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## **NEVADA STATE HEALTH DIVISION**

### **NEWS RELEASE**

#### **HEALTH DIVISION REVOKES LICENSE OF RESIDENTIAL FACILITY FOR GROUPS FOR FAILURE TO GIVE RESIDENTS PRESCRIBED MEDICATIONS**

*Carson City* – The Nevada State Health Division's Bureau of Health Care Quality and Compliance revoked the license of Chancellor Gardens of the Lakes, finding that residents of the facility were not safe.

The Bureau of Health Care Quality and Compliance conducted a complaint investigation at Chancellor Gardens of the Lakes from September 19, 2009 to September 24, 2009 as a result of a complaint alleging that residents were not receiving their medications. At that time, an immediate jeopardy situation was declared due to missing resident medications. A Plan of Corrective Action was submitted to the Bureau by Chancellor Gardens of the Lakes on September 24, 2009, which indicated that resident medications would be available at all times.

The Bureau of Health Care Quality and Compliance received a second complaint and conducted another complaint investigation on October 20, 2009 through November 2, 2009. The Bureau again identified deficiencies involving missing resident medications and discovered that three residents had been hospitalized as a result. Another immediate jeopardy situation was declared by the Bureau. A Plan of Corrective Action was submitted by Chancellor Gardens of the Lakes which again indicated that resident medications would be available at all times. After the second complaint, and due to the repeated non-compliance, the Bureau imposed a verbal ban on admissions. A written notice was delivered to the facility on November 8, 2009. Chancellor Gardens of the Lakes did not appeal the ban on admissions.

An additional investigation was conducted on November 18, 2009 and November 19, 2009, in which the Bureau again identified deficiencies involving missing resident medications. The Bureau found that the facility was neglecting the medical needs of the residents and that the residents were not safe because the facility was unable to ensure that residents received their prescribed medications. On December 2, 2009, the Bureau hand-delivered a notice stating that they intend to revoke Chancellor Gardens of the Lakes' license to operate a residential facility for groups effective 11 days after receipt of the notice. Sanctions totaling \$9800.00 were also imposed for the following:

- Repeated deficiencies regarding failure to get mandatory tuberculosis testing of employees and residents.
- Repeated deficiencies for lack of supervision of residents in the memory care unit.

(MORE)



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- Repeated deficiencies for failure to administer medication as prescribed and failure to properly document the administration of medications.
- Sanitation issues in the facilities kitchen.
- Neglecting residents.
- Administrator's failure to provide oversight and direction to staff.

The facility will continue to be monitored by representatives of the Aging and Disability Services Division of the Department of Health and Human Services as it undergoes the appeal process.

The Nevada State Health Division's Bureau of Health Care Quality and Compliance protects the safety and welfare of the public through the promotion and advocacy of quality health care through licensing, regulation, enforcement and education. This mission is accomplished through the Bureau's two sections: Licensure and Certification, which regulates facilities such as nursing homes, assisted living facilities, group homes, hospitals, ambulatory surgery centers and laboratories; and Radiological Health, which evaluates and responds to hazards from sources of ionizing radiation such as X-ray machines, sources of radiation to treat cancer and mammography units.

For health facilities, more than 900 surveys are conducted each year of Nevada's licensees. More information about the Bureau may be found at: <http://health.nv.gov/>

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