oncoming staff and the staff going out. Both staff were required to count the total number of narcotics and both staff were supposed to sign off on the count sheet and document the count.</p> <p>7. During an interview on 6/17/24 at 4:01 P.M., the Director of Nurses (DON) said narcotics should be counted by the oncoming and outgoing nurse or CMT. Both staff were expected to sign the count sheet and document the count. On 6/12/24, she reviewed the narcotic count books and saw the counts were not consistently being signed by two staff. An in-service was completed with the nurses employed by the facility, but not the CMTs. The CMTs should have been in-serviced as well. Going forward, narcotic medications will only be administered by nurses.</p> <p>Review of the facility's list of active employees and in-service training, dated 6/12/24, showed:</p> <ul style="list-style-type: none"> <li>-In-service topic: Narcotics must be counted by two nurses each shift;</li> <li>-Seven nurses documented as in attendance;</li> <li>-Five nurses employed by the facility not in attendance;</li> <li>-No CMTs in attendance.</li> </ul> <p>8. During an interview on 6/17/24 at 5:46 P.M., the Administrator said he expected licensed nurses to be the only staff to administer narcotic medications. Narcotics should be counted by the oncoming and outgoing nurse at the end of each shift. Both nurses should sign off on the narcotic count at the same time. If CMTs have been administering narcotic medications, they should have been included in the facility's in-service training on narcotic counts.</p>		

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<p>F 0839</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Employ staff that are licensed, certified, or registered in accordance with state laws.</p> <p>46967</p> <p>Based on observation, interview and record review, the facility failed to ensure staff transporting residents in the company vehicle held the proper driver license in accordance with Missouri state regulations, for one of one days of observation. This had the ability to affect all residents who were transported in the facility vehicles. The census was 61.</p> <p>Review of the Missouri State Driver's Guide, revised August 2023, showed the following:</p> <ul style="list-style-type: none"> <li>-A Class F license is Missouri's basic driver license and is needed to operate any motor vehicle other than one requiring the driver to have a Class A, B, C or E license.</li> <li>-Anyone who transports 14 or fewer passengers for pay or as part of his/her job must have a class E license;</li> <li>-Anyone who regularly operates a motor vehicle for his or her employment, that belongs to another person and is designed to carry freight and merchandise, must also have a Class E license.</li> </ul> <p>Review of the facility's transportation escort job description, showed the following:</p> <ul style="list-style-type: none"> <li>-Duties: Escort patients to medical appointments and other areas of the facility;</li> <li>-Requirements: Class E certification (license).</li> </ul> <p>Review of Driver G's employee file, showed the following:</p> <ul style="list-style-type: none"> <li>-Hire date 1/26/24;</li> <li>-Job classification: Transportation;</li> <li>-A copy of his/her class F driver's license;</li> <li>-No documentation of a Class E driver's license.</li> </ul> <p>Observation on 8/12/24 at 11:30 A.M., showed Driver G propelled a resident in his/her wheelchair from the lobby, out of the back door and into the facility van. He/She then transported the resident to his/her dialysis appointment.</p> <p>During an interview on 8/13/24 at 9:58 A.M., Driver G said he/she was hired in January 2024. He/She was hired specifically for transportation. He/She was the only driver working. The nursing staff gives him/her a list of residents' appointments and their face sheets. He/She transports the residents to their appointments. The facility van seats four passengers and has a wheelchair lift. He/She has a regular license. He/She was not aware he/she needed a Class E license.</p> <p>(continued on next page)</p>		

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<p>F 0839</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 8/13/24 at 2:40 P.M., the Administrator said he did not know if Driver G had a Class E driver's license. He was not aware staff had to have a class E driver's license to operate the van.</p> <p>MO00240229</p>		

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<p>F 0850</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Hire a qualified full-time social worker in a facility with more than 120 beds.</p> <p>46967</p> <p>Based on interview and record review, the facility failed to employ a qualified social worker on a full-time basis. The facility was licensed and certified for 156 residents. The current census was 61.</p> <p>Review of the facility's license and certification records, showed the facility licensed for 156 beds, of which 156 beds were certified for Medicaid and Medicare.</p> <p>Review of the facility's Social Worker's job description, showed the following:</p> <p>-The primary purpose of this position is to assist in planning, organizing, implementing, evaluating, and directing the overall operation of the facility's Social Services Department in accordance with current federal, state, and local standards, guidelines and regulations, our established policies and procedures, and as may be directed by the Director of Social Services and/or Administrator, to assure the medically related emotional and social needs of the resident are met/maintained on an individual basis;</p> <p>-Experience: Must have, as a minimum, a bachelor's degree in social work or a bachelor's degree in a human services field including but not limited to sociology, special education, rehabilitation counseling, and psychology. Must have, as a minimum, one year supervised social work experience in a health care setting working directly with individuals.</p> <p>Review of the Social Worker's employee file, showed:</p> <p>-Hire date: 3/4/24;</p> <p>-Department: Social Worker Assistant;</p> <p>-Education history included accounting, cosmetology and massage therapy;</p> <p>-No documentation of a bachelor's degree in a human services field or a minimum of one year of social services experience.</p> <p>During an interview on 8/12/24 at 9:58 A.M., the Social Worker said she started in her position on 3/4/24. She is the Social Services Designee (SSD). She assists the residents with all social service needs. She has some college history but does not have a bachelor's degree. She has not taken the SSD test because it is expensive.</p> <p>During an interview on 8/13/24 at 2:40 P.M., the Administrator said he was not aware of all the qualifications of a Social Worker. The SSD was working at the facility when he was hired. She does not have a bachelor's degree. He thought the need for a qualified social worker was based on the census, not the number of licensed beds.</p> <p>MO00240229</p>		