PRINTED: 11/26/2021 FORM APPROVED OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:		` ′	PLE CONSTRUCTION G	(X3) DATE SURVEY COMPLETED C	
		275029	B. WING		07/21/2021
NAME OF PROVIDER OR SUPPLIER AVANTARA OF BILLINGS				STREET ADDRESS, CITY, STATE, ZIP CODE 2115 CENTRAL AVE BILLINGS, MT 59102	, 07,21,202
(X4) ID PREFIX TAG	(EACH DEFICIEN	TATEMENT OF DEFICIENCIES CY MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORREC (EACH CORRECTIVE ACTION SHOU CROSS-REFERENCED TO THE APPR DEFICIENCY)	JLD BE COMPLETION
F 000	INITIAL COMMENTS	8	F 00	00	
F 658 SS=D	on 7/21/21. The facility census of DEFICIENCIES CIT Past-noncompliance cited for the facility rumber: MT51093 Glossary: AMR Americants blood process blood process cardiopers and certifies do not the electron of the process provided process proc	e deficient practices were eported incident with Intake ean medical response pressure pulmonary resuscitations d nursing aide resuscitate nic health record eature leet Professional Standards	F 6:	58	8/3/21
	The services provide as outlined by the comust- (i) Meet professional This REQUIREMEN by: Based on interviews facility failed to follow Procedure on how to document resulting i from the ambulance	ed or arranged by the facility, omprehensive care plan, standards of quality. T is not met as evidenced s and record reviews the or the facility's Policy and or retrieve resident's POLST in 1 resident receiving CPR service when the resident		Past noncompliance: no plan of correction required.	
ABODATODY	DIDECTOR'S OF PROVINER	/SUPPLIER REPRESENTATIVE'S SIGNATUR	DE	TITI F	(X6) DATE

Electronically Signed 08/03/2021

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.

STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:		(X2) MULTIPI A. BUILDING	LE CONSTRUCTION	(X3) DATE SURVEY COMPLETED		
		275029	B. WING		0	C 7/21/2021
	ROVIDER OR SUPPLIER A OF BILLINGS			STREET ADDRESS, CITY, STATE, ZIP CODE 2115 CENTRAL AVE BILLINGS, MT 59102	- ' -	
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F 658	During an interview member A stated, redifficulty breathing the member D gave the oxygen and called sigven to send resided Department. As the staff member reported breathing. Staff member ambulance crew state called. The Ambular verbal confirmation resident had a DNR the POLST was late in the POLST was late in the POLST sare all significant processes and the policy of the POLST was lated in the POLST was lated	on 7/21/21 at 2:04 p.m., staff sident #1 was having proughout the night. Staff resident supplemental taff member C. An order was not #1 to the Emergency ambulance crew arrived, a ed the resident was not per D did not perform CPR er D knew the resident had a pulance crew requested the ember D could not find it. The red CPR as the doctor was not expect the doctor that the order. Staff member A stated or found "on the desk and not staff member A stated or found "on the desk and not staff member A stated, ame] did not remember that expect the Miscellaneous tab." On 7/21/21 at 2:55 p.m., staff the POLST is directly scanned the doctor so it should always discellaneous tab in [Name of there is a hard copy of the per in a POLST binder in each know where that book is there it is in the resident's lest moved units so the hard nad not been moved over to OLST book. There is not nated person to move the	F 65	8		

STATEMENT OF DEFICIENCIES (X1 AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	1 ' '	X2) MULTIPLE CONSTRUCTION BUILDING			(X3) DATE SURVEY COMPLETED	
		275029	B. WING _				C / 21/2021	
NAME OF PI	ROVIDER OR SUPPLIER			STRE	EET ADDRESS, CITY, STATE, ZIP CODE	1 011	21/2021	
****				2115	CENTRAL AVE			
AVANTAR	A OF BILLINGS			BILL	INGS, MT 59102			
(X4) ID PREFIX TAG	(EACH DEFICIEN	STATEMENT OF DEFICIENCIES NCY MUST BE PRECEDED BY FULL R LSC IDENTIFYING INFORMATION)	ID PREFI TAG	x	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD CROSS-REFERENCED TO THE APPROPR DEFICIENCY)	BE	(X5) COMPLETION DATE	
F 658	member B stated "[where the POLST w just a lot going on a was working on get don't think she thou the POLST. Everyt she was overwhelm right when the amb didn't know yet that ambulance needs a hospital to stop CPI Doctors order and s need the POLST." unit managers do a with the new nurses "Once [staff membe the floor nurse, the shown [staff membe policies and proced directives are locate Staff member B sta have done most of her and that she wo policies and proced POLST was located During an interview member E stated, " nurses I want to ma	on 7/21/21 at 3:00 p.m. staff Staff member D's name] knew was located. I think there was and she was panicking. She ting him sent to the hospital. I ght about where to look for hing happened so fast and ned. He stopped breathing ulance crew walked in, so she he wasn't breathing. The a verbal confirmation from the R. They can't just look at a stop CPR they specifically Staff member B stated that lot of the training on the floor s. Staff member B stated, er D's name] orientated with unit manager would have er D's name] where to find the ures and where the advance ed as well as the POLST." ted staff member F would staff member D's training with ould have been shown where ures are as well as where the	F	658	DEPICIENCE!)			
	train them with risk where to find docur System] such as do transfer a resident t Where to chart vital and where to docur	ents, so they know them well. I management, and train on nents in [Name of EHR ocuments they would need to to the emergency room. s, face sheet, progress notes nent in progress notes." Staff I specifically train on where to						

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		275029	B. WING _		,	C 07/21/2021
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F 658	system]. You find ace EHR System]. You gits listed in there. Af I report back with [s how the new hired remember B's name] can do to help them. During an interview member F stated, he people but mostly the member B. Staff memanagers help the corientated to the floor need to find policies them on the comput of them as well. In contrain on where to find directives. They have	yes in the [Name of EHR Ivance directives in [Name of go to Miscellaneous tab and ter I am done training nurses, taff member B's job title] with the largest are doing. [staff and I discuss what more we become better orientated." on 7/21/21 at 3:52 p.m., staff the trained with a lot of different the unit managers and staff mber F stated the unit mewly hired nurses get or. Staff member F stated, "If I and procedures, I can find the er. There is also a hard copy rientation, the unit managers de POLST and advance to a binder at the nurse's I copies of POLSTs for that	F6	58		
	would look under th for the newest one to member F stated, "I trying to locate a PC facility." During an interview member A stated du have this document Advanced Directive explaining where to training for all new hold review of facility do Retrieve Advanced System]" showed, "	[Name of EHR System] I a miscellanies tab and look that is in the system." Staff have never had an issue obtained and issue obtained at this on 7/21/21 at 3:24 p.m. staff ring new hire orientation we titled "How to Retrieve from [name of EHR System]" find the POLST. This is in the ires. Cument titled "How to Directive from [Name of EHR When a resident is in any must be presented at				

		IDENTIFICATION NI IMBED		LE CONSTRUCTION		(X3) DATE SURVEY COMPLETED	
		275029	B. WING			C 7/21/2021	
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F 658	someone capable of immediately while the original POLST is as behind the nurse's sometime to the horiginal POLST is as behind the nurse's sometime to the horiginal POLST is anot in the book, or if cannot be located, it medical record. [Naryour resident from the misc tab and click it. By:" choose category is Advanced Directive scanned POLST. If it sure you are printing Again, this MUST be other first responder verbal from staff. The Review of resident #Orders For Life-Sust showed, "Section A, patient does not have breathing: Do Not Att (DNR)"" The date of Corrective Measures Review of the facility facility provided educe 6/22/21. This educate The POLST must be to find the hard copy form. Where to find reference in the EHR system, and AMR or any other fire verbal information from POLST form.	Nursing MUST have retrieving POLST do so ey attend to the resident. The ailable in the binder located ration. If for some reason it is there is another reason it is also scanned into the ne of EHR system], select e clinical tab, then go to the Below the misc tab is "Sort y. One of the first categories es, there you will find here is more than one, make the most recent POLST. at bedsideAMR, or any cannot, and will not take a ey have to see the POLST." 1's "Montana Provider aining Treatment (POLST)" Treatment Options: If a era pulse and is not tempt Resuscitation of this form was 3/29/21.	F 65	8			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		IDENTIFICATION NUMBER:		PLE CONSTRUCTION G	(X3) DATE SURVEY COMPLETED	
			71. 50125111	<u> </u>	С	
		275029	B. WING _		07/21/2021	
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F 658 F 678 SS=D	scanned and uploade under the Miscellaneo had a hard copy of the for their unit. This was Upon interviewing states that the staff knew where POLST documentation POLST binder located Cardio-Pulmonary Research	sure all POLST forms were ed into the resident's EHR ous tab and that all residents e POLST form in the binder is completed on 6/23/21. aff members, it was found here to find resident's on in the EHR and the d on each unit.	F 6		8/3/21	
	,			Past noncompliance: no plan of correction required.		

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F 678	Ambulance crew st called. The Ambula verbal confirmation resident had a DNF the POLST was latin the POLST book "[staff member D's the POLSTs are all EHR System] systetab." During an interview member B stated, the scanned after the construction of the POLST binder in each unit. That book is located resident's EHR. Stath in the resident's EHR. Stath in the resident's POLST binder in each unit. That book is located resident's POLST book was not necessarily the POLST over if a Review of resident Orders For Life-Susshowed"Section of patient does not habreathing: Do Not A (DNR)"" The date Review of resident of resident of resident's room residen	ge 6 ember D could not find it. The arted CPR as the doctor was not crew ceased CPR after a from the doctor that the corder. Staff member A stated er found, "on the desk and not." Staff member A stated, name] did not remember that scanned into the [name of em under the miscellaneous on 7/21/21 at 2:55 p.m., staff the POLST was directly reder from the doctor so it vailable in the Miscellaneous EHR. Then there is a hard that should be in a POLST Nurses should know where as well as where it is in the en moved over to that specific Staff member B stated, there are a designated person to move a resident switches units. #1's "Montana Provider staining Treatment (POLST)" A, Treatment Options: If a ve a pulse and is not attempt Resuscitation of this form was 3/29/21. #1's "Progress Note" dated, owed, "Resident turned call an't breath." Upon entering ident was coughing and mouth warm and dry to touch. He	F 67			

AND DI AN OF CORRECTION IDENTIFICATION NUMBER		1 ' '	PLE CONSTRUCTION G		COMPLETED	
		275029	B. WING			C 07/21/2021
	OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 2115 CENTRAL AVE BILLINGS, MT 59102		I	0112112021		
(X4) ID PREFIX TAG	(EACH DEFICIE	STATEMENT OF DEFICIENCIES NCY MUST BE PRECEDED BY FULL R LSC IDENTIFYING INFORMATION)	ID PREFIX TAG		OULD BE	(X5) COMPLETION DATE
F 678	denied pain. O2 Sat Treatment was give was applied at 3L/r sats did come up to elevated. BP 133/9 Review of resident 6/22/21 03:00 show light on and again to O2 Sats 88% and in Oxygen Sats becar reminded to breath pale but not diapho obtained with result regular. Tempt 97.5 O2. Resp 28. He reanswer questions a diminished with who Review of resident 6/22/21 at 03:15 shoots of Emergen evaluation." Review of resident 6/22/21 at 3:32 shoots to the ED at [Name Review of resident 6/22/21 at 3:55 shoots of the ED at [Name Review of resident 6/22/21 at 3:55 shoots of the ED at [Name Review of resident 6/22/21 at 3:55 shoots of the ED at [Name Review of resident 6/22/21 at 3:55 shoots of the ED at [Name Review of resident 5/22/21 at 3:55 shoots of the ED at [Name	tts 77% on room air. Nebulizer en and O2 via Nasal cannula nin per concentrator. His O2 o 90%. Head of bed was 2 Pulse 107. Temp 97.5 R 24." #1's "Progress Note" dated, wed, "Resident turned his call was having difficulty breathing. Increased to 4L/min and me 90% but he had to be through his nose. He was retic. Blood Sugar was to 6219. Bp 16/91 P-90 and 60 Oxygen sats 90% on 4L/min emained alert and able to appropriately. Lung sounds eezing to upper lobes." #1's "Progress Note" dated, nowed, "Notified [staff member given an order to send to cy Department] for #1's "Progress Note" dated, nowed, "Called AMR for Transfer of Hospital]." #1's "Progress Note" dated, nowed, "Resident was found by thing. Ambulance staff arrived form CPR before learning of	F 6'	78		

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F 678	explaining where to training for all new has review of the facilit Retrieve Advanced System]" showed, "distress, the POLST bedside immediatel someone capable of immediately while the original POLST is a behind the nurse's sometimediately of the facility or resident from the misc tab and click it By:" choose catego is Advanced Directive Scanned POLST. If sure you are printing Again, this MUST bother first responde verbal from staff. The Corrective Measure Review of the facility provided educe 6/22/21. This education the EHR system, AMR or any other fiverbal information for POLST form.	find the POLST. This is in the nires." y's document titled "How to Directive from [Name of EHR When a resident is in any must be presented at y. Nursing MUST have fretrieving POLST do so ney attend to the resident. The vailable in the binder located station. If for some reason it is f there is another reason it is also scanned into the Name of EHR System], select he clinical tab, then go to the Below the misc tab is "Sort ry. One of the first categories wes, there you will find there is more than one, make g the most recent POLST. e at bedsideAMR, or any r cannot, and will not take a ney have to see the POLST."	F 678			

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F 678	medical record to en scanned and upload under the Miscellane had a hard copy of the for their unit. This was upon interviewing stath the staff knew w	sure all POLST forms were ed into the resident's EHR cous tab and that all residents ne POLST form in the binder as completed on 6/23/21. aff members it was found there to find resident's on in the EHR and the	F6	578		