

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  035205	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  05/14/2025
NAME OF PROVIDER OR SUPPLIER  Suncrest Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE  2211 East Southern Avenue Phoenix, AZ 85040	
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 0600  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few  Note: The nursing home is disputing this citation.	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 50116</p> <p>Based on clinical record review, staff interviews, and policy review, the facility failed to ensure one resident (#2) did not abuse another resident (#4). The deficient practice could result in residents being physically harmed.</p> <p>Findings Include:</p> <p>- Regarding Resident #2:</p> <p>Resident #2 was admitted on [DATE] with diagnoses that included dementia, chronic ischemic heart disease, chronic obstructive pulmonary disease and major depressive disorder.</p> <p>An Admission Minimum Data Set (MDS) dated [DATE] revealed the resident had a Brief Interview for Mental Status score of 13, which indicated the resident is cognitively intact.</p> <p>A progress noted dated February 16, 2023 at 03:10 a.m. revealed that Resident #2 was involved in an altercation with Resident #4 outside on the patio. Resident #4 named Resident #2 as the resident that knocked her tooth out and that Resident #4 hit Resident #2 with a stick. The Police were immediately notified and APS notified.</p> <p>A care plan focus initiated on [DATE] revealed a focus on the resident having potential to behaviors/ altered coping, refuse care, exposing himself, and occasional outbursts of anger.</p> <p>- Regarding Resident #4</p> <p>Resident#4 was originally admitted on [DATE] with diagnoses that include quadriplegia, C5-C7 incomplete paraplegia, sleep terrors, body dysmorphic disorder.</p> <p>A care plan focus initiated [DATE] revealed a focus on the resident having behavior problems that include choosing to restrict intake for weight loss, refuses wound care, interfering with other resident discharges breaking facility protocol, false accusations toward staff and peers stealing her belongings.</p> <p>A progress note dated February 16, 20223 02:51 a.m. revealed that Resident #2 knocked Resident #4's tooth out during the altercation and Resident #4 hit Resident #2 with a stick.</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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NAME OF PROVIDER OR SUPPLIER  Suncrest Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE  2211 East Southern Avenue Phoenix, AZ 85040	
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F 0600  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few  Note: The nursing home is disputing this citation.	<p>A Minimum Data Set (MDS) dated [DATE] revealed a Brief Interview for Mental Status (BIMS) score of 15, which indicates the resident is cognitively intact.</p> <p>An interview was conducted on [DATE] at 11:13 a.m. with Resident #4 and revealed that she had been in an altercation before at this facility. Resident #4 revealed that it was with a guy that is no longer in the facility. There was a witness to the altercation, but died last year at another facility. There was a verbal argument and was punched in the mouth, then punched a second time and that was when her teeth were lost. Resident #4 had newly cemented in bridges. The police came and no charges were pressed.</p> <p>An interview was conducted on [DATE] at 11:55 a.m. with Administrator (Staff #6) and revealed that the Licensed Practical Nurse (LPN) staff #3 no longer lives in the country and moved back to [NAME]. Staff #6 did not remember the incident but stated that Resident #4 did loose a tooth because it is written here, and refused treatment.</p> <p>Review of a policy revised in [DATE] titled, Abuse and Neglect Policy revealed that there are different types of abuse including Physical Abuse. Physical abuse includes hitting, slapping, pinching and kicking.</p> <p>Review of a policy revised February 2021 titled Resident Rights reveals that Residents have the right to be free from abuse, neglect, misappropriation of property, and exploitation.</p>		