

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 015455	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/13/2024
NAME OF PROVIDER OR SUPPLIER Elite Nursing and Rehabilitation Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 300 Royal Tower Drive Birmingham, AL 35209	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0580</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.</p> <p>37292</p> <p>Based on record reviews, interview, facility's policies titled Notification of Changes, and Information and Communication the facility failed to ensure residents' families were notified when the facility was unable to maintain the first floor's residents' right to a safe and homelike environment when the facility's air conditioning system failed to maintain temperatures less than 81 F (degrees Fahrenheit) in the residents' common areas and residents' rooms on the first floor. Due to the elevated temperatures, the facility initiated an enhanced hydration round program. The facility did not notify residents' families or representatives of the elevated temperatures or the enhanced hydration round program.</p> <p>This deficient practice had the potential to affect all 98 residents residing on the first floor of the facility.</p> <p>This deficient practice was cited as a result of the investigation of complaint/report numbers AL00048537 and AL00048538.</p> <p>Findings Include:</p> <p>Cross-Reference F 584.</p> <p>The facility's policy titled Information and Communication with a revised date of 12/23 revealed:</p> <p>Policy:</p> <p>The purpose of this policy is to assure that all residents are informed of their rights . during their stay at the facility. Residents will receive notices orally and in writing in a format and language they understand.</p> <p>Compliance Guidelines: .</p> <p>5. The facility will notify the resident and/or family of any changes/violation of rights.</p> <p>6. The facility will require the resident and/or resident representative to acknowledge receipt of information by signing.</p> <p>(continued on next page)</p>

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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0580</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>The facility's policy titled, Notification of Changes with a revised date of 12/23 revealed:</p> <p>Policy:</p> <p>The purpose of this policy is to ensure the facility promptly informs the resident, consults the resident's physician; and notifies, consistent with his or her authority, the resident's representative when there is a change requiring notification.</p> <p>Compliance Guidelines:</p> <p>The facility must inform the resident, consult with the resident's physician and /or notify the resident's family member or legal representative when there is a change requiring such notification.</p> <p>Circumstances requiring notification include: .</p> <p>3. Circumstances that require a need to alter treatment.</p> <p>On 08/12/2024 at 6:34 PM, an interview was conducted with the Administrator (ADM). When asked what issues the facility had experienced with the long-term care residents in the facility. The ADM stated abnormal temperature ranges secondary to the chiller only functioning at 60% (percent) of its' capacity. The ADM said the abnormal temperatures affected the first floor of the facility. The ADM said the problems with the chiller began on August 1, 2024 and the Medical Director was notified on August 2, 2024. The ADM said the facility began an enhanced hydration round program that included stationary hydration carts on each hall which included popsicles, ice creams, watermelon slices, and strawberries. The ADM said the hydration carts were also taken room to room to provide residents with additional hydration. The ADM said the facility in-serviced the staff on 08/02/2024 regarding keeping their residents hydrated due to the heatwave and the air conditioning system being repaired. The ADM said all of the residents' families were not notified, but she should have sent out written communication to each of them. The ADM was asked what was the concern with the families not being notified of the facility's concern regarding elevated ambient temperatures, and she said that they would not be aware of the temperatures being increased and the changes to their homelike environment. The ADM said 98 residents resided on the first floor and could have been affected by the chiller not performing efficiently.</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>37292</p> <p>Based on observations, interviews, record reviews, and the facility policy titled, Safe and Homelike Environment, the facility failed to maintain safe and comfortable temperatures in residents' common areas and residents' rooms on the first floor. The facility failed to ensure temperatures in residents' common areas and residents' rooms were not above 81 degrees from 08/09/2024 through 08/13/2024. The temperatures on the first floor were recorded above 81 F (degrees Fahrenheit) during all five days of the survey.</p> <p>This deficient practice had the potential to affect all 98 residents residing on the first floor of the facility.</p> <p>The deficiency was cited as a result of the investigation of complaint/report number AL00047537 and AL00047538.</p> <p>Findings Include:</p> <p>On 08/07/2024, the State Survey Agency received an anonymous complaint alleging the facility had no air conditioning.</p> <p>On 08/08/2024, the State Survey Agency received a complaint alleging the facility had no air conditioning for four days, and it was 83 F in the complainant's family member's room.</p> <p>A review of a facility policy titled, Safe and Homelike Environment with a revised date of 12/23, revealed:</p> <p>'Comfortable and safe temperature levels' means that the ambient temperature should be in a relatively narrow range that minimizes residents' susceptibility to loss of body heat and risk of hypothermia/hyperthermia and is comfortable for the residents.</p> <p>Policy Explanation and Compliance Guidelines: .</p> <p>7. The facility will maintain comfortable and safe temperature levels.</p> <p>a. The facility should strive to keep the temperature in common resident areas between 71 and 81 degrees Fahrenheit.</p> <p>On 08/09/2024, the Lead Maintenance Tech (LMT), measured the temperatures on the first floor of the facility with the highest ambient temperature recorded as 84 F in an unoccupied dining room at 10:33 AM.</p> <p>On 08/09/2024 at 10:39 AM the LMT measured the temperature in Resident Identifier (RI) #1's room. The temperature in RI #1's room was 81.3 F. RI #1 denied concerns with the temperature in his/her room.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 08/09/2024 at 10:48 AM, an interview was conducted with the LMT. The LMT stated that the problems with the air conditioning system had been going on for about a week. The LMT said the highest ambient temperature that he obtained during temperature rounds earlier that morning was 84 F. The LMT stated that the facility was not in compliance since the temperature was higher than 81 F. The LMT said that the residents could get too hot and get sick when temperatures were increased.</p> <p>On 08/10/2024 at 9:17 AM three residents were observed in the first floor hallway. The LMT measured the temperature in the hallway and said the temperature was 84 F.</p> <p>On 08/10/2024 at 11:49 AM the temperature in RI #5's room was 83.6 F. RI #5 denied concerns with the temperature.</p> <p>On 08/10/2024 at 11:53 AM five residents were observed in the hallway of the men's secured unit. The LMT measured the temperature and said it was 83.8 F in the hallway.</p> <p>The highest ambient temperature measured by the LMT on 08/10/2024 was 85 F.</p> <p>On 08/10/2024 at 12:08 PM, an interview was conducted with the Maintenance Tech (MT). The MT said that he checked room temperatures in the morning and after lunch usually, and that the temperatures had been up to 85 F or 86 F at the highest so far on the first floor.</p> <p>On 08/11/2024 at 12:58 PM, RI #11 and RI #12's room temperature was measured by the LMT and noted to be 86 F. Both residents denied concerns with the room's temperature.</p> <p>The highest ambient temperature measured by the LMT on 08/11/2024 was 86.7 F.</p> <p>On 08/12/2024 at 2:01 PM RI #17 was observed in his/her room and he/she denied concerns with the temperature in the room. The LMT measured his/her room's temperature and said it was 87.6 F.</p> <p>The highest ambient temperature measured by the LMT on 08/12/2024 was 88.9 F.</p> <p>On 08/13/2024, RI #18 was observed in his/her room and denied concerns with the temperature. RI #18 said he/she felt ok with the fan blowing on him/her. The LMT measured the temperature in RI #18's room and said the temperature was 87.7 F.</p> <p>The highest ambient temperature measured by the LMT on 08/13/2024 was 90.3 F.</p> <p>On 08/13/2024 at 5:47 PM, a telephone interview was conducted with the Regional Maintenance Director (RMD). The RMD said the ambient temperature should ideally be 71 F to 81 F per regulation and said the temperatures on the first floor of the facility were not within that regulation. The RMD said the temperatures were higher than 81 F.</p> <p>(continued on next page)</p>

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>An interview was conducted with the Administrator (ADM) on 08/12/2024 at 6:34 PM. The ADM said that she had been dealing with abnormal temperature ranges secondary to the chiller only functioning at 60 percent of its' capacity. She stated that the issue began on the morning of 08/01/2024. She further stated that the HVAC company checked the chiller (Air Conditioning Unit), gauged it, and said that it was only functioning at 60 percent. She said from there they developed a plan to replace and update the system. The ADM said the facility rented the larger portable heat pump/air conditioner/dehumidifiers, purchased several portable air conditioners, and began utilizing the fan-controlled air purifying units. The ADM said that ambient temperatures should be 71 F to 81 F in residents' rooms and care areas, but said that the temperatures were 78 F to 88 F and up to 90 F. The ADM said 98 residents resided on the first floor and could have been affected by the chiller not performing efficiently. The ADM said that the concern with the temperatures being above 81 F was a homelike environment was not provided and potential for dehydration or overall decline in residents' health.</p>		