

California Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  CA060000011	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  C 09/23/2022
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NAME OF PROVIDER OR SUPPLIER  FOUNTAIN VALLEY REGIONAL HOSPITAL & M	STREET ADDRESS, CITY, STATE, ZIP CODE 17100 EUCLID STREET FOUNTAIN VALLEY, CA 92708
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
E 000	<p>Initial Comments</p> <p>The following reflects the findings of the California Department of Public Health during the investigation of COMPLAINT Number: CA00797380.</p> <p>Inspection was limited to the specific complaint investigated and did not represent the findings of a full inspection of the facility.</p> <p>Representing the California Department of Public Health: Surveyor 37722, HFEN.</p> <p>THE DEPARTMENT WAS ABLE TO PARTIALLY SUBSTANTIATE THE COMPLAINT ALLEGATION(S). FINDINGS WERE CITED AT E306, E307, and E308.</p> <p>GLOSSARY OF ABBREVIATIONS AND DEFINITIONS:</p> <p>DOU: direct observation unit, or step down unit ICU: intensive care unit P&amp;P: policy and procedures RN: Registered Nurse Telemetry unit: a unit organized, operated, and maintained to provide care for and continuous heart monitoring of patients</p>	E 000		
E 306	<p>T22 DIV5 CH1 ART3-70217(a)(9) Nursing Service Staff</p> <p>(9) The licensed nurse-to-patient ratio in a step-down unit shall be 1:4 or fewer at all times. Commencing January 1, 2008, the licensed nurse-to-patient ratio in a step-down unit shall be 1:3 or fewer at all times. A "step down unit" is defined as a unit which is organized, operated, and maintained to provide for the monitoring and care of patients with moderate or potentially</p>	E 306		

Licensing and Certification Division  
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*[Handwritten Signature]* TITLE 10-17-22 (X6) DATE

Accepted POC; 11/8/22; 29558

California Department of Public Health

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E 306	<p>Continued From page 1</p> <p>severe physiologic instability requiring technical support but not necessarily artificial life support. Step-down patients are those patients who require less care than intensive care, but more than that which is available from medical/surgical care. "Artificial life support" is defined as a system that uses medical technology to aid, support, or replace a vital function of the body that has been seriously damaged. "Technical support" is defined as specialized equipment and/or personnel providing for invasive monitoring, telemetry, or mechanical ventilation, for the immediate amelioration or remediation of severe pathology.</p> <p>This Statute is not met as evidenced by: The above regulation was NOT MET as evidenced by:</p> <p>Based on interview and record review, the hospital failed to ensure the licensed nurse-to-patient ratio in the step-down unit or DOU was maintained as required.</p> <p>Findings:</p> <p>Review of the hospital's P&amp;P titled Plan for the Provision of Patient Care and Services dated 7/23/21, showed the nursing division is committed to ensuring adequate staffing to meet the needs of patients and their families. Staffing is performed using staffing guidelines established from historical data that includes acuity information and activity logs. The daily and shift staffing are adjusted based on assessment of patient acuity and staffing guidelines; and staffing will at a minimum comply with the State of California mandated nurse-to-patient ratios.</p>	E 306		
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E 306	<p>Continued From page 2</p> <p>On 8/18/22, review of the DOU staffing assignment reports was initiated. The following was identified:</p> <ul style="list-style-type: none"> <li>- On 7/20/22 day shift (or from 0700 to 1900 hours), one RN had a 1:4 nurse-to-patient ratio for four hours during their 12 hours shift.</li> <li>- On 7/31/22 day shift, two RNs had 1:4 licensed nurse-to-patient ratio for the 12-hour shift.</li> <li>- On 8/7/22 day shift, all the RN staff had 1:4 licensed nurse-to-patient ratio for the 12-hour shift.</li> <li>- On 8/15/22 day shift, three RNs had 1:4 licensed nurse-to-patient ratio for two hours during their 12-hour shift.</li> <li>- On 8/24/22 day shift, four RNs had 1:4 licensed nurse-to-patient ratio for four to 10 hours during their 12-hour shift.</li> <li>- On 8/28/22 day shift, one RN had a 1:5 licensed nurse-to-patient ratio, including patients with telemetry level of care for the entire 12-hour shift.</li> </ul> <p>On 8/31/22 at 1130 hours, an interview was conducted with the Director of ICU/DOU. The Director of ICU/DOU verified the DOU staffing was out of ratio on 7/20, 7/31, 8/7, 8/15, 8/24, and 8/28/22 due to multiple sick calls on the same day.</p>	E 306		
E 307	<p>T22 DIV5 CH1 ART3-70217(a)(10) Nursing Service Staff</p> <p>(10) The licensed nurse-to-patient ratio in a</p>	E 307		

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E 307	<p>Continued From page 3</p> <p>telemetry unit shall be 1:5 or fewer at all times. Commencing January 1, 2008, the licensed nurse-to-patient ratio in a telemetry unit shall be 1:4 or fewer at all times. "Telemetry unit" is defined as a unit organized, operated, and maintained to provide care for and continuous cardiac monitoring of patients in a stable condition, having or suspected of having a cardiac condition or a disease requiring the electronic monitoring, recording, retrieval, and display of cardiac electrical signals. "Telemetry unit" as defined in these regulations does not include fetal monitoring nor fetal surveillance.</p> <p>This Statute is not met as evidenced by: The above regulation was NOT MET as evidenced by:</p> <p>Based on interview and record review, the hospital failed to ensure the licensed nurse-to-patient ratio in the medical/surgical/telemetry unit(s) were maintained as required.</p> <p>Findings:</p> <p>Review of the hospital's P&amp;P titled Plan for the Provision of Patient Care and Services dated 7/23/21, showed the nursing division is committed to ensuring adequate staffing to meet the needs of patients and their families. Staffing is performed using staffing guidelines established from historical data that includes acuity information, and activity logs. The daily and shift staffing are adjusted based on assessment of patient acuity and staffing guidelines; and staffing will at minimum comply with the State of California mandated nurse-to-patient ratios.</p>	E 307		
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E 307	<p>Continued From page 4</p> <p>* Review of the medical/surgical/telemetry unit 3 East staff assignments dated 7/5/22 night shift, showed all RN staff were assigned five patients each during this shift instead of a 1:4 licensed nurse-to-patient ratio.</p> <p>* Review of the medical/surgical/telemetry unit 4 staff assignments dated 7/20/22 day shift, showed two RN staff were assigned five patients each during the shift instead of a 1:4 licensed nurse-to-patient ratio.</p> <p>* Review of the medical/surgical/telemetry unit staff assignments dated 8/3/22 day shift, showed two RN staff were assigned five patients each during the shift instead of a 1:4 licensed nurse-to-patient ratio.</p> <p>* Review of the medical/surgical/telemetry unit 4 staff assignments, dated 8/15/22 day shift, showed several RN staff were assigned five patients each during the shift instead of the 1:4 licensed nurse-to-patient ratio due to a sick call and one RN staff was going home sick.</p> <p>On 8/18/22 at 1500 hours, an interview with the Quality Manager was conducted. The Quality Manager verified the medical/surgical/telemetry staffing was out of ratio during the various dates and shifts due to sick calls, no shows, and RN staff leaving work due to illness.</p>	E 307		
E 308	<p>T22 DIV5 CH1 ART3-70217(a)(11) Nursing Service Staff</p> <p>(11) The licensed nurse-to-patient ratio in medical/surgical care units shall be 1:6 or fewer at all times. Commencing January 1, 2005, the licensed nurse-to-patient ratio in medical/surgical</p>	E 308		

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E 308	<p>Continued From page 5</p> <p>care units shall be 1:5 or fewer at all times. A medical/surgical unit is a unit with beds classified as medical/surgical in which patients, who require less care than that which is available in intensive care units, step-down units, or specialty care units receive 24 hour inpatient general medical services, post-surgical services, or both general medical and post-surgical services. These units may include mixed patient populations of diverse diagnoses and diverse age groups who require care appropriate to a medical/surgical unit.</p> <p>This Statute is not met as evidenced by: The above regulation was NOT MET as evidenced by:</p> <p>Based on interview and record review, the hospital failed to ensure the licensed nurse-to-patient ratio in the medical/surgical unit was maintained as required.</p> <p>Findings:</p> <p>Review of the hospital's P&amp;P titled Plan for the Provision of Patient Care and Services dated 7/23/21, showed the nursing division is committed to ensuring adequate staffing to meet the needs of patients and their families. Staffing is performed using staffing guidelines established from historical data that includes acuity information, and activity logs. The daily and shift staffing are adjusted based on assessment of patient acuity and staffing guidelines; and staffing will at minimum comply with the State of California mandated nurse-to-patient ratios.</p> <p>On 8/31/22, a review of the medical/surgical staffing assignment report was initiated. The</p>	E 308		
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E 308	<p>Continued From page 6</p> <p>following was identified:</p> <p>- On 8/22/22 night shift, six RNs had a 1:6 licensed nurse-to-patient ratio for eight hours of the 12 hour shift.</p> <p>On 8/31/22 at 1100 hours, an interview was conducted with the Quality Manager. The Quality Manager verified the Medical Surgical Unit staffing was out of ratio on 8/22/22 for eight hours due to multiple sick calls.</p>	E 308		
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# Fountain Valley Regional

HOSPITAL & MEDICAL CENTER

17100 Euclid St., Fountain Valley, CA 92708  
www.fountainvalleyhospital.com

## **Event: CA00797380**

The plan of correction is prepared in compliance with state regulations and is intended as Fountain Valley Regional Hospital and Medical Center's evidence of compliance. The submission of the plan of correction is not an admission by the facility that it agrees that the citations are correct or that it violated the law.

## **Organization Minutes:**

The confidential and privileged minutes are being retained at the facility for agency review and verification upon request.

## **Exhibits:**

All exhibits including revisions to Medical Staff Bylaws, reviewed/revised or promulgated policies and procedures, documentation of staff and medical staff training/education are retained at the facility for agency review and verification upon request.

## **Plan of Correction:**

### **Tag E306**

## **Policies & Procedures:**

The Chief Nursing Officer and the Nursing Directors reviewed policy and procedures titled Plan for the Provision of Patient Care and Services and Nurse Staffing Plan with no changes.

The Directors of Nursing reviewed Title 22 California Code of Regulations in regards to staffing requirements with unit managers.

Completion Date: 10/12/2022

## **Other Corrective Actions:**

The Chief Nursing Officer and the Nursing Directors reviewed Title 22 California Code of Regulations in regard to staffing requirements with unit managers.

- Proactive review and management of nursing schedules to maximize staffing:
  - Chief Nursing Officer, Directors, and Staffing Manager complete a twice weekly look ahead of staffing needs based on current census/acuity for all Nursing units.
  - Directors/Managers balance schedules, managing sick calls, ensuring appropriate leave of absence follow-up, managers in care when possible and after exhausting all efforts to obtain safe staffing.
  - Calls are made in advance of shifts and throughout the day/night.
  - Mass notifications to all RNs through our messaging center- Everbridge with shifts available
  - Bonuses are offered as needed for critically short shifts if normal balancing and asking staff to work additional shifts is not effective
- Continue arrangements with Traveler Agencies for 13-week traveler Nurses
- Pulling staff from other departments and redirecting staff from non-clinical activities to direct patient care needs:





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- Floating resource Nurses from other units/departments to act as resources to department facing staffing challenges
- Redirected the transport RNS to CCU and DOU to act as resource Nurses between transport calls
- Recruitment and Retention Efforts
  - Increasing pool of applicant RNs by allowing Associate in Science in Nursing (ASN) Nurses to be hired
  - Sign on bonuses was increased
  - Referral bonuses was increased
  - Increased number of recruitment events and advertising
  - Continued recruitment of key leadership
- Review elective procedure admissions by CNO and COO
- Consider acceptance of patient volume via direct admissions by the CNO/AOC
- Operationalizing Surge Plan and possibly closing transfer center

Completion Date: 10/14/2022

### **Education & Training:**

The Chief Nursing Officer and the Nursing Directors reviewed Title 22 California Code of Regulations and the Plan for the Provision of Patient Care and Services with the management staff, with emphasis on maintaining the patient ratio for DOU as well as ensuring nurse patient ratio is maintained during staff break coverage per Title 22. (Staff Huddles)

Completion Date: 10/14/2022

### **Monitoring:**

The Nursing Directors or their designee will monitor nurse patient ratio and break coverage every shift to ensure ratio is compliant with Title 22 California Code of Regulations with 100% compliance, if unable, all efforts/attempts to maintain ratio will be documented. Any areas of concern/shortages are immediately reported up to Nursing Leadership for review and action as required.

The results of the audits will be reported to Nursing Leadership, Quality Patient Care Committee and Medical Executive Committee at least quarterly as part of the performance improvement plan.

### **Responsible Personnel:**

Chief Nursing Officer

### **Tag E307**

### **Policies & Procedures:**

The Chief Nursing Officer and the Nursing Directors reviewed policy and procedures titled Plan for the Provision of Patient Care and Services and Nurse Staffing Plan with no changes.

The Directors of Nursing reviewed Title 22 California Code of Regulations in regards to staffing requirements with unit managers.



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Completion Date: 10/12/2022

## **Other Corrective Actions:**

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- Continue arrangements with Traveler Agencies for 13-week traveler Nurses
- Pulling staff from other departments and redirecting staff from non-clinical activities to direct patient care needs:
  - Floating resource Nurses from other units/departments to act as resources to department facing staffing challenges
  - Redirected the transport RNS to CCU and DOU to act as resource Nurses between transport calls
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Completion Date: 10/14/2022

## **Education & Training:**

The Chief Nursing Officer and the Nursing Directors reviewed Title 22 California Code of Regulations and the Plan for the Provision of Patient Care and Services with the management staff, with emphasis on maintaining the patient ratio for Medical/Surgical/Telemetry Unit as well as ensuring nurse patient ratio is maintained during staff break coverage per Title 22. (Staff Huddles)



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The results of the audits will be reported to Nursing Leadership, Quality Patient Care Committee and Medical Executive Committee at least quarterly as part of the performance improvement plan.

## **Responsible Personnel:**

Chief Nursing Officer

## **Tag E308**

## **Policies & Procedures:**

The Chief Nursing Officer and the Nursing Directors reviewed policy and procedures titled Plan for the Provision of Patient Care and Services and Nurse Staffing Plan with no changes.

The Directors of Nursing reviewed Title 22 California Code of Regulations in regards to staffing requirements with unit managers.

Completion Date: 10/12/2022

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### **Education & Training:**

The Chief Nursing Officer and the Nursing Directors reviewed Title 22 California Code of Regulations and the Plan for the Provision of Patient Care and Services with the management staff, with emphasis on maintaining the patient ratio for Medical/Surgical Unit as well as ensuring nurse patient ratio is maintained during staff break coverage per Title 22. (Staff Huddles)

Completion Date: 10/14/2022

### **Monitoring:**

The Nursing Directors or their designee will monitor nurse patient ratio and break coverage every shift to ensure ratio is compliant with Title 22 California Code of Regulations with 100% compliance, if unable, all efforts/attempts to maintain ratio will be documented. Any areas of concern/shortages are immediately reported up to Nursing Leadership for review and action as required.

The results of the audits will be reported to Nursing Leadership, Quality Patient Care Committee and Medical Executive Committee at least quarterly as part of the performance improvement plan.

### **Responsible Personnel:**

Chief Nursing Officer

### **Disciplinary Action:**

Noncompliance with corrective action by hospital staff will result in immediate remediation and the proper disciplinary action in accordance with the hospital's Human Resources Policies and Procedures.