

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  056428	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/02/2024
NAME OF PROVIDER OR SUPPLIER  California Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE  2299 North Indian Canyon Drive Palm Springs, CA 92262	

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 0573</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Let each resident or the resident's legal representative access or purchase copies of all the resident's records.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 46145</p> <p>Based on interview and record review, the facility failed to provide the resident ' s representative with requested financial documents within 48 hrs. after request was made, for one of three sampled residents (Resident 1).</p> <p>This failure has the potential to result in missed payment which could negatively impact the resident or the resident's representative's financial standing.</p> <p>Findings:</p> <p>On June 13, 2024, an unannounced visit was made to the facility to investigate a financial billing issue.</p> <p>A review of Resident 1 ' s face sheet, dated May 17, 2024, indicated the resident was admitted to the facility on [DATE], with diagnoses which included respiratory failure, and was discharged from the facility on January 6, 2024.</p> <p>A review of Resident 1 ' s Brief Interview for Mental Status (Cognitive assessment) score of 99, which meant the resident was severely cognitively impaired.</p> <p>On June 13, 2024, at 10:46 a.m., an interview was conducted with the Business Office Assistant (BOA). The BOA stated Resident 1 ' s representative requested financial documents regarding resident ' s collection account, and these documents were mailed on April 16, 2024, and Returned to Sender (Facility), on May 9, 2024. The BOA stated the resident ' s representative called the Business Office on June 7, 2024, requested the returned financial documents, and additional documents to be emailed to representative for review. The BOA further stated, she had not responded to the representative request as of yet (June 13, 2024), as the financial documents were being collected.</p> <p>On June 17, 2024, at 9:30 a.m., and interview was conducted with the BOA, who stated she had not yet emailed the financial documents requested by representative on June 7, 2024, stating, I got busy. The BOA further stated, she was not sure of the facility ' s Policy &amp; Procedure (P&amp;P) regarding the time frame to respond to financial document requests from residents/representatives.</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 0573</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On June 17, 2024, at 9:30 a.m., an interview was conducted with the BO Manager (BOM), who stated, I think it ' s two weeks, referring to the time frame on facility ' s P&amp;P to respond to financial document requests from residents/representatives.</p> <p>On June 21, 2024, at 2:32 p.m., an interview was conducted with BOM, who stated, the BO followed-up by sending requested financial documents to Resident 1 ' s representative on June 17, 2024, and June 20, 2024. The BOM further stated, she reviewed the facility ' s P&amp;P, titled, Resident Access to Financial or Clinical Records, and verified financial document requests from residents/representatives are to be sent to requestor within 48 hours of request.</p> <p>A review of the facility ' s P&amp;P, titled, Resident Access to Financial or Clinical Records, revised, January 1, 2022, indicated, .Purpose: To ensure that residents are able to exercise their right to access personal information . Policy: Each resident (or representative) has the right to access his or her financial and clinical records upon request . 1. The Business Office maintains each resident ' s financial records and the Medical Records Department maintains closed or thinned medical records . A resident can review his or her financial records by giving the business office a 24-hour advanced (sic) written or oral request . V. A resident can obtain photocopies (copies) of his or her records by giving the Facility at least a forty-eight (48) hour advance (sic) notice of such request (excluding weekend and holidays) .</p>		