

# Client Success

## Survey Clearance

### Overview:

*Client owns, operates, and manages several Medicare and Medicaid participating skilled nursing facilities. A complaint survey resulted in one of the Client's nursing facilities to be in noncompliance regarding medication administration to its residents. The survey resulted in 10 Immediate Jeopardy deficiencies and heavy fines.*

### Customer Pain Points

Client was concerned that the nursing staff was lacking education, motivation, and tools to perform their jobs adequately and to stay in compliance on a daily basis. The Client knew that medication administration needed to be next-to-perfect to ensure the clearance of the outstanding deficiencies and that processes needed to be implemented to prevent future similar deficiencies from occurring.

### Services Offered:

The Lancaster Group was engaged to perform the following services by our registered nurse:

- Initial evaluation of the medication carts.
  - Twice-per-week complete audit of the medication carts.
  - Weekly medication pass observation of the day and evening shifts.
  - Bi-weekly auditing of the Medication Administration Records.
  - Meet with institutional pharmacy provider and resolve ordering and delivery deficits by implementing improved processes.
  - Implement an improved system for verifying medications.
  - Create a medication report sheet to be completed at every shift.
  - Periodic verification of early morning delivery invoices and consultation with staff nurses regarding any medications ordered, but not delivered.
  - Conduct bi-weekly inservices to all nurses involved in medication administration to reinforce the new system as well as to motivate them by recognizing them for doing well and stressing to them their importance in the residents' lives as well as the responsibility they held for carrying a nursing license.
- Medicare bad debt logs and quarterly credit balance reports.

### Results:

All tasks as requested by the Client were completed and notably the Client's staff were successfully motivated to be diligent in improving their medication administration skills and documentation skills. Staff were educated on the responsibilities they held in carrying a nursing license and the importance of following physician orders in order to maintain their licenses. The first day of the follow-up survey, the surveyors commented that it was evident that the facility had been working very hard on improving all aspects of medication administration since they had not found anything that was less than perfect. The second day of the follow-up survey resulted in all 10 Immediate Jeopardy deficiencies being cleared with complimentary remarks made by the surveyors.