

Missouri Department of Health and Senior Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>32666</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/17/2025</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WESTBURY SENIOR LIVING, THE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>550 STONE VALLEY PARKWAY COLUMBIA, MO 65203</b>
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A4798	<p>19 CSR 30-86.047(47)(A) Physicians Orders Followed</p> <p>Medication Orders. (A) No medication, treatment or diet shall be administered without an order from an individual lawfully authorized to prescribe such and the order shall be followed. II/III</p> <p>This regulation is not met as evidenced by: Class II*</p> <p>Based on interview and record review, the facility staff failed to follow a physician order for a therapeutic diet for one (Resident #1) out of seven sampled residents for 13 days. The census was 65.</p> <p>1. Review of the facility's policy titled Diets Therapeutic, dated 2015, showed the community shall not offer therapeutic diets as part of the food and beverage program. Any resident who may require a change to a therapeutic diet as prescribed by a healthcare provider shall be notified of the community's inability to offer such diet. The administrator/executive director/program director/director of health services shall notify the resident's healthcare provider to clarify those diets offered by the community.</p> <p>Review of the admission agreements, revised 01/15/23, showed food will be prepared to allow resident's following a heart conscious, low-fat, or diabetic diet to have appropriate choices.</p> <p>2. Review of Resident #1's medical record showed the resident admitted the facility on 02/25/23, with a diagnosis of type two diabetes mellitus with high blood sugar levels.</p>	A4798		
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Missouri Department of Health and Senior Services

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

TITLE

(X6) DATE

*C. J. Berg*

*Executive Director*

*2/11/2025*

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A4798	<p>Continued From page 1</p> <p>Review of resident's physician's orders, dated 12/27/24, showed the physicaian directed staff to:</p> <ul style="list-style-type: none"> <li>-Change diet to diabetic diet;</li> <li>-Change Glipizide to 5 milligrams (mg) twice daily before meals.</li> </ul> <p>Review of a facility facsimile, dated 01/09/25, showed staff notified the resident's physician 13 days after the diet change the facility only offers a regular diet and are able to provide diabetic "friendly" choices and education to residents who require diabetic options.</p> <p>Review of the resident's physician orders, dated 01/16/25, showed:</p> <ul style="list-style-type: none"> <li>-Regular diet;</li> <li>-Encourage resident to stay away from carbs and sugar;</li> <li>-Glipizide 10 mg one tablet twice daily before meals.</li> </ul> <p>During an interview on 01/09/25 at 1:13 P.M., the cook said the facility does not have special diets, but he/she said the facility can honor dietary preferences or requests.</p> <p>During an interview on 01/09/25 at 1:17 P.M., the dining room manager, said the community does not offer a diabetic diet. He/She said the facility only has regular diet menus and recipes.</p> <p>During an interview on 01/09/25 at 1:30 P.M., the administrator said the facility only offers a regular diet, the facility staff educate family members on this upfront. He/She said the facility can offer sugar free options such as diet coke, sugar free creamer, sweeteners, sugar free dessert options, and many food choices are available if selected.</p>	A4798		

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A4798	<p>Continued From page 2</p> <p>During an interview on 01/15/25 at 3:18 P.M., the Registered Nurse (RN) for the resident's physician said the medical clinic had received a fax from the facility on 01/09/25 which notified the physician the facility does not offer a diabetic diet. The nurse said the physician had provided modifications to the physician's orders on both 01/10/25 and 01/13/25 as a result of the need for a different diet order and as a result of the physician's review of daily fasting blood glucose readings recorded since 12/28/24. The RN said the resident's Glipizide has been increased to 10 mg twice a day.</p> <p>During an interview on 01/17/25 at 10:40 A.M., the resident's durable power of attorney (DPOA) said when the resident admitted to the facility, he/she was told the facility could accomodate the resident's diabetic nutritional needs. He/She said the resident's memory loss prevents him/her from remembering the need to select healthy options. He/She said the facility staff have previously agreed to encourage low sugar food and beverage choices, but he/she did not believe their efforts were being consistently applied.</p> <p>During an interview on 01/17/25 at 3:49 P.M., the director of nursing (DON) said if a physician's order is received outside of the care provided by the facility, it is the shared responsibility of the day nurse on duty, the care coordinator and the DON to fax or call the physician to notify him/her the physician's order cannot be provided. He/She said the physician had been faxed on 01/09/25 by the care coordinator to notify the physician the facility does not offer a diabetic diet, but they are able to provide diabetic friendly choices and education to residents who require diabetic options. He/She thought a phone call had been</p>	A4798		

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A4798	<p>Continued From page 3</p> <p>placed to the physician and a voice mail left between 12/27/24 and 01/09/25, but was unsure since nothing had been charted. He/She was unsure why the physician notification had not been followed up on until 01/09/25 to ensure the physician was aware the order for a diabetic diet could not be provided. The DON said he/she spoke to an RN at the physician's office on 01/10/25 following the physician's review of the fax dated 01/09/25, and the physician changed the diet order to regular diet and increased the Glipizide at that time.</p> <p>*The higher classification merited due to the extent of the citation.</p>	A4798		

## PLAN OF CORRECTION

<b>Provider/Supplier Name:</b>	The Westbury Senior Living
<b>Street Address, City, Zip:</b>	550 Stone Valley Parkway, Columbia, MO 65203
<b>Date of Survey:</b>	01/17/2025

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A4798	<p>On 01/9/25 a telephone order was obtained for a regular diet for Resident #1. Resident #1 was seen by the Registered Dietician on 01/21/2025 with documentation in the resident's medical record. The Director of Wellness and/or their designee will audit all current physician's orders for Resident #1 to ensure compliance. This audit will be documented in the resident's medical record.</p> <p>The Director of Wellness and/or their designee will audit the medical records of all assisted living residents for compliance with the physician's diet order. The audit will be documented and reviewed with the Culinary Director to ensure all orders related to diets are communicated clearly and being followed.</p> <p>The Director of Wellness will provide education to nursing staff and the care coordinator regarding facility policy on following physicians orders, timely notification of the physician when there is a need to make a modification to an order, as well as the associated documentation requirements. This education will be documented and maintained in training records for all employees involved.</p> <p>The Executive Director or Director of Wellness will audit the diet orders of ten assisted living residents, including all new admissions, each month for three months to ensure compliance. Audit results and plan of correction effectiveness, will be reviewed at the monthly quality assurance meeting.</p>	03/03/2025

The Administrator signing and dating the first page of the CMS-2567/State Form is indicating their approval of the plan of correction being submitted on this form.