

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 035087	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/25/2025
NAME OF PROVIDER OR SUPPLIER North Mountain Medical and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 9155 North Third Street Phoenix, AZ 85020	
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)		
F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Provide and implement an infection prevention and control program. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Number of residents sampled: 154Number of residents cited: 26Based on observation, interview, review of clinical record, and review of facility policy and procedure, facility failed to ensure that residents with an atypical rash received appropriate treatment, isolation, and infection control measures for 24 residents (#155, #36, #50, #185, #186, #41, #51, #53, #54, #55, #85, #188, #99, #180, #189, #106, #9, #123, #190, #150, #153, #14, #31, and #176); failed to ensure staff performed hand hygiene when providing care for one resident (#143); and, failed to ensure enhanced barrier precautions were followed for one resident (#115). The deficient practice could lead to spread of infection.Findings include: Regarding atypical rash -Resident #155 was admitted on [DATE] with diagnoses of acute and chronic respiratory failure with hypoxia, critical illness myopathy, and encounter for attention to tracheostomy. The clinical census lists revealed that Resident #36 and Resident #155 were roommates in September 2025.An NP progress note dated August 12, 2025 revealed Resident #155 had no rash. A change in condition note dated August 18, 2025 included the resident had rashes on arms, hands, back, and abdomen, with raised red bumps. The note also included the provider was notified and new orders for triamcinolone cream for 10 days were received. An NP progress note dated August 18, 2025 indicated that the resident had rash to arms, hands, back, and abdomen, and was started on triamcinolone cream. A physician order dated August 18, 2025 included for COC monitoring due to rashes on abdomen, arms, hands, and back, every shift for 3 days. A medication administration note dated August 19, 2025 revealed Resident #155 had rash that was still visible to abdomen, arms, and back. A medication administration note dated August 20, 2025 included the resident had rashes on arms, hands, back, and abdomen. An annual MDS assessment dated [DATE], revealed a BIMS assessment that was not completed due to the resident being rarely or never understood. The assessment coded no open lesions other than ulcers, rashes, or cuts. An NP progress note dated September 3, 2025 included the resident was seen by the provider; and that, the resident had a rash. The plan was to continue triamcinolone cream as ordered and to monitor the rash. A weekly skin evaluation dated September 4, 2025 revealed no new skin issues; however, the documentation did not indicate whether the resident's rash was still present or has resolved. A weekly skin evaluation dated September 6, 2025 included Resident #155 had an open area to the left buttock. The documentation did not include whether the resident's rash was still present or has resolved. A weekly skin evaluation dated September 11, 2025 revealed no new skin issues noted; however, the documentation did not indicate whether the resident's rash was still present or has resolved. A change in condition note dated September 13, 2025 included rash on the resident's body; and, a new order was received to treat Resident #155 for atypical rash. The documentation included that the resident would be administered with Permethrin cream treatment on September 14, 2025, at bedtime. The physician order dated September 13, 2025 revealed the following:COC monitoring related to body rash, every shift for atypical rash for 3 days; and,Permethrin External Cream 5%, to apply to neck to toes topically at bedtime every Sunday for atypical rash, for 1 administration, and to start on September 14, 2025. A medication administration note dated September 14, 2025 revealed Resident #155 had rashes on hands, arms, and back. A medication administration note dated September 15, (continued on next page)		

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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F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	2025 included the resident had rashes on abdomen, back, arms, and legs. An NP progress note dated September 17, 2025 revealed the resident had a rash, and continued with Permethrin cream as ordered for atypical rash. The weekly skin evaluations dated September 18 and 25, 2025 included had no new skin issues. The documentation did not indicate whether the resident continued to have a rash or the rash has resolved. A physician order dated September 29, 2025 included for Permethrin External Cream 5%, to apply to neck to toes topically at bedtime every Monday, for 1 administration. Review of the MAR for September 2025, revealed the Permethrin cream treatment was completed on September 14, 21 and 29. The clinical record revealed no documentation of any orders for contact isolation precautions since August 18, 2025. Despite documentation the resident received Permethrin for a rash, there was no evidence found that facility implemented steps in controlling the spread of scabies such as washing of all clothing and bedding used during the days before treatment began; and, items that cannot be washed or dry cleaned were sealed in plastic bag for several days to a week. During an interview and clinical record review conducted with the Nurse Practitioner (NP/Staff #401) on November 24, 2025, at 10:01 a.m., the NP stated that in September 2025 she identified that Resident #155 had an atypical rash and suspected scabies. She stated that she ordered Permethrin cream on September 13, 2025, and expected staff to follow the facility protocol for a suspected scabies infection. An interview was conducted with a charge nurse (Staff #323) on November 25, 2025, at 10:20 a.m. The LPN stated that when a resident develops a new skin condition, nursing staff contact the provider, and any treatment orders are implemented. She stated that if a resident has an atypical rash and was prescribed Permethrin cream, physician order should be in place for contact isolation precautions. The charge nurse said that she knows Permethrin cream is used to treat scabies; and that, residents treated with Permethrin cream should be placed on contact isolation both to prevent staff exposure to the strong medication and to prevent the infection from spreading. A review of the clinical record for Resident #155 was conducted with the charge nurse who stated that she found no physician orders or other evidence that contact isolation precautions were implemented for Resident #155 when the atypical rash was identified on September 13, 2025. In an interview conducted with the Assistant Director of Nursing (ADON/Staff #87) on November 25, 2025, at 10:44 a.m. the ADON stated when isolation precautions are ordered along with Permethrin cream treatment, staff understand that the resident's rash could be contagious. She said that facility providers expect staff to follow a protocol in which residents treated with Permethrin cream are placed on isolation precautions, the cream is applied and left on for 8-12 hours, and the resident's room is deep cleaned. A review of the clinical record was conducted with the ADON who stated that she found no physician orders or other evidence that contact isolation precautions were implemented for the resident from September 13, 2025, when the atypical rash was identified, through September 15, 2025, when the Permethrin cream would have been washed off. Staff #87 also stated that she did not know whether there was any written policy or protocol for staff to follow regarding Permethrin cream treatment. -Resident #36 was re-admitted on [DATE], with diagnoses of anoxic brain damage. The clinical census lists revealed that Resident #36 and Resident #155 were roommates in September 2025. The care plan dated June 4, 2025 revealed the resident had the potential to develop infection related to medical condition due to multiple co-morbidities. Interventions included in-house infectious disease consult and use standard precautions to prevent infection. A weekly skin evaluation dated September 4, 2025 included the resident had no new skin issues. An NP progress note dated September 12, 2025 revealed Resident #36 had no rashes. A change in condition note dated September 13, 2025 included a new order was received to treat Resident #36 preventatively for atypical rash; and that, the resident would receive Permethrin cream treatment on September 14, 2025, at bedtime. The documentation also included that there were no rash was noted at the time. The physician order dated September 13, 2025 included for the following: COC monitoring due to atypical rash prophylaxis, every shift for 3 days; and, Permethrin External Cream 5%, to apply to neck to toes topically at bedtime for atypical rash prophylaxis, for 1 administration. Review of the MAR for September 2025 revealed the (continued on next page)		

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F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	dated September 3, 2025 revealed the resident had no new skin issues. The assessment did not include documentation of a rash. The dermatology visit note dated September 9, 2025 revealed that the visit was a follow-up for scabies, evaluated during a visit on August 27, 2025. The documentation included that the resident had scaly pink patches located on the left pretibial region, negative scrapings; and that, resident still had significant itchiness which was common post scabies infection. Impression included Sequelae of other specified infectious and parasitic disease and an associated diagnosis was Post-Scabetic Dermatitis. The note revealed that the resident had additional counseling that scabies was an infestation of mites that is very contagious; and that, household contacts should be treated, contaminated clothing should be isolated x 72 hours and washed and dried on high heat, and to contact the office if scabies fails to resolve after two weeks of treatment. The weekly skin evaluation dated September 10, 2025 revealed the resident had no new skin issues noted; and, did not include whether the resident's rash was still present or not. A physician order dated September 10, 2025 included for triamcinolone acetanide external cream 0.1 % apply to torso, bilateral upper extremities topically every 12 hours for atypical rash for 2 weeks. Despite documentation of a diagnosis of scabies or post-scabetic infection, the late entry NP progress note dated September 20, 2025 included an assessment of atypical rash, pruritus and chronic itching. Plan included to continue triamcinolone cream as ordered, and atarax (anti-itching medication) as needed, and that, dermatology consult was pending. The documentation included that the resident was followed up with dermatology and recommendation included Ivermectin and Permethrin cream. A late entry NP progress note dated September 25, 2025 revealed the resident's atypical rash was resolved. Despite a diagnosis of scabies or post-scabetic infection, and treatment, the clinical record no evidence that the resident was placed on any isolation precautions.-Resident #185 was admitted on [DATE] with diagnoses of rheumatoid arthritis, cognitive communication deficit, and critical illness myopathy. The care plan dated May 12, 2025 included the resident had a potential for skin breakdown. Interventions included to administer medications/treatment as ordered and to follow facility policies/protocols for the prevention/treatment of skin breakdown. A quarterly MDS assessment dated [DATE], revealed the resident had a BIMS score of 11 indicating resident had moderate cognitive impairment. Section M revealed resident had no open lesions other than ulcers, rashes, or cuts. A daily skilled note dated June 30, 2025 included there were no active symptoms effecting the integumentary system observed, and no active skin condition(s) or treatments observed for Resident #185. A medication administration note dated July 1, 2025 revealed a change of condition for a rash that was discovered during resident's bath today; and that, the rash was on left breast, upper back, and upper chest area. The documentation also included that the rash was reported to the provider who ordered nystatin treatment, and Benadryl for itching. However, the NP progress note dated July 2, 2025 revealed that the resident had no rashes on the skin. The medication administration note dated July 2, 2025 included that the resident continued on change of condition related to rash to the left breast, upper back and upper chest. The nursing note dated July 3, 2025 revealed that resident continued to be on change of condition related to rash to the left breast, upper back and upper chest; and that, the rash were still visible. A medication administration note dated July 3, 2025 revealed the resident's rash was still present, there were bumps scattered in initially reported areas, and red. The documentation included that nystatin (antifungal) was applied 3x on shift to affected extremities and itching medication was provided for comfort. The NP progress notes dated July 4 and 9, 2025 revealed that the resident had no rashes on the skin. The daily skilled note dated July 10, 2025 included that the resident had an active symptom of a recurring rash which was located on the arms, back and chest; and that, the skin condition was not a new onset condition. The medication administration notes dated July 19, 2025 included that resident complained of itching, and were administered with medications for itching, and the physician was notified. The NP progress notes dated July 19 and 22, 2025 revealed that the resident had no rashes on the skin. The daily skilled note dated July 26, 2025 included no active symptoms and active skin condition or treatment observed. The clinical record (continued on next page)		

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F 0880 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	rash and according to the orders of the primary physician. It also included that the resident was to be creamed tonight and PPE (personal protective equipment) in place. The physician orders dated September 11, 2025 included the following: COC monitoring for atypical rash, for three days; Contact and droplet isolation for atypical rash, every shift until September 12, 2025; and, Permethrin External Cream 5%, to apply to neck to toes topically at bedtime every Thursday for atypical rash, for 3 administrations. The weekly skin evaluations dated September 12 and 19, 2025, revealed Resident #185 had no new skin issues; and, documentation whether the rash was still present or not. The MAR for September 2025 revealed Resident #185 was administered Permethrin cream treatment on September 11, 18, and 25, 2025. The weekly skin evaluations dated September 26, 2025, revealed Resident #185 had no new skin issues; and, documentation whether the rash was still present or not. Despite documentation the resident received Permethrin for a rash, there was no evidence found that facility implemented steps in controlling the spread of scabies such as washing of all clothing and bedding used during the days before treatment began; and, items that cannot be washed or dry cleaned were sealed in plastic bag for several days to a week. -Resident #186 was admitted to the facility on [DATE] with diagnoses of acute infarction of the large intestine, heart failure, and cognitive communication deficit. The admission note dated August 19, 2025 included that resident #186 was alert and oriented and skin assessment was completed by 2 nurses. Per the documentation, the resident had a surgical incision to the abdomen with staples and had generalized bruising. The documentation did not include any rash. The care plan dated August 19, 2025 included the resident had a potential for skin breakdown. Interventions included to administer medications/treatments as ordered and to follow facility policies/protocols for the prevention/treatment of skin breakdown. The NP progress note dated August 20, 2025 revealed skin was warm and dry. The care plan dated August 20, 2025 included the resident had a potential to develop infection related to complex medical conditions/diagnoses. Interventions included to follow facility policy and procedures for transmissible infection screening/precautions, contact/droplet isolation as necessary or as ordered by the physician and maintain standard precautions when providing resident care. An admission MDS assessment dated [DATE], revealed the resident had a BIMS score of 13 indicating resident had intact cognition. The assessment also coded that the resident had no open lesions other than ulcers, rashes, or cuts. The NP progress note dated August 29, 2025 revealed skin was warm and dry; and that, skin had no rash, pruritus, abrasions or ulcerations. The daily skilled noted dated August 31, 2025 included the skin was warm, had no active symptoms affecting the integumentary system observed. Active symptom was a surgical wound located at the mid-abdomen. The documentation did not include any rash. The daily skilled noted dated September 1, 2025 included the skin was warm, had no active symptoms affecting the integumentary system observed; and, the documentation did not include any rash. The weekly skin evaluation dated September 2, 2025 included the resident had no new skin issues noted. A Daily Skilled Note dated September 5, 2025 revealed the resident had no active symptoms effecting the integumentary system observed and no active skin condition(s) or treatments observed. A late entry NP progress note dated September 5, 2025 revealed that Resident #186 had no rash, pruritus, or abrasions. However, the physician orders dated September 5, 2025, included for: COC monitoring for atypical rash prophylaxis (a preventative treatment to prevent infection): Contact and droplet isolation, every shift for 1 day, starting September 5, 2025; and, Permethrin External Cream 5%, to apply to neck to toes topically at bedtime for prophylactic treatment for 1 day. A medication administration note dated September 5, 2025 revealed Resident #186 was on COC (change of condition) monitoring for atypical rash every shift for three days; and that, the resident had been showered to prepare for the cream procedure that night, and was awaiting the dose to arrive from the pharmacy. Review of the MAR for September 5, 2025 revealed that Permethrin was documented as administered on September 5, 2025. The medication administration note dated September 6, 2025 included the resident was continued on COC monitoring related to atypical rash prophylaxis, Permethrin cream was applied, and the resident was to be scheduled for a shower. Another medication administration note dated Septembe		