

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265534	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/23/2025
NAME OF PROVIDER OR SUPPLIER Heritage Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 4401 North Hanley Road Saint Louis, MO 63134	

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 0697</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide safe, appropriate pain management for a resident who requires such services.</p> <p>Based on observation, interview and record review, the facility failed to implement an effective pain management regime for one of three sampled residents (Resident #1). Staff failed to administer a stronger physician ordered pain medication for Resident #1, who complained of severe back pain. The census was 112.</p> <p>Review of the facility's Pain Management Policy, updated 6/26/24, showed the following:</p> <p>-Purpose: The facility must ensure that pain management is provided to residents who require such services, consistent with professional standards of practice, the comprehensive person centered care plan and the resident's goals and preferences;</p> <p>-Policy: The facility will utilize a systemic approach for recognition, assessment, treatment and monitoring of pain;</p> <p>-Recognition of Pain: 1 a. Recognize when the resident is experiencing pain and identify circumstances when the pain can be anticipated. 1 c. Manage or prevent pain, consistent with the comprehensive assessment and plan of care, current professional standards of practice and the resident's goals and preferences;</p> <p>-Pain Assessment: 2 e. Identifying key characteristics of the pain: Duration of pain, frequency, location, timing, pattern, radiation of pain. i. Current prescribed pain medications, dosage, frequency, including medication assisted treatment;</p> <p>-Pain Management and Treatment: 7. Pharmacological interventions will follow a systemic approach for selecting medications and doses to treat pain. The interdisciplinary team is responsible for developing a pain management regimen that is specific to each resident who has pain or has a potential for pain. 7 e. Use lower doses of medication initially and titrate slowly. 7 f. Reassess and adjust the medication dose to optimize the resident's pain relief while monitoring the effectiveness of the medication and work to minimize or manage side effects. 7 h. Opioids will be prescribed and dosed in accordance with current professional standards of practice and manufacturer's guidelines to optimize their effectiveness and minimize their adverse consequences.</p> <p>Review of Resident #1's March 2025 Physician Order Sheet (POS), showed an order dated 1/13/25, for Percocet (a medication used to treat moderate to moderately severe pain) 5/325 milligrams (mg) every four hours as needed for pain.</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 0697</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the resident's quarterly Minimum Data Set (MDS), a federally mandated assessment instrument completed by facility staff, dated 3/11/25, showed the following:</p> <ul style="list-style-type: none"> -No short/long term memory loss; -Required minimal assist of staff for all activity's of daily living; -No pain; <p>-Diagnoses included high blood pressure, dementia, schizophrenia (a serious mental health condition that affects how people think, feel and behave) and depression.</p> <p>Review of the resident's care plan, updated 3/17/25, showed the following:</p> <ul style="list-style-type: none"> -Problem: Resident on pain medication related to back pain; -Approach: Administer pain medications as ordered by the physician. Monitor and document side effects and effectiveness every shift. <p>Review of the resident's March 2025, Medication Administration Record (MAR), showed the following:</p> <ul style="list-style-type: none"> -Percocet 5/325 mg by mouth every four hours as needed for pain; -No initials documented as administered by staff for the entire month; -Tylenol 1000 mg every six hour as needed for pain; -Staff documented as administered on 3/6, 3/21, 3/25 and 3/29/25. <p>Review of the progress notes, dated 3/17/25 through 4/22/25, showed no documentation the resident received Percocet for pain.</p> <p>Review of the resident's progress notes, showed the following:</p> <ul style="list-style-type: none"> -4/23/25 at 7:41 P.M.: Call placed to pain management for an appointment. Awaiting return call; -4/24/25 at 10:35 AM.: Pain management called for an appt. Office said the physician hasn't responded to her text. Will call facility back. Next note regarding pain, 4/28/25; -4/28/25 at 11:17 A.M.: Call placed to pain management for appointment, office awaiting return call from the physician. <p>Review of the resident's MAR, dated April 2025, showed the following:</p> <ul style="list-style-type: none"> -The resident did not receive Percocet 5/325 mg; -Tylenol 1000 mg every six hour as needed for pain; <p>(continued on next page)</p>

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<p>F 0697</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Staff documented as administered on 4/11, 4/14 and 4/17/25.</p> <p>Review of the resident's progress notes, showed the following:</p> <p>-5/8/25 at 11:08 A.M.: Call placed to pain management for appointment. Awaiting return call;</p> <p>-No further notes regarding the resident's back pain until 5/16/25;</p> <p>-5/16/25 at 10:40 A.M.: Pain management appointment made for 5/23/25;</p> <p>-5/21/25 at 5:58 P.M.: Resident complained of back pain. Call placed to physician. New order for lumbar spine x-ray. Tylenol given as ordered and effective.</p> <p>Review of the resident's MAR, dated May 2025, showed the resident did not receive Percocet 5/325 mg or Tylenol 1000 mg.</p> <p>During an interview on 5/22/25 at 10:20 A.M., the resident said he/she has severe back pain and at times it affects how he/she walks. The pain moves down his/her leg. The nurses give him/her Tylenol but it doesn't really help. He/She needs something stronger for pain but when he/she talks to staff, they say he/she has only Tylenol ordered.</p> <p>During an interview on 5/22/25 at 1:59 P.M., Certified Nurse Aide (CNA) B said he/she has taken care of the resident. The resident has complained of lower back pain and requested something for pain. He/She reported it to the nurse.</p> <p>During an interview on 5/22/25 at 2:45 P.M., Licensed Practical Nurse (LPN) A said he/she has taken care of the resident. The resident has had frequent complaints of back pain. LPN A called the doctor for an order for an x-ray and made him/her an appointment with the pain management clinic. LPN A said he/she was unaware of an order for Percocet. He/She never administered the resident any Percocet and there wasn't any on the medication cart. If he/she knew the resident had an order for Percocet, he/she would have given it to the resident for pain.</p> <p>During an interview on 5/23/25 at 2:10 P.M., the interim Director of Nurses said he was not aware the resident had an order for Percocet. He expected staff to administer the resident's pain medication as ordered.</p> <p>During an interview on 5/23/25 at 11:51 A.M., the Administrator said staff never sent the order for the Percocet to the pharmacy. She expected staff to transcribe the orders as written and fax the orders to the pharmacy.</p> <p>MO00254569</p>		