

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 062103	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/24/2021
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NAME OF PROVIDER OR SUPPLIER FOREST MANOR HCC	STREET ADDRESS, CITY, STATE, ZIP CODE 145 STATE PARK ROAD HOPE, NJ 07844
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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 observation, interview, and review of pertinent facility documentation, it was determined the facility failed to maintain the required minimum direct care staff-to-resident ratios as mandated by the state of New Jersey. This deficient practice was evidenced by the following: Reference: NJ State requirement, CHAPTER 112. An Act concerning staffing requirements for nursing homes and supplementing Title 30 of the Revised Statutes.	S 560	1) The facility is monitoring acuity and nursing staffing hours and CNA ratios daily. Nursing overtime shifts, bonus shifts, and per diem shifts are being utilized when needed to maintain the required hours and ratios. The facility continues to aggressively to recruit, hire and retain nursing staff. 2) The facility recognizes that all residents have the potential to be affected by this deficient practice. The facility will track	10/1/21

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

09/08/21

New Jersey Department of Health

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S 560	<p>Continued From page 1</p> <p>Be It Enacted by the Senate and General Assembly of the State of New Jersey:</p> <p>C.30:13-18 Minimum staffing requirements for nursing homes effective 2/1/21.</p> <p>1. a. Notwithstanding any other staffing requirements as may be established by law, every nursing home as defined in section 2 of P.L.1976, c.120 (C.30:13-2) or licensed pursuant to P.L.1971, c.136 (C.26:2H-1 et seq.) shall maintain the following minimum direct care staff -to-resident ratios:</p> <p>(1) one certified nurse aide to every eight residents for the day shift;</p> <p>(2) 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 certified nurse aides, and each staff member shall be signed in to work as a certified nurse aide and shall perform certified nurse aide duties; and</p> <p>(3) 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 certified nurse aide and perform certified nurse aide duties</p> <p>b. Upon any expansion of resident census by the nursing home, the nursing home shall be exempt from any increase in direct care staffing ratios for a period of nine consecutive shifts from the date of the expansion of the resident census.</p> <p>c. (1) The computation of minimum direct care staffing ratios shall be carried to the hundredth place.</p> <p>(2) If the application of the ratios listed in subsection a. of this section results in other than</p>	S 560	<p>and log all the results of the facility recruitment and retention efforts.</p> <p>3) Staffing Coordinator job description was reviewed and revised. Staffing Performance Improvement Project team has been established and will meet weekly to review current staffing patterns, Staffing per patient day Certified nursing assistant ratios, recruitment and retention efforts.</p> <p>4) The results of the Performance Improvement Projects will be reviewed at the quarterly Quality Assurance Performance Improvement meeting to ensure compliance and to identify any trends or patterns requiring further corrective actions.</p>	
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S 560	<p>Continued From page 2</p> <p>a whole number of direct care staff, including certified nurse aides, for a shift, the number of required direct care staff members shall be rounded to the next higher whole number when the resulting ratio, carried to the hundredth place, is fifty-one hundredths or higher.</p> <p>(3) All computations shall be based on the midnight census for the day in which the shift begins.</p> <p>d. Nothing in this section shall be construed to affect any minimum staffing requirements for nursing homes as may be required by the Commissioner of Health for staff other than direct care staff, including certified nurse aides, or to restrict the ability of a nursing home to increase staffing levels, at any time, beyond the established minimum ...</p> <p>On 08/13/21, 08/16/21, 08/17/21, 08/18/21, 08/19/21, 08/20/21, and 08/24/21, the surveyors observed six to eight Certified Nursing Aides (CNA)'s or Nursing Aide's (NA)'s working throughout the facility who provided direct care to the resident's who resided in the facility.</p> <p>Review of the, "New Jersey Department of Health Long Term Care Assessment and Survey Program NURSE STAFFING REPORT" for the week of July 25th, 2021 revealed the facility was not in compliance with the daily staffing requirements on Sunday 07/25/21 through Friday 07/30/21 during the 7:00 AM - 3:00 PM shifts. A further review of the, "New Jersey Department of Health Long Term Care Assessment and Survey Program NURSE STAFFING REPORT" for the week of July 25th, 2021 revealed that the facility was not in compliance with the daily staffing requirements on Saturday 07/31/21 during the</p>	S 560		
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S 560	<p>Continued From page 3</p> <p>7:00 AM - 3:00 PM shift and during the 3:00 PM - 3:00 PM shift.</p> <p>Review of the, "New Jersey Department of Health Long Term Care Assessment and Survey Program NURSE STAFFING REPORT" for the week of August 1st, 2021 revealed the facility was not in compliance with the daily staffing requirements on Sunday 08/01/21 through Saturday 08/07/21 during the 7:00 AM - 3:00 PM shifts.</p> <p>Review of the facility's Nursing Daily Attendance Form revealed the following:</p> <p>On Friday 08/13/21, the facility census (number of residents who resided in the facility) was 80. 7:00 AM - 3:00 PM shift, there were 7 CNAs or NAs on the schedule, $80/7 =$ (equals) 11.4 3:00 PM - 11:00 PM shift, there were 8 CNAs or NAs on the schedule, $80/8 = 10$ 11:00 PM - 7:00 AM shift, there were 3 CNAs on the schedule, $80/3 = 26.6$</p> <p>On Saturday, 08/14/21 the facility census was 81. 7:00 AM - 3:00 PM shift there were 8 CNAs or NAs on the schedule, $81/8 = 10.1$ 3:00 PM - 11:00 PM shift there were 7 CNAs or NAs on the schedule, $81/7 = 11.5$ 11:00 PM - 7:00 AM shift there were 6 CNAs on the schedule, $81/6 = 13.5$</p> <p>On Sunday 08/15/21 the facility census was 81. 7:00 AM - 3:00 PM shift there were 7 CNAs or NAs on the schedule, $81/7 = 11.5$ 3:00 PM - 11:00 PM shift there were 6 CNAs or NAs on the schedule, $81/6 = 13.5$</p>	S 560		
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S 560	<p>Continued From page 4</p> <p>11:00 PM - 7:00 AM shift there were 4 CNAs on the schedule, 81/4 = 20.25</p> <p>On Monday, 08/16/21 the facility census was 80. 7:00 AM - 3:00 PM shift there were 8 CNAs on the schedule, 80/8 = 10 3:00 PM - 11:00 PM shift there were 8 CNAs or NAs on the schedule, 80/8 = 10 11:00 PM - 7:00 AM shift there were 4 CNAs on the schedule, 80/4 = 20</p> <p>On Tuesday, 08/17/21 the facility census was 80. 7:00 AM - 3:00 PM shift there were 8 CNAs or NAs scheduled, 80/8 = 10 3:00 PM - 11:00 PM shift there were 8 CNAs or NAs scheduled, 80/8 = 10 11:00 PM - 7:00 AM there were 6 CNAs schedules, 80/6 = 13.3</p> <p>On Wednesday, 08/18/21 the facility census was 79. 7:00 AM - 3:00 PM shift there were 6 CNAs scheduled, 79/6 = 13.1 3:00 PM - 11:00 PM shift there were 6 CNAs or NAs scheduled, 79/6 = 13.1 11:00 PM - 7:00 AM there were 5 CNAs schedules, 79/5 = 15.8</p> <p>On Thursday, 08/19/21 the facility census was 79. 7:00 AM - 3:00 PM shift there were 7 CNAs or NAs scheduled, 79/7 = 11.2 3:00 PM - 11:00 PM shift there were 7 CNAs or NAs scheduled, 79/7 = 11.2 11:00 PM - 7:00 AM there were 5 CNAs schedules, 79/5 = 15.8</p> <p>On Friday, 08/20/21 the facility census was 78. 7:00 AM - 3:00 PM shift there were 6 CNAs or</p>	S 560		

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S 560	<p>Continued From page 5</p> <p>NAs scheduled, 78/6 = 13 3:00 PM - 11:00 PM shift there were 7 CNAs or NAs scheduled, 78/7 = 11.1 11:00 PM - 7:00 AM there were 5 CNAs schedules, 78/5 = 15.6</p> <p>On Saturday, 08/21/21 the facility census was 83. 7:00 AM - 3:00 PM shift there were 6 CNAs or NAs scheduled, 83/5 = 16.6 3:00 PM - 11:00 PM shift there were 6 CNAs scheduled, 83/6 = 13.8 11:00 PM - 7:00 AM there were 5 CNAs schedules, 83/7 = 11.8</p> <p>On Sunday, 08/22/21 the facility census was 83. 7:00 AM - 3:00 PM shift there were 6 CNAs or NAs scheduled, 83/7 = 11.7 3:00 PM - 11:00 PM shift there were 6 CNAs scheduled, 83/6 = 13.8 11:00 PM - 7:00 AM there were 5 CNAs schedules, 83/5 = 16.6</p> <p>On Monday, 08/23/21 the facility census was 84. 7:00 AM - 3:00 PM shift there were 6 CNAs scheduled, 84/6 = 14 3:00 PM - 11:00 PM shift there were 4 CNAs scheduled, 84/4 = 21 11:00 PM - 7:00 AM there were 6 CNAs schedules, 84/6 = 14</p> <p>On Tuesday, 08/24/21 the facility census was 84. 7:00 AM - 3:00 PM shift there were 7 CNAs scheduled, 84/7 = 12 3:00 PM - 11:00 PM shift there were 6 CNAs scheduled, 84/6 = 14 11:00 PM - 7:00 AM there were 6 CNAs schedules, 84/6 = 14</p>	S 560		

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S 560	<p>Continued From page 6</p> <p>On 08/13/21 at 10:35 AM, the surveyor interviewed the Licensed Practical Nurse (LPN)1 on the 100 unit in the facility who stated that the census on the 100 unit was 55 and there were four CNAs working. This indicated that the four CNAs had approximately 13 - 14 resident's on their care assignments.</p> <p>On 08/17/21 at 10:50 AM, the surveyor interviewed the LPN2 on the 100 unit who stated that the census on the 100 unit was 55. LPN2 stated that there were currently three CNAs working on the 7:00 AM - 3:00 PM shift. This indicated that the CNAs had approximately 18 -19 residents on their care assignments. LPN2 further stated that the 7:00 AM - 3:00 PM shift would usually have three to five CNAs or NAs scheduled, but the number was usually more toward the lower number. LPN2 stated that on the 3:00 PM - 1:00 PM shift there were usually three to four CNAs or NAs working and on the 11:00 PM - 7:00 AM shift there were usually two to four CNAs working. LPN2 stated that the staff was sick of working short, the pay was poor, and some staff quit so they could work for a staffing agency and make more money. LPN2 stated, "they are tired."</p> <p>On 08/17/21 at 11:18 AM, the surveyor interviewed LPN 3 on the 200 unit who stated that she worked for a staffing agency and did not work at the facility frequently. LPN 3 stated that she worked the 7:00 AM - 3:00 PM and the 3:00 PM - 11:00 PM on both the 100 and the 200 units. LPN 3 stated that when she worked on the 200 unit there were usually two CNAs working when she worked both the day and evening shifts. LPN 3 further stated that when she worked on the 100 unit the census was usually 50 - 55</p>	S 560		
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S 560	<p>Continued From page 7</p> <p>residents and there would be four to five CNAs working on the day and evening shifts.</p> <p>On 08/18/21 at 10:17 AM, the surveyor interviewed the Licensed Practical Nurse/Unit Manager (LPN/UM) on the 100 unit who stated that the census on the unit was currently 55 residents and there were five CNAs or NAs working. This indicated that the CNAs or NAs had 11 residents on their care assignments. The LPN/UM further stated that the CNAs or NAs usually had 11 -12 residents on their assignment during the 7:00 AM - 3:00 PM shift.</p> <p>On 08/18/21 at 10:34 AM, the surveyor interviewed an alert resident, Resident #69 in his/her room who stated that her CNA was going to make her bed and she didn't want the, "State" to come in and see that his/her bed wasn't made yet because she didn't want anyone to think the CNAs weren't doing their jobs because she knew they would get to it when they could. The resident stated that the CNAs were always running around, nice to him/her, but were very busy. The surveyor asked the resident how he/she knew the CNAs were busy. The resident stated that he/she could tell from what they told him/her and see that they were, "always busy."</p> <p>On 08/18/21 at 11:04 AM, the surveyor interviewed 7:00 AM - 3:00 PM LPN4 on the 200 unit who stated that the census on the unit was 21 and there were two CNAs working that day. This indicated that there were approximately 10 - 11 resident's on each CNAs care assignments.</p> <p>On 08/18/21 at 11:05 AM, the surveyor interviewed CNA1 on the 100 unit who stated that she worked per diem (work that is completed</p>	S 560		

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S 560	<p>Continued From page 8</p> <p>on an as needed basis for a company) at the facility and worked on both the 100 and 200 units during the 7:00 AM - 3:00 PM shift and the 3:00 PM - 11:00 PM shift. CNA1 stated that she usually had around 12 residents on her care assignment when she worked, which she felt was, "a lot." CNA1 further stated that knowing the residents made it easier for her to complete her assignment timely. She gave the example that she would take care of the residents that needed the most care first, like the residents that needed to be fed and had behaviors. CNA1 stated that she felt the residents at the facility would benefit from more staff because the residents required a lot of care. CNA1 further stated that there was an open door policy with the Administration and the Director of Nursing (DON) and she was told by both of them that they were trying every means possible to staff the building.</p> <p>On 08/19/21 at 11:23 AM, the surveyor interviewed CNA2 working on the 200 unit who stated that she had worked at the facility for four years. CNA2 stated that she had 11 residents on her care assignment that day, but usually had 12. CNA2 further stated that when she worked the 3:00 PM - 11:00 PM shift she would have up to 22 residents on her care assignment until 7:00 PM. At 7:00 PM another CNA would come in to work and then from 7:00 PM - 11:00 PM she would have 11 -12 residents on her care assignment.</p> <p>On 08/19/21 at 11:05 AM, the surveyor interviewed the NA on the 100 unit who stated that she worked the 7:00 AM - 3:00 PM shift or would work from 3:00 PM - 9:00 PM on the 3:00 PM - 11:00 PM shift. The NA stated that the census on the 100 unit was 54 and there were</p>	S 560		
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S 560	<p>Continued From page 9</p> <p>currently four staff members working, but one of the additional staff members that was working was not scheduled for a full shift. The NA further stated that she would have 18 residents on her care assignment after that staff member who stayed to help left. The NA stated that sometimes the staff would stay late and not get paid just to help feed the residents. The NA stated that we must work as a team to get the job done and, "thinks the staff and residents would benefit from more staff." The NA further stated that the management has not recently offered bonuses or incentives in monetary form for staff to work extra. The NA stated that the last time she was offered money was a \$25 dollar bonus to pick up a 12-hour shift.</p> <p>On 08/20/21 at 9:02 AM, the surveyor interviewed the Certified Nursing Assistant/Staffing Coordinator (CNA/SC) for the facility who stated that the staffing requirements for the State of New Jersey were eight residents per one CNA or NA on the 7:00 AM - 3:00 PM shift, 10 residents per one CNA or NA on the 3:00 PM - 11:00 PM shift and 14 residents per one CNA or NA on the 11:00 PM - 7:00 AM shift. The CNA/SC stated that the facility was in a rural, country like setting, with no public transportation, and the facility was far from everything which made it even more difficult for the facility to get adequate staffing. The CNA/SC further stated that she worked with seven different staffing companies to try and staff the facility for the residents. The CNA/SC stated that she would plan her schedule and notify the staffing agencies a month in advanced of her daily staffing needs and would also communicate with the staffing agencies several times a day via text message, phone calls, or e-mails to try and</p>	S 560		
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S 560	<p>Continued From page 10</p> <p>obtain staffing for the building. The CNA/SC stated, "I am trying so hard, everyday to staff the building."</p> <p>On 08/24/21 at 9:54 AM, the Director of Operations stated that she has been doing everything that she could, along with the Administrative staff to recruit and hire staff for the facility. The Director of Operations provided the surveyor with a detailed list of documents which included lists of methods the facility was doing to hire and recruit more staff.</p> <p>Review of the documentation provided by the Director of Operations included CNA, LPN, and Registered Nurse (RN) recruitment plans such as offering sign on bonuses, starting full-time rate of \$14/hourly with benefits for CNAs, shift differentials for evening, night, and weekend shifts, paid time off for holiday and sick time, tuition reimbursement, refer a friend bonuses, job postings throughout social media, unemployment offices, newspapers, and the Internet. Documentation for the recruitment of staff further indicated the facility had tried job fairs, mailing campaigns and bonuses offered for extra shifts.</p> <p>NJAC 8:39-5.1(a)</p>	S 560		

STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 062103	Y1	MULTIPLE CONSTRUCTION A. Building B. Wing	Y2	DATE OF REVISIT 11/12/2021	Y3
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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 _____	10/01/2021	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
REVIEWED BY CMS RO <input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	TITLE	DATE
FOLLOWUP TO SURVEY COMPLETED ON 8/24/2021		<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		