

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 634560	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 10/4/2022
NAME OF PROVIDER OR SUPPLIER SKLD BLOOMFIELD HILLS			STREET ADDRESS, CITY, STATE, ZIP CODE 2975 N ADAMS ROAD BLOOMFIELD HILLS, MI 48304		
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F0000 SS=	INITIAL COMMENTS SKLD Bloomfield Hills was surveyed for an abbreviated survey on 10/4/22. Intakes: MI00130214, MI00130318, MI00130355, MI00130616, MI00131304, MI00131347, MI00131400. Census=140	F0000			
F0695 SS= D	Respiratory/Tracheostomy Care and Suctioning § 483.25(i) Respiratory care, including tracheostomy care and tracheal suctioning. The facility must ensure that a resident who needs respiratory care, including tracheostomy care and tracheal suctioning, is provided such care, consistent with professional standards of practice, the comprehensive person-centered care plan, the residents' goals and preferences, and 483.65 of this subpart. This REQUIREMENT is not met as evidenced by: This citation pertains to intake # MI00130616 and MI00131347. Based on observation, interview and record review, the facility failed to ensure respiratory equipment (Bilevel Positive Airway Pressure Machine (BiPAP) a type of non-invasive ventilator) was available for one (R702) of two residents reviewed for respiratory care. Findings include: Review of a complaint filed with the State Agency on 8/22/22 included an allegation that upon the resident's admission on	F0695	Resident # 702 resides in the facility at this time and has her BiPap machine per the physician's orders. It was determined that the Bipap machine was omitted from the Fast Track form used by clinical liaison informing the facility of the need of the machine for this resident. All like residents who have an order for BiPap machine have the potential to be affected. An audit was completed for all residents on Bipap machines in the facility. There are no other residents identified as having an order for a Bipap machine at this time. By October 18, 2022, the clinical liaisons, central supply clerk and the admission coordinators will be in-serviced on the importance of notifying the facility via fast track of any respiratory equipment needed for a resident upon admission to ensure that residents have the equipment available at the time of their admission to the facility. By October 18, 2022, the central supply clerk will be educated on the new process of not returning any respiratory equipment of a long-term care resident unless it is confirmed that the resident will not be returning to the facility. The DON/designee will conduct audits on new or re-admitted residents weekly times 4 weeks and then monthly thereafter times 3 months or until substantial compliance has been	10/18/2022	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

10/18/2022

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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	<p>8/19/22, the facility couldn't locate their BiPAP machine. The complainant further reported they were told by their Physician this equipment needed to be used as it was a matter of life and death, and the resident had to go all night Friday without it and ended up calling 911 on 8/20/22 to return to the hospital because the facility was trying to make them go another night without the use of a BiPAP machine.</p> <p>On 10/3/22 at 1:45 PM, an interview was conducted with R702. When asked what they could recall about the events that occurred upon their readmission to the facility on 8/19/22, R702 reported their BiPAP machine that had been at the facility since early August, then was returned to the company while they were in the hospital and was not available when they returned on 8/19/22. They reported their brother had come to the facility to make sure it was available but they weren't sure of the timeframe but that it wasn't too long before their return on 8/19/22. R702 further reported they arrived late on Friday (8/19/22) and since the BiPAP wasn't there, they took it upon themselves to use oxygen. Then on Saturday (8/20/22) when the facility still couldn't find the BiPAP they called 911 to go to emergency since they didn't want to go another night without it. R702 reported they had been hospitalized several times since July 2022 and the Doctor told me if I didn't use it, I could die. When I got to emergency, the Doctor realized I'd been discharged the night before and asked</p>		<p>maintained to ensure residents with respiratory equipment needs are met and included on the Fast Track prior to the residents admission to the facility to ensure that the resident has the respiratory equipment as ordered by the physician.</p>				

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	<p>me why I was back and I told him it was because I didn't have my BiPAP and he said I made the right decision.</p> <p>Review of the clinical record revealed R702 was admitted into the facility on 2/4/20 and readmitted on 8/25/22 with diagnoses that included: acute respiratory failure with hypoxia, acute respiratory failure with hypercapnia, obstructive sleep apnea, pulmonary hypertension, chronic diastolic heart failure, and lymphedema.</p> <p>According to the Minimum Data Set (MDS) assessment dated 8/20/22 R702 had intact cognition.</p> <p>Review of the hospital discharge documentation included, "...Why you were hospitalized...Hypercapnic respiratory failure, OSA (obstructive sleep apnea)...Your primary diagnosis was: Respiratory Failure; Acute hypercapnic respiratory failure..."</p> <p>Review of R702's consultation with a Pulmonary & Critical Care Physician dated 8/2/22 included, "...Reason for Consult/Chief Complaint Acute Hypercapnic Respiratory Failure...medical history including poorly controlled OSA/OHS ...who presented...for concern of hypercapnic respiratory failure...Patient placed on BiPAP. MICU (Medical Intensive Care Unit) for acute on chronic hypercapnic respiratory failure...Pulmonary: Acute of Chronic Hypercarbic Respiratory Failure OSA/OHS..."</p>				

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	<p>Likely from missed BiPAP following recent discharge...Patient awake and alert and conversational on admission to a degree with noted improvement on BiPAP...High risk for intubation...Due to level of alertness clinically, will monitor overnight on continuous BiPAP...D/w (Discussed with) care manager, they confirmed that her ECF (Extended Care Facility) was called and BiPAP is in her room ready for use so do not need a new script before d/c (discharge)..."</p> <p>It should be noted that this consultation was from the resident's hospitalization on 8/2/22. The resident was hospitalized from 7/18 to 7/29/22 but did not have order for a BiPAP machine until 8/2/22. The BiPAP machine was delivered to the facility on 8/2/22 after the resident was sent to the hospital on 8/2/22.</p> <p>Review of R702's documentation available in the clinical record from their readmission on 8/19/22 included a nursing admission assessment and progress note from Nurse 'H'. The progress note dated 8/19/22 at 10:39 PM read, "Resident readmitted from (local hospital name) with a Dx (diagnosis) of obstructive sleep apnea, Resident alert and orientated x4 (person, place, time and situation)..." There was no documentation about R702's use of a BiPAP, or that the physician had been contacted for further instructions.</p> <p>A nursing progress note on 8/20/22 at 6:32 PM read, "...Resident departed facility at 6:30</p>				

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	<p>PM via 911 due to resident having anxiety about not having her bi pap machine. Facility aware of situation and management but unable to locate bi pap machine. Resident began to become anxious about possibly going into distress and activated 911 before facility could come up with resolution. Resident was unwilling to wait for facility to resolve issue and went to hospital instead."</p> <p>A physician progress note on 8/26/22 at 9:42 PM read, "...Pt (Patient) was then re-hospitalized from 8/2-8/19/22 for AMS (Acute Mental Status) due to hypercapnic respiratory failure due to OSA, pulmonary vascular congestion/CHF...Pt returned to facility on 8/19. On 8/20 pt called 911 due to absence of bipap machine. Pt was then re-hospitalized from 8/20-8/25..."</p> <p>On 10/3/22 at 3:30 PM, an interview was conducted with the Interim Director of Nursing (DON). The DON reported they were not in that role at the time of R702's readmission on 8/19/22 and upon review of the clinical record and the hospital discharge papers, the DON reported the documentation indicated use and need of a BiPAP machine. The DON further reported that since the facility had knowledge of the resident's previous use of the BiPAP equipment, that should've been available upon their readmission on 8/19/22.</p> <p>The DON reported as part of the resident's discharge from the hospital, the facility used</p>				

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	<p>a "FAST TRACK" form which identified resident specific care needs such as oxygen, tube feeding, BiPAP, etc. When asked to review the documentation from R702's readmission on 8/19/22, the DON reviewed the electronic clinical record and reported they were not able to find the FAST TRACK for that particular date. When asked about the process of coordinating admissions, the DON reported the Admissions Coordinator gets information from the Liaisons and the Admissions Coordinator gives the facility a heads up of specific resident needs, especially for admissions after hours. When asked who was responsible for ordering the equipment needs such as bipap equipment, the DON reported that would be their Central Supply staff (Staff 'E').</p> <p>On 10/3/22 at 3:42 PM, an interview was conducted with the Admissions Coordinator (Staff 'F') who reported they had been in their role since 8/8/22 and had been training for several weeks after that. When asked about R702's readmission on 8/20/22, they reported they were not in the role at that time, that would've been the former Admissions Coordinator (Staff 'J').</p> <p>When asked to explain their process for coordinating a resident's admission and care needs such as a BiPAP machine, Staff 'F' reported they used an internal form called a Fast Track and upon reviewing the referral in ECIN (Extended Care Information Network - an electronic computer referral system</p>				

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	<p>between hospitals and nursing homes) they would review the incoming resident's information, as well as the Liaison would send information to them on what was needed. They were able to retrieve a Fast Track form from their email which showed R702 was scheduled to readmit to the facility on 8/19 at 7:00 PM. The portion of the form which identified specific care needs did not include a BiPAP, but was included in the hospital discharge documentation. They further reported Staff 'J' had coordinated that admission and should've sent the information to Staff 'E' to make arrangements to have the BiPAP machine available upon R702's readmission.</p> <p>Staff 'F' further reported that R702's BiPAP machine might have been sent back to the company since it was rented, but they weren't sure.</p> <p>On 10/3/22 at 3:56 PM, an interview was conducted with Staff 'E' who reported they had been in that role for 10 years. When asked about how they became aware of specific medical equipment needs such as a BiPAP machine, they reported they received notification from the Admission Coordinator. When asked about R702, Staff 'E' reported they recalled what happened with R702 and reported they had not been aware that R702 was coming back which was why the equipment had been returned since the resident had been out of the facility since 8/2/22. Staff 'E' then reported they ended up</p>				

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	<p>ordering it (BiPAP) on the day the resident went to the hospital (8/20/22), and thought it had arrived by 3:00 PM, but that the resident still wanted to go out. When asked if they could confirm when the equipment was actually ordered and received, Staff 'E' reported they would follow up.</p> <p>On 10/3/22 at 4:30 PM, Staff 'E' provided documentation which identified the following:</p> <p>The BiPAP machine was first delivered to the facility on 8/2/22. (R702 was sent to hospital on 8/2/22 until 8/19/22.)</p> <p>The BiPAP machine was picked up on 8/10/22.</p> <p>The BiPAP machine was ordered on 8/23/22.</p> <p>When asked about the delivery of the BiPAP on 8/23/22 (while in hospital from 8/20-8/25/22) and not 8/20/22 as they indicated earlier, Staff 'E' was unable to offer any further explanation.</p> <p>On 10/4/22 at 3:10 PM, the Administrator was requested to provide any documentation when the facility had ordered, delivered and returned the BiPAP machine for R702.</p> <p>On 10/4/22 at 3:32 PM, the Administrator confirmed the first time R702's BiPAP machine was delivered to the facility was on 8/2/22, the same day the resident was sent to</p>				

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	<p>the hospital. The second time was not until 8/23/22.</p> <p>On 10/4/22 at 3:57 PM, a message was left with Nurse 'H' but there was no return call prior to the end of the survey.</p> <p>On 10/4/22 at 4:30 PM, the DON reported there was no facility policy for coordination of medical equipment upon admission, but followed the process they had discussed earlier.</p>						