

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  055968	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/28/2025
NAME OF PROVIDER OR SUPPLIER  Golden Heights Healthcare		STREET ADDRESS, CITY, STATE, ZIP CODE  35 Escuela Drive Daly City, CA 94015	

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 0842  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.  (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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<p>F 0842</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on interview and record review, the facility failed to have correct and complete information on the POLST forms for one of three sampled residents (Resident 1). Acting on incomplete or erroneous information on a POLST form could contribute to a resident's death. In order for a POLST form to be valid in California it must be signed and dated by a physician, nurse practitioner, or physician's assistant, and the patient or the patient's legally recognized health care decision maker. [California Emergency Medical Services Authority, DNR, POLST and Medallion Information, <a href="https://ems.ca.gov/dnr_and_polst_forms/">https://ems.ca.gov/dnr_and_polst_forms/</a> accessed on [DATE]]. Resident 1's POLST form was not signed or dated with anyone's signature or any dates. When Resident 1 was admitted to the skilled nursing facility, her physician's orders indicated she was a full code. This meant all measures including CPR would be initiated should she stop breathing or her heart stopped beating. There were no later orders changing this full code status. Three days after admission to the skilled nursing facility, Resident 1 had difficulty breathing and was difficult to arouse. The staff administered oxygen and called 911. The RN who called 911 handed the EMS personnel who arrived at the skilled nursing facility the POLST form with Resident 1's name on it and without any signatures or dates. This RN (RN 1) told the EMS personnel Resident 1 was DNR. Resident 1 was breathing when she left the skilled nursing facility on a gurney with EMS personnel per RN 1. According to the skilled nursing facility administrator Resident 1 was not resuscitated in the ambulance and she died. Findings: The following abbreviations, definitions, and acronyms are used: 911 = the phone number for the Emergency Response System in the US and Canada; antibiotics = medications used to treat bacterial or fungal infections; BiPAP = bilevel positive airway pressure, a machine that pushes air into the lungs when breathing in and breathing out. The pressure is higher when breathing in. The patient is connected to the machine via a mask. There is no need for intubation (see below). CDPH = California Department of Public Health, the state agency that investigates reports from healthcare facilities and complaints from the public; C-PAP = CPAP or continuous positive airway pressure, a machine connected to tubing and a mask that uses air pressure to keep the patient's airway open during sleep. CPR = cardiopulmonary resuscitation, an emergency procedure using chest compressions and rescue breaths to keep oxygenated blood flowing when a person stops breathing and their heart stops beating; crash cart = a metal chest of drawers on wheels used to store equipment, and medications typically used to treat patients who stop breathing or whose heart stops beating; DNR = Do Not Resuscitate or do not do CPR (see above); DON = Director of Nursing; EMS = Emergency Medical Services (system of emergency treatment and transport which may include emergency medical technicians and paramedics who may also be firefighters). EMT = Emergency Medical Technician; gurney = a stretcher on wheels; intensive care = treatment, care, and constant monitoring of critically ill patients in a specialized unit of a hospital; intubate = a tube inserted down the throat (or nose) and into the trachea (windpipe) to keep the airway open. IV = intravenous, a needle inserted into a vein to provide medications or fluids; LVN = licensed nurse refers to either a RN or LVN (see below); LVN = licensed vocational nurse; MD = medical doctor; mg/dL = milligrams per deciliter; nasal cannula = nasal prongs, plastic tubing that goes inside the nostrils used to deliver supplemental oxygen; non-invasive positive airway pressure = machines {C- PAP (see above) or BiPAP (see above)} that deliver oxygen under pressure via a mask. Unlike ventilators, they do not require a patient to be intubated (see above). pantoprazole = Protonix - a medication used to treat GERD or gastroesophageal reflux disease (ongoing heartburn). paramedic = an EMT (see above) with more training and skills in emergency treatment; POLST = Physician Orders for Life-Sustaining Treatment is a portable medical order that travels with the patient that informs healthcare providers in ambulances, hospitals, nursing homes, etc. of the patient's wishes for treatment should a medical emergency occur. It typically indicates if they want CPR (see above), feeding tubes, and other forms of medical intervention. It is intended to be used for seriously ill and frail people [National POLST, <a href="https://polst.org">https://polst.org</a> accessed on [DATE]]; RN = Registered Nurse; skilled nursing facility = a healthcare facility that provides 24 hour nursing care. It may also provide physical, occupational, and speech therapy. sternal rub = a check for alertness by applying firm pressure with one's knuckles to the breastbone of a patient. vitals or vital signs = temperature, pulse, respiration, blood pressure, pain assessment. A review of Resident 1's admission Record indicated she was admitted to the skilled nursing facility in March of 2025 and was discharged to a local hospital three days later. A review of Resident 1's Order Summary Report indicated FULL CODE (in boldface type). Full Treatment. No artificial means of nutrition, including feeding</p>		