

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

PRINTED: 10/29/2021  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>315219</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b>  <b>08/31/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COMPLETE CARE AT VOORHEES, LLC</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>3001 EVESHAM ROAD</b> <b>VOORHEES, NJ 08043</b>
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F 000	INITIAL COMMENTS  Complaint #: NJ145582; NJ145092; NJ144948; NJ143963 and NJ143563 Census: 114 Sample Size: 7  The facility is not in compliance with the requirements of 42 CFR Part 483, Subpart B, for Long Term Care Facilities based on this complaint survey.	F 000		
F 602 SS=E	Free from Misappropriation/Exploitation CFR(s): 483.12  §483.12 The resident has the right to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this subpart. This includes but is not limited to freedom from corporal punishment, involuntary seclusion and any physical or chemical restraint not required to treat the resident's medical symptoms. This REQUIREMENT is not met as evidenced by: Complaint Intake NJ145092  Based on record review and interviews, it was determined that the facility failed to keep residents free from misappropriation of property for two (Residents #4 and #5) of seven residents reviewed for misappropriation of property. Specifically, the facility failed to obtain consent of the resident's responsible party to spend money from the Personal Needs Allowance (PNA) accounts on behalf of the resident.  Findings included:  Reference: According to American Council on Aging publication on COVID-19 Stimulus Checks'	F 602	The family of resident #4 and resident #5 were notified by the current company's administration that the money spent from the residents' PNA (Personal Needs Account) without their consents will be reimbursed appropriately in resident #5 PNA account and via check to resident #4 POA. (The facility's current ownership, who took over management of operations on 4/1/2021, will follow up with the prior ownership to obtain repayment so as not to delay reimbursement to the residents' accounts) No residents were harmed. All residents who have a PNA (Personal Needs Account) have the potential to be	9/27/21

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  Electronically Signed	TITLE	(X6) DATE  09/23/2021
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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 602	<p>Continued From page 1</p> <p>Impact on Medicaid Eligibility last updated on 01/07/2021 and accessed on 08/31/2021 at <a href="https://www.medicaidplanningassistance.org/covid-19-stimulus-checks-impact/">https://www.medicaidplanningassistance.org/covid-19-stimulus-checks-impact/</a>, " ...Stimulus checks do not count as income, and therefore do not impact Medicaid beneficiaries or applicants. However, should the stimulus money not be spent within 12 months, it will be counted as an asset, and therefore could impact eligibility in the year ahead."</p> <p>1. Resident #4 was admitted to the facility on [REDACTED]. According to [REDACTED] computerized physician orders, diagnoses included [REDACTED]</p> <p>[REDACTED]</p> <p>The 04/06/2021 quarterly Minimum Data Set (MDS) revealed the resident was [REDACTED] impaired as indicated by a Brief Interview for Mental Status (BIMS) score of [REDACTED]. The resident required two-person physical assistance for bed mobility and transfers. The resident required one-person physical assistance for locomotion, dressing, eating, toilet use, and personal hygiene.</p> <p>A review of Resident #4's Personal Needs Allowance (PNA) account revealed that, on [REDACTED] and [REDACTED] respectively, two purchases were made from an apparel company on behalf of the resident, which recorded purchases of [REDACTED] for the two identified days. A review of the resident's medical record revealed no documentation that the facility sought or obtained the consent of the resident's</p>	F 602	<p>affected. The PNA accounts of these residents are being reviewed to ensure that no one else was affected. Business Office Manager (BOM) and Social Workers were in-serviced on the current company's policy regarding management of Residents' PNA Accounts. Emphasized that it is imperative to obtain resident's consent (or resident(s) POA/Responsible Party consent, if resident is unable to give consent) prior to spending any money from the resident's PNA account. Business Office Manager was educated on updates regarding the Impact of COVID-19 Stimulus Checks on Medicaid Eligibility. The Business Office Manager or designee will audit 5 Medicaid residents per month X6 months to ensure that resident's consent (or resident(s) POA/Responsible Party if resident is unable to give consent) is obtained prior to spending any money from the resident's PNA account. All findings will be reported and reviewed monthly to the QAPI committee to ensure ongoing compliance for the next 4 quarters.</p>		

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F 602	<p>Continued From page 2</p> <p>responsible party to spend money on behalf of the resident.</p> <p>2. Resident #5 was admitted to the facility on [REDACTED] According to the [REDACTED] computerized physician orders, the resident's diagnoses included [REDACTED] and [REDACTED]. The [REDACTED] quarterly MDS revealed the resident had severe cognitive impairment as indicated by a Brief Interview for Mental Status (BIMS) score of [REDACTED]. The resident required one-person physical assistance with personal hygiene. The resident required set-up assistance to eat and dress.</p> <p>A review of Resident #5's Personal Needs Allowance (PNA) account revealed that, on [REDACTED], purchases were made from a company on behalf of the resident totaling [REDACTED]. A review of the resident's medical record revealed no documentation that the facility sought or obtained the consent of the resident's responsible party to spend money on behalf of the resident.</p> <p>On 08/31/2021 at 4:19 PM, the Business Office Manager (BOM) stated most residents had direct deposit PNA accounts. She said some of the residents who had Social Security checks directed into the accounts were entitled to keep [REDACTED] dollars for their personal use each month. Per the BOM, the same group of residents were the ones who received their stimulus checks deposited directly into their accounts. She reported if a resident did not spend their monthly [REDACTED], it accumulated in the resident's PNA account. According to the BOM, the residents' PNA account balances were not to exceed [REDACTED]. She noted the facility used software to monitor the accounts and identified that the</p>	F 602		

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F 602	<p>Continued From page 3</p> <p>software automatically populated and listed the residents who were closing in on the [REDACTED] limit. She said the software generated a letter which advised residents or residents' representatives on the need to "spend down" in order to maintain Medicaid eligibility. The BOM stated when residents received their stimulus checks, most residents' PNA balances rose over [REDACTED]. She said the facility did not obtain clarification about the fact that the stimulus checks did not affect residents' continued eligibility for Medicaid at the time. She acknowledged that the facility, after receiving clarification that the stimulus check amount would not count as income to the residents, still mandated that excess money in the residents' accounts be spent down for fear that the residents might lose their Medicaid eligibility. The BOM acknowledged that Resident #4's responsible party did not authorize the facility to spend the resident's PNA money in the amount of [REDACTED] on clothing.</p> <p>On 08/31/2021 at 4:33 PM, the social service director (SSD), the Director of Nursing (DON), and the Nursing Home Administrator (NHA) were interviewed jointly. They said they recently assumed management of the facility a couple of weeks prior to the survey. Specifically, they said the facility was recently sold over to another company, resulting in the old administration being laid off. The NHA said that the issue with prior management's failure to comply with stimulus check guidance, specifically that stimulus money did not count as income to residents, had since been identified and corrected. However, she acknowledged that current management "inherited" the past as well as the future of the facility since it took over.</p> <p>On 08/31/2021 at 4:48 PM, a follow-up interview</p>	F 602			

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F 602	<p>Continued From page 4</p> <p>was conducted with the BOM. She acknowledged that, just as in the case of Resident #4, the facility knew that the stimulus money did not count as income for Resident #5 but still spent down the money without approval from the resident's responsible party.</p> <p>The current company's Management Policy was provided by the NHA on 08/31/2021 at 4:53 PM. The policy read, in part, "Residents of this facility have the right to manage their personal financial affairs; additionally, they have the right to an account for their personal funds and/or monthly Personal Needs Allowance (PNA). It is the policy of this facility that our residents' rights concerning PNA and personal funds/PNA accounts will be in accordance with State and Federal regulations, as well as applicable law."</p> <p>New Jersey Administrative Code § 8:39-4.1(a)7</p>	F 602		