New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED
	060307		03/31/2022

NAME OF PROVIDER OR SUPPLIER
PALACE REHABILITATION AND CARE CENTER, THE

STREET ADDRESS, CITY, STATE, ZIP CODE
315 WEST MILL ROAD
MAPLE SHADE, NJ 08052

(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
S 000	Initial Comments The facility is not in compliance with the Standards in the New Jersey Administrative Code, Chapter 8:39, Standards for Licensure of Long Term Care Facilities. The facility must submit a plan of correction, including a completion date, for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with the Provisions of the New Jersey Administrative Code, Title 8, Chapter 43E, Enforcement of Licensure Regulations.	S 000		
S 560	8:39-5.1(a) Mandatory Access to Care (a) The facility shall comply with applicable Federal, State, and local laws, rules, and regulations. This REQUIREMENT is not met as evidenced by: Based on interviews, and review of pertinent facility documentation, it was determined that the facility failed to a.) maintain the required minimum direct care staff-to-resident ratios for the day shift and b.) provide that no fewer than half of all staff members shall be Certified Nursing Assistants (CNA) on the overnight shifts as mandated by the State of New Jersey. This was evident for 11 of 14 day shifts reviewed and for 11 of 14 evening shifts reviewed. Findings include: Reference: New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, "Compliance with N.J.S.A. (New Jersey Statutes Annotated) 30:13-18, new minimum staffing requirements for nursing homes," indicated the New Jersey	S 560	It is the practice of maintain the required minimum direct care staff-to-resident ratios as mandated by the State of New Jersey. Element 1 1.The facility leadership team has met on an on-going basis and will continue to identify staffing challenges and areas of improvement for certified nursing assistants (C.N.A.). We have contract with new staff agencies We continue to post on employment boards. Job fairs scheduled Element 2	5/5/22

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Electronically Signed
TITLE
(X6) DATE: 04/22/22

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S 560	Continued From page 1 Governor signed into law P.L. 2020 c 112, codified at N.J.S.A. 30:13-18 (the Act), which established minimum staffing requirements in nursing homes. "Direct care staff member" means any registered professional nurse, licensed practical nurse, or certified nurse aide who is acting in accordance with that individual's authorized scope of practice and pursuant to documented employee time schedules. The following ratio(s) were effective on 02/01/2021: One CNA to every eight residents for the day shift. One direct care staff member to every 10 residents for the evening shift, provided that no fewer than half of all staff members shall be CNAs, and each direct staff member shall be signed in to work as a CNA and shall perform nurse aide duties: and One direct care staff member to every 14 residents for the night shift, provided that each direct care staff member shall sign in to work as a CNA and perform CNA duties. As per the "Nurse Staffing Report" completed by the facility for the weeks of 02/27/22-03/05/22 and 03/06/22-03/12/22, the staffing-to-resident ratios that did not meet the minimum requirement of 1 CNA to 8 residents for the day shift are documented below: -02/27/22 had 18 CNAs for 159 residents on the day shift, requires 20 CNAs. -03/02/22 had 18 CNAs for 158 residents on the day shift, required 20 CNAs. -03/03/22 had 16 CNAs for 158 residents on the day shift, required 20 CNAs. -03/04/22 had 16 CNAs for 160 residents on the	S 560	Residents have the potential to be affected. Element 3 Measures a)The facility has implemented a significant above market rate for C.N.A b)Recruitment continues to be a focus and interviews are conducted timely and contingency offers are made the same day as the interview. Our onboarding process is being expedited with the Human Resources department team. c)Additional agencies have been explored and added to continue to support open positions. Element 4. Monitoring a)The Director of Nursing (DON) and/or Assistant Director of Nursing reviews staffing daily and coordinates with the staffing coordinator the needs of the center. The DON will audit call outs and staffing ratios weekly related to C.N.A. staff members and summarize for the Administrator. b)The results of these audits will be submitted weekly by the DON to Quality Assurance and Performance Improvement (QAPI) committee for a period of one month, then twice monthly for two months for further review and revision if needed to the plan.	

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S 560	Continued From page 2 day shift, required 20 CNAs. -03/05/22 had 16 CNAs for 158 residents on the day shift, required 20 CNAs. -03/06/22 had 16 CNAs for 158 residents on the day shift, required 20 CNAs. -03/07/22 had 17 CNAs for 158 residents on the day shift, required 20 CNAs. -03/08/22 had 16 CNAs for 158 residents on the day shift, required 20 CNAs. -03/09/22 had 19 CNAs for 158 residents on the day shift, required 20 CNAs. -03/11/22 had 19 CNAs for 158 residents on the day shift, required 20 CNAs. -03/12/22 had 17 CNAs for 158 residents on the day shift, required 20 CNAs. As per the "Nurse Staffing Report" completed by the facility for the weeks of 02/27/22-03/05/22 and 03/06/22-03/12/22, the staffing-to-resident ratios that did not meet the minimum requirement of no fewer than half of all staff members shall be CNAs on the overnight shift: -02/28/22 had 10 total staff for 158 residents on the overnight shift, required 12 total staff. -03/01/22 had 9 total staff for 158 residents on the overnight shift, required 12 total staff. -03/02/22 had 11 total staff for 158 residents on the overnight shift, required 12 total staff. -03/03/22 had 10 total staff for 158 residents on the overnight shift, required 12 total staff. -03/05/22 had 11 total staff for 158 residents on the overnight shift, required 12 total staff. -03/06/22 had 10 total staff for 158 residents on the overnight shift, required 12 total staff. -03/08/22 had 11 total staff for 158 residents on the overnight shift, required 12 total staff. -03/09/22 had 11 total staff for 158 residents on the overnight shift, required 12 total staff.	S 560		

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S 560	Continued From page 3 -03/10/22 had 9 total staff for 158 residents on the overnight shift, required 12 total staff. -03/11/22 had 10 total staff for 158 residents on the overnight shift, required 12 total staff. -03/12/22 had 11 total staff for 158 residents on the overnight shift, required 12 total staff. During an interview with the surveyor on 03/25/22 at 12:35 PM, the Administrator stated that in order to increase staffing, the facility placed ads on a hiring website, contacted nurse staffing agencies who are also short of staff, and offered bonus incentives to staff. During an interview with the surveyor on 03/25/22 at 01:52 PM, the Staffing Coordinator stated that on days, she usually scheduled 7 CNAs for each unit; on evenings, she usually scheduled 5 CNAs for each unit; and on nights, she usually scheduled 3 CNAs for the A and C Units and 4 CNAs for B Unit. The Staffing Coordinator stated that the required staff ratios are 1-8 on days, 1-10 on evenings and 1-15 on nights; and if staff call out, I beg the staff to stay overtime and contact the agency staffing. The Staffing Coordinator further stated that she meets "par levels basically." NJAC 8:39-5.1(a)	S 560		