

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 035092	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/16/2024
NAME OF PROVIDER OR SUPPLIER Bella Vita Health and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 5125 North 58th Avenue Glendale, AZ 85301	

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 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 42319</p> <p>Based on record review, staff interviews, facility documentation, and policy review, the facility failed to ensure one resident (#11) was free from abuse from a staff member. This deficient practice could result in the physical and/or mental harm of a resident.</p> <p>Findings include:</p> <p>Resident #11 was admitted to the facility on [DATE] with diagnoses that included Bipolar disorder, Anxiety disorder, and Schizophrenia.</p> <p>A 5-day MDS (Minimum Data Set) dated September 10, 2024 was reviewed. A BIMS (Brief Interview for Mental Status) assessment was completed and indicated BIMS score was 13 which indicated Resident #11 was cognitively intact; and that, the resident had experienced hallucinations, and physical and verbal behaviors directed at others. Moreover, this assessment revealed that this resident was independent for bathing.</p> <p>A care plan dated September 10, 2024 revealed that this resident had potential for a psychosocial well-being problem related to a staff to resident altercation.</p> <p>A Psychiatric Note dated September 10, 2024 revealed that this resident had multiple suicide attempts in the past and had feelings of anger, frustration, and some depression due to her current situation. Patient stated had been feeling intermittently anxious and restless. This note revealed that the resident had chronic auditory and visual hallucinations as well as episodes of severe paranoia and admits to having daily command hallucinations that included self-harm; and that, while in the facility -- tried to stab herself with a handle of a hairbrush, but it didn't work. This document included, assessed patient a likelihood rating of self-harm or harming others which patient verbalized a 10. Document revealed staff reported the resident had intermittent episodes of hallucinations since arriving to the facility, appeared to react to internal stimuli at times and that the day of the note the resident has been getting more aggressive and agitated.</p> <p>A nursing noted dated September 1, 2024 included that the provider had ordered staff to send resident to ER and that resident #11 was sent to the hospital for suicidal ideation and physical aggression.</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 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>A self-reported document provided by the Director of Nursing (DON/staff #71) revealed, At approx. 10:30 am on 9/10/2024 (staff #57) was showering (resident #11). During the shower (resident #11) began yelling and screaming and striking out. The nurse (staff# 92) came in the shower room to inform the patient that she was being sent out for SI (suicidal ideation) and that once her shower is completed, she would need to come in the common area until transportation arrives. The patient's behaviors began to escalate when the CNA provided her with clean clothes to wear. The CNA called the nurse(staff #91) to the shower room to inform that the patient refused to put on clean clothes and wanted her dirty clothes back. When the nurse provided patient with education regarding the importance of having clean clothes, the patient became immediately aggressive towards the nurse (staff #91). (Resident #11) began spitting at the nurse in her face, cursing at the nurse, kicking, punched the nurse in the chest twice and the patient then grabbed the nurse's arm and began to dig her nails into her right arm. The patient was yelling and cursing when two other certified nursing assistants (CNAs) came into the shower room. They were alerted due to the level of yelling from the patient CNAs (#54 and #22). The patient was seated on the chair in the shower room and (staff #22) approached the patient and as she approached the patient grabbed her left hand and placed it in her mouth and then continued to bite the CNAs left index finger. The CNA continued to ask the patient to release her bite and the patient continued to bite harder. The staff were unable to get her to release the bite and redirect her. (Staff #22) then took her right closed hand and struck the patient in the right side of her face twice. Once the CNA struck the patient her bite was released. The nurse intervened immediately and removed the patient. (Staff #22) left the unit. Manager was informed immediately and CNA was suspended and escorted from the facility. The patient denied pain or discomfort. PRN skin assessment was completed and noted no bruising or discoloration to face. Provider and all parties notified.</p> <p>A Counseling or Disciplinary Note for CNA (staff #22) dated September 10, 2024 revealed that action was taken to suspend staff pending investigation and subject to discharge.</p> <p>An interview was conducted on September 16, 2024 at 10:42 A.M. with a Certified Nursing Assistant (CNA/staff #54) who stated that the resident kept to herself and was only up for meals. She stated that one of the CNAs was giving her a shower that day, and that she heard someone screaming in the shower. The CNA stated that she went into the shower, and the resident was screaming and spitting at the nurse, the CNA giving shower on left was telling her to calm and trying to calm her and the other was grabbing her wrist, to stop her from digging her nails into the CNA on her left. Staff #54 stated that the resident bit her finger, and as soon as she bit her finger, that the CNA punched her with her right hand because she was holding with the left. The CNA stated that she observed that the resident's forehead was red. The CNA stated that later she gave the resident a cup of water and the resident said she was fine. The CNA stated that the CNA who hit the resident was #22 and the nurse was #92.</p> <p>An interview conducted on September 16, 2024 at 10:53 with a Licensed Practical Nurse (LPN/staff #92), who stated that resident #11 was upset and started screaming after the nurse mentioned having to be there monitoring since she had told the provider that she had a plan to commit suicide. This nurse stated that the CNA had called her, and that the resident said she wanted them out; and that, when they stayed -- she started screaming and punching. This nurse also stated that the resident was digging her nails into a CNA and bit her on the finger. She said that the staff had calmed the resident down; and that, the resident was sitting on a shower bench; and that, CNA #22 punched her; and that, she had no idea why the CNA did it because it was after the bite; and that, the resident had already calmed down and was sitting on the bench. This nurse stated that the CNA punched her twice with a closed hand.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>An interview was conducted pm September 16, 2024 at 12:38 P.M. with a CNA (staff #57) who stated that she had only worked with the resident a day and a half and that the resident had no outbursts at that time. This CNA stated that the resident asked if she could get a shower. This CNA stated that the resident was told that she needed to sit in the area for her safety; and that, after the resident finished showering attempted to give her clean clothes, but the resident said that she did not want them. This CNA stated that she then called the nurse and the resident started to curse and punch the nurse. This CNA stated that she asked the resident to calm down; and that, two other CNAs came into the shower room. This staff stated that while one of the CNAs was holding the resident's hand the resident bit her. This CNA bent over to place socks on the resident and that she heard something happen while the resident was screaming and spitting. This CNA said that she did not see what it was but that the nurse and one of the CNAs told her that the other CNA punched the resident.</p> <p>An interview was conducted on September 16, 2024 at 11:21 A.M. with a CNA (staff #22) who stated that she was dismissed from the facility, but that she had been a CNA there. This CNA stated that she had a good relationship with the resident and that she was not her resident on the day of the incident. She stated the nurse requested her assistance; and that, the nurse went into the shower room, and that she heard the resident screaming, Get me out of here and kept getting louder. She stated that she went into the room, and the nurse was screaming back at the resident, That's not how it works; and that, everyone there was yelling. This CNA stated that the resident had a shirt and one leg in her pants; and that, CNA was holding one of the resident's hands; and that, the nurse was holding the resident's other hand, and the resident was yelling, you better not break my finger! This CNA stated that she was trying to deescalate the situation; and that, she took the resident's right hand and the other CNA had the resident's left hand; and that, the resident and the nurse were still going back and forth verbally. This CNA stated that in the midst of that the resident started biting on her finger, so she got her finger out of the resident's mouth and that the resident was spitting. Then the nurse was telling the resident that she was going to jail. This CNA stated that the resident launched herself at her; and that, she put her hand out; and that, the resident smacked into her hand. She stated that she then left the shower room because she was upset and took a break, but when she came back, the nurse had called the supervisor. This CNA stated that the supervisor asked her if she hit the resident and then this CNA stated that because she was attacked she did hit the resident; and that, it was a reflex not done intentionally. This CNA stated that it was only once; and that, she did not have a closed fist; and that, there were no bruises.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>An interview was conducted on September 16, 2024 at 12:48 PM with the Director of Nursing (DON/staff #71) who stated had not witnessed the event, but concluded, from speaking to the Psychological provider and the staff, was that the Psych provider had seen the resident that morning and that she had told them that she had suicidal thoughts and a plan to kill herself therefore the provider wanted the resident sent out to the hospital and the resident wanted a shower. DON stated that staff #57 gave her a shower, and handed the resident clean clothes but that the resident did not want to wear them; and that, the resident then went off. DON stated that the CNA radioed for help; and that, the nurse came to assist and told the resident that she was going out to the hospital. DON stated that the resident then grabbed the nurse, digging nails in, and the nurse told her to let go. DON stated that the patient was spitting and hit her twice and refused to let go. This DON stated that CNA #57 told the resident to let go, and that CNA (staff #22) came into the shower room attempting to get the resident to release the nurse. DON stated that the patient bent forward and was biting her finger; and that, staff #22 told the management team that she was gently pushing on the resident's head to release the resident's bite and had not done anything intentional. DON stated that facility did not substantiate abuse because they felt that the CNA (staff #22) was trying to release the resident's grip. However, this statement differs from those told by the persons in attendance and from the facility's report provided day of the incident. DON stated that staff #22 was terminated for attendance issues; and that, she needed to be reinstated because it was an error. This staff member said that it doesn't meet her expectations if a resident was struck in the facility.</p> <p>A policy titled Abuse: Prevention of and Prohibition Against revised October, 2023 revealed that it is the policy of this Facility that each resident has the right to be free from abuse and that the Facility will provide oversight and monitoring to ensure that its staff, who are agents of the Facility, deliver care and services in a way that promotes and respects the rights of the residents to be from abuse. This policy included that abuse is willful infliction of injury, intimidation, or punishment with resulting physical harm, pain, or mental anguish. This document included that willful, as used in this definition of abuse, means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.</p>		