

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 045314	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/30/2024
NAME OF PROVIDER OR SUPPLIER Barnes Healthcare		STREET ADDRESS, CITY, STATE, ZIP CODE 1010 Barnes Street Lonoke, AR 72086	

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 0568</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Properly hold, secure, and manage each resident's personal money which is deposited with the nursing home.</p> <p>43409</p> <p>Based on record review, resident and staff interview, facility document review, and facility policy review, it was determined that the facility failed to provide quarterly statements of their trust account managed by the facility to the resident or their representative for 34 (Residents #1, 2, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, and 36) of 41 residents reviewed for trust account statements.</p> <p>Findings include:</p> <p>A review of the facility's undated policy titled, Resident Trust Fund Policy indicated, The purpose of this policy is to provide uniform guidelines for the management of the Resident Trust Account .Accurate records will be kept of resident's money and are available upon request .A quarterly statement of financial transactions will be available for residents and mailed to their responsible party .</p> <p>During an interview on 04/26/2024 at 9:56 am, Resident #11 confirmed not receiving quarterly statements.</p> <p>During an interview on 04/26/2024 at 10:01 am, Resident #7 confirmed not receiving any quarterly statements.</p> <p>During an interview on 4/26/24 at 10:05 am, Resident #10 confirmed not receiving quarterly statements.</p> <p>During an interview on 4/26/24 at 11:11 am, the Director of [NAME] Office Manager (DBOM) confirmed the residents and/or the resident representatives did not receive quarterly statements for an undetermined amount of time.</p> <p>During an interview on 04/30/2024 at 10:41 am, Resident #13 confirmed not receiving quarterly statements.</p> <p>During an interview on 04/30/2024 at 11:01 am, Resident #15 confirmed not receiving quarterly statements and verbalized requesting balances multiple times with the Business Office Manager (BOM).</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: Facility ID: 045314	If continuation sheet Page 1 of 6

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<p>F 0568</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 04/30/2024 at 11:17 am, Resident #5 confirmed not receiving quarterly statements. Resident #5 verbalized not being able to obtain money from account for almost a year after admission. Resident #5 verbalized the SSD (Social Service Director) informed resident of account balances when resident requested a balance and placed the information on a sticky note.</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>43409</p> <p>Based on interviews, record review, facility document review, and facility policy review, it was determined that the facility failed to ensure residents were free of misappropriation of resident funds for 34 (Residents #1, 2, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, and 36) of 41 residents reviewed for misappropriation of resident funds.</p> <p>Findings include:</p> <p>A review of the facility's undated policy titled, Resident Trust Fund Policy, Revised 03/2024 indicated, The purpose of this policy is to provide uniform guidelines for the management of the Resident Trust Account. 4. Accurate records will be kept of resident's money and are available upon request . 14. The Trust Account Representative will provide all receipts to the business Office on a daily/weekly basis and key all withdrawals. Business Office staff will reconcile the RTA [Resident Trust Account] Petty Cash Box. 15. A separate individual other than Trust Account Representative and Business Office staff will reconcile the RTA Petty Cash box on a weekly basis. All reconciliations of RTA Petty Cash Box is kept within the Business Office. 16. The Trust Account Representative will print a daily RTA Trial Balance every morning prior to any withdrawals are given, to ensure the residents have funds they can withdraw.19. Monthly Reconciliations will be provided upon request .</p> <p>A review of a facility policy titled, Resident Trust Fund Policy, dated 03/2018, indicated, The purpose of this policy is to provide uniform guidelines for the management of the Resident Trust Account . 4. Accurate records will be kept of resident's money and are available upon request . 5. Reimbursement to family members or other parties will only be reimburse with proof of a receipt. a. Resident funds cannot be given to anyone without proof of receipt.7. Receipts for all transaction shall be kept with Trust Account records. A Receipt Book will be kept for all Cash withdrawals. Receipt book will not be co-mingled and kept with the Resident Trust Petty Cash box at all times. A separate receipt book will be kept for all check/money orders received to be deposited into resident s account. a. Carbon Receipts will be used i. [NAME] Copy goes to resident/family. ii. Carbon copy stays in receipt books.15. Administration will then generate print checks to replenish RTA Petty Cash Box. a. A copy of the withdrawal record and all related receipts/backup documentation will be kept together and then filed. 16. A separate individual other than Trust Account Representative and Business Office stall will reconcile the RTA Petty Cash box on a weekly basis or as replenishment checks are issues. All reconciliation of RTA Petty Cash Box is kept within the Business Office. 17. The Trust Account Representative will print a daily RTA Trial Balance every morning prior to any withdrawals are given, to ensure the residents have funds they can withdraw.20. Witness Signatures cannot be the individual that hands out funds to resident's or the vendor performing services. 21. Monthly Reconciliations will be provided upon request . 22. Segregation of Duties are as followed: a. Employee A hands out funds to resident from Resident Petty Cash Box. b. Employee B keys all receipts deducting funds from Resident Accounts. c. Employee B keys and mails all deposits received for Resident Accounts. d. Employee C reviews/reconciles/prints all Check Requests.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>A review of a facility policy titled, Abuse, Neglect, Exploitation or Misappropriation-Reporting and Investigating, revised on 03/31/2024, indicated, All reports of resident abuse (including injuries of unknown origin), neglect, exploitation, or theft/misappropriation of resident property are reported to local, state and federal agencies (as required by current regulations) and thoroughly investigated by facility management. Findings of all investigation are documented and reported.6. Upon receiving any allegations of abuse, neglect, exploitation, misappropriation of resident property or injury of unknown source, the administrator is responsible for determining what actions (if any) are needed for the protection of residents. Reporting Results of Investigation .2.The resident and/or representative are notified of the outcome immediately upon conclusion of investigation. Corrective Action .2. If the investigation reveals that the allegation(s) of abuse are founded, the employee(s) is terminated .</p> <p>A review of the 2024 facility documented fraudulent charges, revealed thirty-four residents had fraudulent charges to their trust account with a balance of \$4,452.72 in fraudulent charges.</p> <p>A review of Incident Letter to Police revealed the Director of [NAME] Office Manager documented, .In summary, it is my determination that there was in fact misappropriation of funds of 49 residents. I have provided a breakdown by year totaling the amount of legitimate and fraudulent transactions. I have concluded that the total amount of misappropriated funds is \$181,384.19 .</p> <p>During an interview on 04/24/2024 at 11:25 am, the Administrator verbalized Resident #2 was transferred to a sister facility after an allegation of possible physical abuse. The Administrator verbalized the abuse was unfounded. The Administrator stated Resident #2's family had contacted the sister facility regarding the resident's trust account and was informed the account/money had not been transferred yet. The resident's family member reached out to our Social Service Director (SSD) and asked about the money. The SSD informed the family they could come by her house and pick up Resident #2's money. Resident #2's family member notified the sister facility of the incident. The sister facility contacted our facility, and our facility began an investigation. The facility immediately suspended the SSD and [NAME] Office Manager (BOM) because they generally handle the resident's money. The Administrator was asked to explain the process of residents obtaining money after making a request. The Administrator verbalized The BOM would request the money from our corporate office through the computer. If the resident had money in their trust account, the corporate office would send a check to the BOM. The BOM would then go cash the check to obtain the money. When the BOM returned to the facility with money it would be given to the SSD, and both would sign off on the exchange sheet. The SSD would obtain a witness and the resident and all three would sign off on the exchange sheet. The exchange sheet would then be given back to the BOM to be placed in the resident's file. We currently have someone from our corporate office here at the facility assisting in the investigation and we have contacted the police.</p> <p>During an interview on 04/25/2024 at 12:20 pm, the Director of [NAME] Office Manager (DBOM) confirmed there had been misappropriation of resident trust funds starting in the year 2019 through the present. The DBOM confirmed a spreadsheet was made with each resident amount that is actual resident usage and fraudulent amounts. The DBOM confirmed the fraudulent amounts did not have an original receipt, or the receipts were photocopied and confirmed resident signatures. The DBOM confirmed there were no issues found with resident's liability. The DBOM confirmed most of the fraudulent amounts came from the stimulus checks residents received.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 04/25/2024 at 3:10 pm, the Administrator was asked what process had been put into place to prevent misappropriation of funds happening in the future. The Administrator confirmed the facility has placed a fourth person instead of three people that will handle all the transactions. The Administrator confirmed all the transactions will come to him to review before and after the transactions occur and will review the request with all paperwork and will follow up with the resident to ensure they receive the money or products purchased.</p> <p>During an interview on 04/26/2024 at 9:56 am, Resident #11 confirmed not receiving quarterly statements. Resident #11 confirmed being upset due to only having \$86.00 in the trust account and feels there should be more.</p> <p>A review of Resident #11's Quarterly Statement, revealed Resident #11 had a balance of \$46.13 in the resident's trust account.</p> <p>A review of the 2024 facility documented fraudulent charges, revealed Resident #11 had \$75.00 in fraudulent charges.</p> <p>During an interview on 04/26/2024 at 10:01 am, Resident #7 confirmed not receiving any quarterly statements.</p> <p>Resident #7 confirmed the resident had difficulty getting money when requested. Resident #7 verbalized the resident requested \$20.00 the last time the resident requested money and only received \$15.00. Resident #7 denies missing any appointments due to money.</p> <p>A review of Resident #7's Quarterly Statement, revealed Resident #7 had a balance of \$27.73 in the resident's trust account.</p> <p>A review of the 2024 facility documented fraudulent charges, revealed Resident #7 had \$164.46 in fraudulent charges to the resident's trust account.</p> <p>During an interview on 04/26/2024 at 10:05 am, Resident #10 confirmed not receiving quarterly statements and denies missing any appointment due to money.</p> <p>A review of the Quarterly Statement, revealed Resident #10 had a balance of \$106.34 in trust account.</p> <p>A review of the 2024 facility documented fraudulent chargers, revealed Resident #10 had \$100.00 in fraudulent charges to trust account.</p> <p>During an interview on 04/26/2024 at 10:12 am, Resident #8 was unable to communicate due to cognition.</p> <p>A review of the Quarterly Statement, revealed Resident #8 had a balance of \$174.93 in the resident's trust account.</p> <p>A review of the 2024 facility documented fraudulent charges, revealed Resident #8 had \$100.00 in fraudulent charges to the resident's trust account.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an interview on 04/26/2024 at 11:11 am, the DBOM was asked who was responsible for the oversight of the resident trust money. The DBOM stated the SSD handed out the money from the resident cash box. The SSD went shopping for personal needs items and tobacco. The SSD provided receipts to the BOM. The BOM would key in receipts, doctor bills or any type of vendor that came in under resident's name, requested replenishes and any type of check that was put into the system. The BOM would reconcile the batch, replenish the cash box and the checks and she would go cash the checks. All checks were made out to the BOM and the BOM signed the back of the check. The DBOM was asked if anyone from the corporate office completed any audits of the resident trust accounts. The DBOM confirmed an audit had not been completed in over a year. The DBOM was asked what the plan was to repay residents their money that was fraudulently obtained from staff at the facility. The DBOM verbalized the facility was contacting the bond companies to obtain their process for filing a claim. Once that information has been verified, the facility will repay the resident with the bond money and/or the management company money. The timeframe for completion is approximately 60 days per the DBOM.</p> <p>During an interview on 04/30/2024 at 10:41 am, Resident #13 confirmed not receiving quarterly statements and denies missing any appointments due to money.</p> <p>A review of the Quarterly Statement, revealed Resident #13 had a balance of \$460.57 in the resident's trust account.</p> <p>A review of the 2024 facility documented fraudulent charges, revealed Resident #13 had \$40.00 in fraudulent charges to the resident's trust account.</p> <p>During an interview on 04/30/2024 at 11:01 am, Resident #15 confirmed not receiving quarterly statements and verbalized requesting balances multiple times from Business Office Manager (BOM).</p> <p>A review of the Quarterly Statement, revealed Resident #15 had a balance of \$31.07 in the resident's trust account.</p> <p>A review of the 2024 facility documented fraudulent charges, revealed Resident #15 had \$181.46 in fraudulent charges to the resident's trust account.</p> <p>During an interview on 04/30/2024 at 11:17 am, Resident #5 confirmed not receiving quarterly statements. Resident #5 verbalized not being able to obtain money from account for almost a year after admission. Resident #5 verbalized the SSD (Social Service Director) informed resident of account balances when resident requested a balance and placed the information on a sticky note.</p> <p>A review of the Quarterly Statement, revealed Resident #5 had a balance of \$81.92 in the resident's trust account.</p> <p>A review of the 2024 facility documented fraudulent charges, revealed Resident #5 had \$204.00 in fraudulent charges to the resident's trust account.</p>		