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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055473 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 01/07/2025 |
| NAME OF PROVIDER OR SUPPLIER New Vista Post-Acute Care Center | | STREET ADDRESS, CITY, STATE, ZIP CODE 1516 Sawtelle Blvd. Los Angeles, CA 90025 | |

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) |
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| <p>F 0726</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Ensure that nurses and nurse aides have the appropriate competencies to care for every resident in a way that maximizes each resident's well being.</p> <p>43454</p> <p>Based on observation, interview, and record review, the facility failed to ensure that the Case Manager (CM) have the specific competencies and skill sets necessary to ensure that the admission process is seamless and efficient according to facility's policy and procedure (P&P) titled, Nurse Admission Policy: Duties and Responsibilities.</p> <p>This deficient practice resulted in a negative effect to residents' plan of care and delivery of necessary care and services.</p> <p>Findings:</p> <p>During an interview with Business Office Manager (BOM) on 1/7/2025 at 10:48 a.m., BOM stated, referrals are sent from hospital regarding a potential residents' new admission. BOM stated, the referrals are first reviewed by the CM who does not work onsite and works out of state.</p> <p>During the on-site visit on 1/7/2025 at 10:56 a.m., surveyor tried to contact CM via telephone and CM's contact number did not ring, went straight to voicemail but the voicemail box was full. Surveyor tried to contact CM on multiple occurrences at 10:56 a.m., 11:05 a.m., 11:45 a.m., 11:53 a.m., 11:54 a.m., and 11:57 a.m.</p> <p>During a follow-up interview with BOM on 1/7/2025 at 11:59 a.m., BOM tried to contact CM via telephone with surveyor and the phone did not ring once again, went to straight to voicemail but voicemail box was full.</p> <p>During an interview with CM on 1/7/2025 at 12:03 p.m., CM stated, his phone's voicemail box gets full and when it is full, people are unable to contact him. CM stated, if his voicemail box is full and people are unable to contact him, it delays the admission when residents need to be admitted in the facility.</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.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| <p>F 0726</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>A review of the facility's P&P titled, Nurse Admission Policy: Duties and Responsibilities, reviewed on 7/12/2024, the P&P indicated, This policy establishes the responsibilities of the nurse during the admission process to ensure seamless communication and efficient workflow . duties and responsibilities includes: Collaboration with Case Managers: work closely with the hospital case manager to gather additional required information . Communication and Coordination: serve as a liaison between the Director of Nursing, hospital case manager, and other healthcare team members to ensure all necessary information is obtained for admission approval.</p> | | |