

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 04/30/2020  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>315453</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>02/12/2020</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COMPLETE CARE AT SHORROCK HAVEN</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>75 OLD TOMS RIVER ROAD BRICK, NJ 08723</b>
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F 000	INITIAL COMMENTS	F 000		
F 676 SS=D	<p>COMPLAINT # NJ 130839, NJ 131957, NJ 132535</p> <p>CENSUS: 145</p> <p>SAMPLE SIZE: 5</p> <p>Activities Daily Living (ADLs)/Mntn Abilities CFR(s): 483.24(a)(1)(b)(1)-(5)(i)-(iii)</p> <p>§483.24(a) Based on the comprehensive assessment of a resident and consistent with the resident's needs and choices, the facility must provide the necessary care and services to ensure that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that such diminution was unavoidable. This includes the facility ensuring that:</p> <p>§483.24(a)(1) A resident is given the appropriate treatment and services to maintain or improve his or her ability to carry out the activities of daily living, including those specified in paragraph (b) of this section ...</p> <p>§483.24(b) Activities of daily living. The facility must provide care and services in accordance with paragraph (a) for the following activities of daily living:</p> <p>§483.24(b)(1) Hygiene -bathing, dressing, grooming, and oral care,</p> <p>§483.24(b)(2) Mobility-transfer and ambulation, including walking,</p> <p>§483.24(b)(3) Elimination-toileting,</p>	F 676		3/20/20

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  Electronically Signed	TITLE	(X6) DATE  03/04/2020
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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.

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F 676	<p>Continued From page 1</p> <p>§483.24(b)(4) Dining-eating, including meals and snacks,</p> <p>§483.24(b)(5) Communication, including</p> <p>(i) Speech,</p> <p>(ii) Language,</p> <p>(iii) Other functional communication systems.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>COMPLAINT #: NJ 131957</p> <p>Based on observation, interviews, Medical Record (MR) review, and review of other pertinent facility documents on 2/11/2020 and 2/12/2020, it was determined that the facility failed to provide restorative nursing services to 1 of 5 sampled residents (Resident #1). This deficient practice is evidenced by the following:</p> <p>1. According to the "Admission Record" (AR) Resident #1 was admitted to the Facility on [REDACTED], with diagnoses which included but were not limited to: [REDACTED]</p> <p>According to the Minimum Data Set (MDS), an assessment tool dated [REDACTED], Resident #1 had a Brief Interview for Mental Status (BIMS) score of [REDACTED]. The MDS also indicated that this resident required extensive assistance for Activities of Daily Living (ADLs).</p> <p>Review of Resident #1's Care Plan (CP) with a date initiated of 11/14/2019, under "Focus" was the following: I exhibit increased difficulty with</p>	F 676	<p>1)Yes, Resident #1 was affected by the deficient practice as she failed to receive Restorative Nursing Program for 17 days due to a breakdown in communication between Therapy and Nursing Department when Resident #1 was discharged from therapy to RNP.</p> <p>2)All residents coming off therapy being discharged to RNP have the potential to be affected by the deficient practice.</p> <p>3)Upon discharge from therapy, the therapist will immediately notify the ADON as well as the DON. ADON will then put the orders into the software program task list. Therapy Director will in-service therapy staff on submitting discharge orders for RNP as soon as possible. Education completed 3/4/2020.</p> <p>4)DON or Designee will monitor ADON placement of task orders for RNP into software program daily for the first 4 weeks then monthly for 3 months to ensure discharge orders are inputted and communicated timely. Results of these audits will be reviewed by the Quality Assurance Committee quarterly at the QAPI meeting.</p>		

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F 676	<p>Continued From page 2</p> <p>bed mobility, transfers, gait, and maintaining balance secondary to a recent hospitalization. Under "Goal" was the following: I will exhibit increased independence with all functional mobility performance prior to discharge. Under "Interventions" was the following: I will participate in skilled Physical Therapy... for gait training....</p> <p>Review of the Facility document titled "Physical Therapy Discharge Summary" with a "Start of Care" date of 11/14/2019, revealed documentation by the Physical Therapist that Resident #1 has been on Physical Therapy from 11/14/2019 to 12/19/2019. When the resident was discharged from Physical Therapy on 12/19/2019, the Physical Therapist documented under discharge Reason: "Maximum Potential Achieved, referred for RNP (Restorative Nursing Program)."</p> <p>In addition, under "Discharge Status and Recommendations," the Physical Therapist documented; RNP/FMP (Functional Maintenance Program): To facilitate patient maintaining current level of performance and in order to prevent decline, development of and instruction in the following RNPs has been completed with the IDT (Interdisciplinary Team)....</p> <p>During an interview on 2/11/2020 at 12:36 p.m., the Restorative Aide (RA) reported she is notified the resident is on the RNP after the Physical Therapist notifies the nursing staff with a written recommendation when they are discharged from physical therapy. The nursing staff inputs the recommendation into the computer for the RA. In addition, the RA reported she never was given any recommendation for Resident #1 to start RNP.</p>	F 676			

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F 676	<p>Continued From page 3</p> <p>Review of the Facility document titled "Restorative Nursing Instruction Form" revealed the PT completed the form on 12/27/2019 for Resident #1.</p> <p>Review of the Facility document titled "Edit Task" showed a "Date Initiated" of 1/7/2020, by the ADON for Ambulation and ROM (range of motion exercises) for Resident #1.</p> <p>During a post survey interview on 2/13/2020 at 10:07 a.m., the PT reported, the resident was put on the RNP after Physical Therapy was completed on 12/19/2019, and the nursing staff was notified of the RNP recommendations.</p> <p>During a post survey interview on 2/13/2020 at 10:31 a.m., the UM reported if the resident was getting restorative care there would be a treatment card that show the CNA walked or exercised the resident however, the UM was unable to locate a card on Resident #1 showing restorative care was done between the dates of 12/19/2019 to 1/5/2020.</p> <p>During a post survey interview on 2/13/2020 at 1:22 p.m., the Unit Manager (UM) reported after investigating the issue, she found that Resident #1 was discharged from PT on 12/19/2019, the PT did not complete the Restorative Nursing Instruction Form until 12/27/2019, with the recommendation for Restorative care. The Assistant Director of Nursing (ADON) did not put the task into the computer for the staff until 1/7/2020. The resident had restarted PT on 1/5/2020.</p> <p>Review of the Facility's Policy titled "Restorative</p>	F 676			

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F 676	Continued From page 4 Nursing Services" with an adopted date of 11/2018, a revised date of July 2017, and updated on 10/201, included under "Policy Statement;" Residents will receive restorative nursing care as needed to help promote optimal safety and independence. Under "Policy Interpretation and Implementation" section #2; Residents may be started on a restorative nursing program upon admission, during the course of stay or when discharged from rehabilitative care.  N.J.A.C. 8:39-27.1(a)	F 676			