

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 030301	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/11/2021
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NAME OF PROVIDER OR SUPPLIER RIVERVIEW ESTATES REHAB AND SENIOR LI	STREET ADDRESS, CITY, STATE, ZIP CODE 303 BANK AVE RIVERTON, NJ 08077
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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
S 000	Initial Comments THE FACILITY WAS 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 facility document review, the facility failed to ensure staffing ratios were met for 10 of 42 shifts reviewed. There was no increase in the resident census for a period of nine consecutive shifts. This deficient practice had the potential to affect all residents. 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	1. Resident number 8,11,34,3,23,2,18,30,14,4,33,10,31,17 & 19 all have been affected by staffing shortages. A thorough analysis of staffing systems, schedules and resources was done by the Administrator, Director of Nursing, Human Resources Director and Staffing Coordinator. 2. All resident's have the potential to be affected by staffing shortages. 3. A thorough analysis of staffing systems, schedules and resources was done by the	9/10/21

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Electronically Signed	TITLE	(X6) DATE 08/29/21
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NAME OF PROVIDER OR SUPPLIER RIVERVIEW ESTATES REHAB AND SENIOR LI		STREET ADDRESS, CITY, STATE, ZIP CODE 303 BANK AVE RIVERTON, NJ 08077		
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S 560	<p>Continued From page 1</p> <p>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. The following ratio(s) were effective on 02/01/2021:</p> <p>One Certified Nurse Aide (CNA) to every eight residents for the day shift.</p> <p>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</p> <p>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.</p> <p>On 8/6/2021, the surveyor reviewed the facility provided Nursing Home Resident Care Staffing Report from the weeks of 7/18/2021 and 7/25/2021 which included the following staff to resident ratio for each shift:</p> <p>7/18/2021-(Census-34) Day Shift 1 CNA: 11.3 Residents 7/19/2021-(Census-34) Day Shift 1 CNA: 8.5 Residents 7/21/2021-(Census-35) Day Shift 1 CNA: 8.8 Residents 7/22/2021-(Census-36) Day Shift 1 CNA: 9.0 Residents 7/23/2021-(Census-36) Day Shift 1 CNA: 12.0 Residents 7/26/2021-(Census-34) Day Shift 1 CNA: 11.3 Residents</p>	S 560	<p>Administrator, Director of Nursing, Human Resource Director and Staffing Coordinator to determine the root cause of staffing shortages. A salary survey was completed as part of our analysis to ensure salaries are competitive. The salary survey revealed that the facility hiring rates for C.N.A's were not competitive. Based on the root cause analysis it was determined that non-competitive hiring rates combined with increased regulatory staffing ratios and the work force reduction due to COVID-19 pandemic are causing staffing shortages. The Director of Nursing has requested government assistance with staffing shortages via facility NHSN COVID 19 surveys.</p> <p>The facility has increased C.N.A. start rates to a competitive wage with additional monies paid for years of experience. All current C.N.A. pay rates have been increased based on new hire rates and years of experience to ensure staff retention. A job fair is scheduled. The Human Resource Director will continue to work with C.N.A. schools and unemployment to recruit C.N.A's. Open positions continue to be posted in the facility, on Indeed, Facebook. The Administrator will coordinate orientation and onboarding of C.N.A's on an as needed basis to expedite increased C.N.A. workforce. The Human Resource Director will continue to participate in Leading Age/Round Table Human Resource meetings to discuss staffing challenges, gain best practice information and solutions. The facility will continue to use Licensed Practical Nurses to perform</p>	

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NAME OF PROVIDER OR SUPPLIER RIVERVIEW ESTATES REHAB AND SENIOR LI	STREET ADDRESS, CITY, STATE, ZIP CODE 303 BANK AVE RIVERTON, NJ 08077
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S 560	<p>Continued From page 2</p> <p>7/27/2021-(Census-34) Day Shift 1 CNA: 11.7 Residents 7/28/2021-(Census-34) Day Shift 1 CNA: 12.7 Residents 7/29/2021-(Census-35) Day Shift 1 CNA: 11.7 Residents 7/31/2021-(Census-34) Day Shift 1 CNA: 8.5 Residents</p> <p>During an interview on 8/10/2021 at 10:17 AM, the facility staffing coordinator (SC) stated, "Yes, I am aware of the new staffing ratios." Day shift is CONAN to 8 residents, 3 PM to 11 PM is 1 CNA to 10 residents and 11 PM-7 AM is 1 CNA to 14 residents. We have been utilizing agency CNA's and temporary nurse aides, in addition to our own staff to meet the staffing ratios." When asked whether the facility is meeting the required staffing ratios, the SC responded, "To the best of our ability. We try to meet the requirements but there are days that we have been short the last two weeks." The SC said that the facility had been hiring for CNA/Nursing Assistant staff.</p> <p>During an interview on 08/10/21 at 11:41 AM, the Human Resources Director (HRD) said I am aware of the staffing requirements but, I don't do any of the staffing, and I have a copy of it. We have had an insane amount of turnover. We are trying hard to hire new people and have been since 2020.</p> <p>A review of the facility policy titled "Staffing", version 1.1 (H5MAPL0842) and revised October 2017, revealed under the heading Policy Statement: Our facility provides sufficient numbers of staff with the skills and competency necessary to provide care and services for all residents in accordance with resident care plans and the facility assessment. In addition, under the</p>	S 560	<p>C.N.A. duties when possible to ensure staffing requirements and resident needs are met.</p> <p>4. The Administrator, Director of Nursing and Human Resources Director will monitor daily staffing and monthly schedule to assist in proactively identifying and filling open shifts and positions. The Smartlinx system will be utilized to identify and track open positions. The Human Resource Director will submit a monthly report to the Administrator on open positions, hiring and retention of C.N.A. staff. The report will be reviewed by the Administrator and QAPI committee to identify and analyze trends as part of the monthly QAPI meeting.</p>	

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S 560	Continued From page 3 heading Policy Interpretation and Implementation at 2. "Staffing numbers and the skill requirements of direct care staff are determined by the census and needs of the residents based on each resident's plan of care. N.J.A.C. 8:39-5.1 (a)	S 560		

STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 030301	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 9/22/2021
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NAME OF FACILITY RIVERVIEW ESTATES REHAB AND SENIOR LIVING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 303 BANK AVE RIVERTON, NJ 08077
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This report is completed by a State surveyor to show those deficiencies previously reported that have been corrected and the date such corrective action was accomplished. Each deficiency should be fully identified using either the regulation or LSC provision number and the identification prefix code previously shown on the State Survey Report (prefix codes shown to the left of each requirement on the survey report form).

ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix S0560	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. # 8:39-5.1(a)	Completed	Reg. #	Completed	Reg. #	Completed
LSC	09/10/2021	LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	

REVIEWED BY STATE AGENCY <input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE
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REVIEWED BY CMS RO <input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	TITLE	DATE
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FOLLOWUP TO SURVEY COMPLETED ON 8/11/2021	<input type="checkbox"/> CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? <input type="checkbox"/> YES <input type="checkbox"/> NO
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