10. F 309 Quality of Care

- Failures:
  - Monitor blood glucose levels*.
  - Provide wound prevention/treatments.
  - Conduct pain evaluations.
  - Provide pain medications.
  - Monitor frequency of bowel movements.
  - Awareness of residents' code status*.

* Immediate jeopardies were called.

F 309 Quality of Care

- Maintaining Compliance:
  - Monitor BS, notify MD per protocol.
  - Assure stat boxes are stocked with necessary medications when critical episodes of hypo and hyperglycemia occur.
  - Assure pressure sore preventative measures are utilized.
  - Provide treatments for pressure sores and other wounds as ordered.
  - Conduct pain assessments routinely and prior to providing care which could cause pain. Provide needed pain medications. If resident indicates evidence of pain, stop and re-evaluate.
F 309 Quality of Care

- Maintaining Compliance:
  - Monitor frequency and consistency of the residents’ bowel movements to avoid fecal impactions.
  - Frequency, not longer than about 3 days.
  - Provide high fiber foods as tolerated and as preferred.
  - Provide sufficient fluids, per residents’ choice.
  - Provide meds: stool softeners, laxatives as ordered.
  - Know residents’ code status:
    - Provide CPR as indicated.
    - Have good policies and procedures.
    - Educate staff.

F 309 Frequency of Occurrence

<table>
<thead>
<tr>
<th>Alabama</th>
<th>Region</th>
<th>Nation</th>
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</thead>
<tbody>
<tr>
<td>8.3 %</td>
<td>17.3 %</td>
<td>25.3 %</td>
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9. F 282 Care Plan Implementation

- Failures:
  - Implement pressure sore prevention devices.
  - Provide nourishments as planned.
  - “Push fluids”.
  - Provide thickened liquids as planned.
  - Assess resident’s food preferences.
F 282 Care Plan Implementation

- Maintaining Compliance:
  - In a nut shell: Follow the plan of care!
  - Dietary staff and nursing should work together to develop a plan for “pushing fluids”.
  - Make sure nursing and dietary staff are trained to know who is responsible for putting nourishment on the meal trays.
  - Provide correct texture of thickened liquids, honey vs. nectar. Don’t forget about the water pitchers.
  - Frequently reassess the resident’s food preferences.
  - Put on booties, float heels, provide pressure reducing cushions and mattresses and turn/reposition residents as planned.

F 282 Frequency of Occurrence

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<tr>
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<tbody>
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<td>13.1 %</td>
<td>13.4 %</td>
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8. F 241 Dignity

- Failures:
  - Provide privacy of the resident’s body when care is not being provided in their room.
  - Knock on doors and ask permission to enter residents’ rooms.
  - To sit beside residents during feeding.
  - Post signs that did not include confidential clinical or personal information.

To maintain compliance, don’t commit these failures!
F 241 Frequency of Occurrence

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<td>15.7 %</td>
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7. F 431 Pharmacy, Consultation, Labeling and Storage of Drugs

- Failures:
  - Lock medication cart.
  - Label meds with expiration date.
  - Discard expired meds.
  - Assure meds were not left unattended.
  - Monitor med refrigerator temperatures.
  - Complete/accurate med destruction records.

To maintain compliance, don’t commit these failures!

F 431 Frequency of Occurrence

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<td>9.2 %</td>
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<td>17.7 %</td>
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6. F 314 Pressure Sores

   - Failures:
     - Turn and reposition residents timely.
     - Provide timely and acceptable incontinence care.
     - Provide pressure reducing/relieving mattresses, chair cushions, or other devices.
     - Provide treatments as ordered.
     - Up-date plan of care and/or treatments when sores aren’t healing.
     - Provide adequate fluid, nutrition and/or nutritional supplements.

   To maintain compliance, don’t commit these failures!

F 314 Frequency of Occurrence

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<td>8.2%</td>
<td>14.2%</td>
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5. F 253 Housekeeping and Maintenance Services

   - Failures:
     - Scuffed walls, door frames and furniture.
     - Broken furniture, light fixtures & electrical outlets.
     - Peeling paint, holes in plaster and dry wall.
     - Base boards missing.
     - Tile missing or cracked.
     - Rusty vents, door hinges & toilet paper dispensers.
     - Dirty privacy curtains and window blinds.
     - Soiled, dusty furniture.
     - Splintered hand rails.
### F 253 Frequency of Occurrence

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### 4. F323 Accident Hazards

- Failures:
  - No behavioral interventions implemented for hazardous behaviors, i.e., tipping wheelchair.*
  - Bed and chair alarms properly applied and in working order.
  - Falls resulting from staff not following care plan for providing residents proper assistance during ADLs.

* Resulted in an IJ.

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### F 323 Maintaining Compliance

- When resident behaviors are identified, assess the behaviors to determine if there is potential to cause an accident.
- Implement a behavioral management plan.
- Have a system in place to assure bed and chair alarms are in place when necessary and that they are functioning.
- Assure staff utilizes mechanical lifts as instructed, and that sufficient staff is utilized when transferring residents.
F 323 Frequency of Occurrence

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3. F 315 Urinary Incontinence

- Failures:
  - Provide proper incontinence care to prevent potential for UTIs, after resident was incontinent of bowel and bladder.
  - Provide proper catheter care.
  - Determine necessary diagnosis prior to catheter being inserted.

F 315 Urinary Incontinence

- Maintaining Compliance:
  - During incontinence care, wipe correct direction using clean wipes or clean position of the rag with each wipe.
  - Wash hands between changing gloves.
  - During catheter care, wipe tubing in the correct direction.
  - Clean between skin folds.
  - Determine appropriate diagnosis prior to placing a catheter.
F 315 Frequency of Occurrence

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<td>13.6%</td>
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2. F 441 Infection Control

- Failures:
  - Cleaning and disinfecting glucometers between resident use.
  - Using the proper sanitizing agent.
  - Policy and procedure did not address cleaning.
  - Documentation of cleaning of the glucometer (log).
  - Nurses’ knowledge of the policy and procedure.
  - Proper hand sanitation.

- Maintaining Compliance:
  - Update policies and procedures:
    - Proper sanitizing agent.
    - When and how to clean.
    - Staff’s knowledge of p&p.
    - Cleaning log.
  - Educate staff on manufacturer’s instructions:
    - Availability of instruction booklet and information sheets on how to clean and disinfect machines.
    - Train staff per manufacturer’s instructions.
    - Documentation of education for staff.
    - Documentation of supervisory observations of staff for competency.
F 441 Frequency Occurrence

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1. F 371 Sanitation

- Failures:
  - Cross contamination.
  - Hand hygiene
  - Multi-tasking with cleaning cloths
  - Food held in the danger zone.
  - Disposal of expired foods.
  - Label and date foods with use-by dates.
  - Ice cream temperatures.
  - Thawing of food.
  - Manual dish washing.
  - Final rinse temp
  - Sanitizing solution test strips
  - Wet nesting

F 371 Sanitation

- Maintaining Compliance:
  - Date and label perishable foods such that the use-by dates are evident.
  - Dispose of expired foods.
  - Don’t handle ready to eat foods with bare hands.
  - Wash hands/change gloves between tasks.
  - Don’t use same cleaning cloths for multiple tasks without sanitizing between uses.
  - Educate staff on how to properly calibrate food thermometers and on danger zone temperatures.
  - Take temperatures of all perishable hot and cold foods prior to service.
F 371 Sanitation

- Maintaining compliance:
  - Storage of ice cream:
    - Uncluttered freezer at temperature per manufacturer’s recommendation, or to keep cream frozen solid.
    - Pull out only what is needed for meal service.
    - Don’t refreeze partially melted ice cream.
  - Thaw frozen food properly:
    - Microwave and cook immediately.
    - Immersed in flowing cool water ≤ 70° F.
    - As part of the cooking process.
    - Thaw in refrigerator ahead of time.

F 371 Sanitation

- Maintaining Compliance:
  - Manual Dishwashing:
    - Air dry
    - Maintain final rinse temperature at a minimum temp of 75° F with quat compound. Food Code 4–501.114(C)
    - Utilize correct test strips for different sanitizing compounds: chlorine, quat
    - Change solutions in sanitizing buckets frequently and per policy.

F 371 Frequency of Occurrence

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