

Department of Health & Human Services  
Centers for Medicare & Medicaid Services

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No. 0938-0391

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                                                                                | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br>065153                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | (X2) MULTIPLE CONSTRUCTION<br><br>A. Building<br>B. Wing                           | (X3) DATE SURVEY<br>COMPLETED<br><br>06/03/2026 |
| NAME OF PROVIDER OR SUPPLIER<br><br>Vista Grande Rehabilitation and Healthcare Center                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | STREET ADDRESS, CITY, STATE, ZIP CODE<br><br>680 E Hospital Dr<br>Cortez, CO 81321 |                                                 |
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| F 0812<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Many                        | <p>Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.</p> <p>Based on observations, record review and interviews, the facility failed to ensure food was stored, prepared, distributed and served under sanitary conditions in the main kitchen. Specifically, the facility failed to ensure staff followed appropriate hand hygiene practices during the meal service. Findings include: I. Professional reference According to the Colorado Retail Food Regulations (3/16/24), 4, retrieved on 6/9/26, Food employees shall clean their hands and exposed portions of their arms immediately as specified under S 2-301.12 before engaging in food preparation, including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles and: after touching bare human body parts other than clean hands and clean, exposed portions of arms; after using the toilet room; after coughing, sneezing, using a handkerchief or disposable tissue; using tobacco products, eating, or drinking; after handling soiled equipment or utensils; during food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks; before donning gloves to initiate a task that involves working with food; and after engaging in other activities that contaminate the hands. (Chapter 2-301.14) II. Facility policy and procedure The Handwashing/Hand Hygiene policy, revised December 2025, was provided by the nursing home administrator (NHA) on 6/3/26 at 12:22 p.m. The policy read in pertinent part, Hand hygiene is the primary means for preventing healthcare-associated infections (HAs) and the transmission of multidrug-resistant organisms (MDROs). This facility requires strict adherence to evidence-based hand hygiene practices for all personnel, including licensed, unlicensed, contracted, therapy, dining, housekeeping, volunteers, and students. Hand hygiene is indicated before touching a resident; before preparing or handling food, medications, or parenteral solutions; before clean or aseptic procedures; before moving from work on a soiled body site to a clean body site on the same resident; after exposure to blood, body fluids, excretions, or contaminated surfaces; after touching a resident; after touching the resident's environment or belongings; after glove removal; and whenever hands are visibly soiled. The use of gloves does not substitute for hand hygiene. Always perform hand hygiene after gloves are removed. III. Observations 1. Kitchen meal service During a continuous observation of the lunch meal service in the kitchen 6/2/26, beginning at 10:50 p.m. and ending at 12:37 p.m., the following was observed: At 11:25 a.m. cook #1 removed her gloves, placed a container in the refrigerator. She donned (put on) new gloves and proceeded to plate resident meals. [NAME] #1 did not wash her hands after touching the refrigerator door handle and donning new gloves to plate meals. At 11:34 a.m. dietary aide (#1) used her gloved hands to open the cabinet door, she then removed a hamburger patty from a bag and placed it directly on the grill. She did not change her gloves or perform hand hygiene after touching the cabinet handle and before directly touching the food. Dietary aide #1 then removed her gloves and performed hand hygiene. At 11:36 a.m. dietary aide #1 opened the refrigerator and retrieved a bag of hot dogs and donned new gloves. She did not (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<br>REPRESENTATIVE'S SIGNATURE | TITLE                   | (X6) DATE                                                               |
| FORM CMS-2567 (02/99)<br>Previous Versions Obsolete                      | Event ID:<br><br>065153 | Facility ID:<br><br>065153<br><br>If continuation sheet<br>Page 1 of 37 |

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| <p>F 0812</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Many</p>                | <p>perform hand hygiene before placing new gloves on. At 11:38 a.m. dietary aide #1 removed a hot dog from the bag and placed it into the microwave, touching the microwave handle with her gloved hand. She then placed the remaining hot dogs back in the refrigerator opening and closing the door. At 11:40 a.m. dietary aide #1 used the same gloved hands to touch lettuce, a sliced onion and a tomato and place the items on a plate. At 11:43 a.m. dietary aide #1 used her gloved hands to open and close the refrigerator. She placed a hamburger patty in a bun on a plate, touching the bun with her gloved hands.</p> <p>2. Assisted dining During a continuous observation of the lunch meal service in the dining room on 5/31/26 beginning 4:00 p.m. and ending at 4:45 p.m., the following was observed: Resident assistant #1 and an unidentified certified nursing aide (CNA) were providing meal assistance for two residents at table A, one resident at table B and one resident at table C. The unidentified CNA and resident assistant #1 went from table to table, positioning the residents at the tables, touching the resident's wheelchairs, touching each resident's utensils and beverage cups while providing meals assistance to each of the four residents without performing hand hygiene.</p> <p>IV. Staff interviews Cook #1 was interviewed on 6/2/26 at 12:20 p.m. cook #1 said hand hygiene should be conducted frequently when preparing and serving meals and when touching anything that could contaminate the food. She said hand hygiene should have been done every time gloves were put on and taken off. Dietary aide #1 was interviewed on 6/2/26 at 12:28 p.m. Dietary aide #1 said hand hygiene should be performed every time a staff member returned from a break, touched anything potentially contaminated and when putting on new gloves. The dietary manager (DM) was interviewed on 6/3/26 at 11:09 a.m. The DM said hand hygiene should be conducted before touching food related equipment and before and after glove use to prevent potential cross-contamination. The DM said hand hygiene should be done every time staff returns from a break, touches anything potentially contaminated and when putting on new gloves. She said her staff have been trained on hand hygiene and she would continue to remind them. The director of nursing (DON) was interviewed on 6/3/26 at 5:15 p.m. The DON said she was the infection preventionist for the facility. The DON said she did not educate the kitchen staff or spot check them in the kitchen for appropriate infection control practices. The DON said she would watch the dining room staff to check on hand hygiene in the dining room for residents and staff in the dining room. She said the DM was responsible for ensuring infection control practices were conducted during meal preparation and meal service for the kitchen staff. The NHA was interviewed on 6/3/26 at approximately 6:40 p.m. She said the facility mainly focused on resident hand hygiene, but based on the observations, they would continue to work with staff on hand hygiene.</p> |                                                                                    |                                                 |

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| <p>F 0756</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on record review and interviews, the facility failed to provide a rationale to act upon the pharmacist's recommendations in a timely manner for three (#2, #3 and #4) of five residents out of 36 sample residents. Specifically, the facility failed to provide a rationale for not acting upon the pharmacist's recommendations for Resident #2, Resident #3 and Resident #4.</p> <p>Findings include:</p> <p>I. Facility policy and procedure</p> <p>The Medication Regimen Reviews policy and procedure, revised February 2025, was provided by the nursing home administrator (NHA) on 6/3/26 at 7:17 p.m. It revealed in pertinent part, Upon receiving the medication recommendation report (MRR) from the pharmacist, the physician reviews and responds to the report. The physician documents in the resident's medical record that the pharmacist's recommendations have been reviewed and what actions were taken to address them.</p> <p>II. Resident #2</p> <p>A. Resident status</p> <p>Resident #2, age [AGE], was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included neurocognitive disorder with Lewy bodies (dementia with protein clumping built up in the brain causing problems with thinking, moving, and sleep), epilepsy, chronic kidney disease stage 3, transient ischemic attack (TIA - a mini-stroke), cerebral infarction (a stroke), atherosclerotic heart disease of native coronary artery (plaque builds up inside the arteries supplying blood to the heart restricting blood flow and oxygen to the heart muscle), atrial fibrillation (heart arrhythmia), essential hypertension (high blood pressure), type 2 diabetes mellitus, post-traumatic stress disorder, major depressive disorder, insomnia and hallucinations.</p> <p>According to the 3/24/26 minimum data set (MDS) assessment, the resident was cognitively intact with a brief interview mental status (BIMS) score of 14 out of 15. She used a walker and wheelchair. She required set up assistance with eating and supervision with oral hygiene, showering, and personal hygiene. She required partial assistance with toileting.</p> <p>The assessment revealed Resident #2 had an anxiety disorder. She took an antipsychotic medication and an antidepressant medication. The assessment revealed she took antipsychotic medications on a routine basis and a gradual dose reduction (GDR) was not attempted. The physician documented a GDR was clinically contraindicated on 1/21/26.</p> <p>The assessment revealed the section asking if the complete drug regimen review identified potential clinically significant medications was not completed, and the section asking if the facility contacted the physician by 12:00 a.m. of the next calendar day and completed prescribed recommended actions (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0756</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>in response to the identified potential clinically significant medication issues was not completed.</p> <p>B. Record review</p> <p>Review of Resident #2's June 2026 CPO revealed the following physician's orders:</p> <p>Aripiprazole (an antipsychotic medication) 5 milligram (mg) tablet. Take one tablet by mouth one time a day for post traumatic stress disorder, ordered 3/16/26.</p> <p>Benadryl (antihistamine medication) 25 mg tablet. Take one tablet by mouth at bedtime for pruritus (an uncomfortable irritation of the skin that causes itching and scratching), ordered 3/15/26.</p> <p>Benadryl 25 mg tablet. Take one tablet by mouth as needed for itching, ordered 3/15/26.</p> <p>Calcitriol 0.25 microgram (mcg) capsule. Take one capsule by mouth one time a day, ordered 3/28/26.</p> <p>Cetirizine (antihistamine medication) 10 mg. Take one tablet by mouth at bedtime for allergies, ordered 3/15/26.</p> <p>Duloxetine (an antidepressant medication) 30 mg capsule. Take one capsule by mouth one time a day for major depressive disorder, ordered 3/16/26.</p> <p>Duloxetine 60 mg capsule. Take one capsule by mouth one time a day for major depressive disorder, ordered 3/16/26.</p> <p>Insulin 100 units/milliliter (ml). Inject 20 units subcutaneously at bedtime for type 2 diabetes mellitus, ordered 3/15/26.</p> <p>Trazodone (an anti-anxiety medication) 50 mg. Take one tablet by mouth at bedtime for insomnia, ordered 3/15/26.</p> <p>Humalog 100 units/ml. Inject 8 units subcutaneously three times a day for type 2 diabetes mellitus, ordered 3/15/26.</p> <p>Gvoke kit (medication used to treat extremely low blood sugar) subcutaneous solution 1 mg/0.2 ml. Inject 1 mg subcutaneously as needed if the resident is unable to swallow, ordered 3/15/26.</p> <p>Sitagliptin (medication used to lower blood sugar) 50 mg tablet. Take one tablet by mouth one time a day for type 2 diabetes mellitus, ordered 3/16/26.</p> <p>Famotidine (medication used to treat stomach acid) 40 mg. Take one tablet by mouth at bedtime for indigestion, ordered 3/15/26.</p> <p>Review of the medication regimen review (MRR) forms provided by the facility revealed there were two sections on the form. The first section was completed by the pharmacist and provided a (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0756</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>recommendation. The second section was the physician's response section. The physician's response section had three options for the physician to check; agree, disagree or other. If the physician marked disagree, the form instructed the physician to document a clinical rationale at the bottom of the form.</p> <p>Review of Resident #2's MRR forms, from 2/21/26 to 5/21/26, revealed the following:</p> <p>Renal dose adjustment on 2/21/26: Consider the following medication renal dose adjustments: cetirizine 5 mg once daily and Sitagliptin 25 mg once daily. The physician's response section was marked disagree.</p> <p>-However, the physician did not document a clinical rationale to explain the reason for not decreasing the cetirizine and Sitagliptin, as was recommended by the pharmacist.</p> <p>-Additionally, review of Resident #2's electronic medical record (EMR) did not reveal a rationale for why the pharmacist's recommendations for the decrease of cetirizine and Sitagliptin were not addressed.</p> <p>Benadryl 25 mg reviewed on 3/21/26: Please add dosing frequency or daily dose maximum warning to as needed order: Benadryl 25 mg. Take one tablet by mouth as needed for itching. Resident also has a scheduled order for 25 mg daily. The physician's response section was marked disagree.</p> <p>-However, the physician did not document a clinical rationale to explain the reason for not adding the dosing frequency or daily dose maximum for the Benadryl, as was recommended by the pharmacist.</p> <p>-Additionally, review of Resident #2's EMR did not reveal a rationale for why the pharmacist's recommendation for adding the dosing frequency or daily dose maximum for Benadryl was not addressed.</p> <p>Dulexetine renal dose adjustment on 4/23/26: The current Dulexetine dose is 90 mg daily, would you like to reduce it to 60 mg daily. Package insert dosing recommends avoiding use, some experts use up to 60 mg daily and monitored closely for adverse effects. The physician's response section was marked disagree.</p> <p>Sitagliptin renal dose adjustment on 4/23/26: Would you like to reduce the dose to 25 mg daily. The physician's response was marked disagree.</p> <p>Zytrec renal dose adjustment on 4/23/26: Current dose 10 mg once daily. Would you like to reduce to 5 mg daily. The physician's response was marked disagree.</p> <p>Famotidine renal dose adjustment on 4/23/26. Current dose 40 mg once daily. Would you like to reduce to 20 mg once daily. The physician's response was marked disagree.</p> <p>-However, the physician did not document a clinical rationale to explain the reason not to decrease the dosages of duloxetine, Sitagliptin, Zyrtec and famotidine, as was recommended by the pharmacist.</p> <p>(continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0756</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>-Additionally, review of Resident #2's EMR did not reveal a rationale for why the pharmacist's recommendations for the decrease of duloxetine, Sitagliptin, Zyrtec and famotidine were not addressed.</p> <p>Diabetes management basal titration on 5/21/26: Diabetes regimen of insulin glargine 20 units daily, Humalog 8 units three times a day and Sitagliptin 50 mg daily. The resident's blood glucose has been elevated, averaging above 200 milligrams per deciliter (mg/dl). Can we titrate basal insulin up at this time? Package insert titration recommendation: Lantus increase by 2 to 4 units every two to three days. The physician's response was to disagree and document that the resident requested for the current regimen.</p> <p>-However, there was no documentation in Resident #2's EMR to indicate that the pharmacist's recommendations for increasing the insulin dosage reviewed with Resident #2.</p> <p>III. Resident #3</p> <p>A. Resident status</p> <p>Resident #3, age [AGE], was admitted on [DATE]. According to the June 2026 CPO, diagnoses included non-Alzheimer's dementia, anxiety, depression and diabetes.</p> <p>The 4/8/26 MDS assessment revealed the resident was severely cognitively impaired with a BIMS score of five out of 15. She required partial assistance with activities of daily living (ADL).</p> <p>According to the MDS assessment, the resident did not have delusions, hallucinations or other behaviors exhibited during the assessment look-back period.</p> <p>The assessment documented Resident #3 received antipsychotic, anti-anxiety, and antidepressant high risk medications. The assessment revealed she took antipsychotic medications on a routine basis and a gradual dose reduction (GDR) was not attempted.</p> <p>The assessment revealed the section asking if the complete drug regimen review identified potential clinically significant medications was not completed, and the section asking if the facility contacted the physician by 12:00 a.m. of the next calendar day and completed prescribed recommended actions in response to the identified potential clinically significant medication issues was not completed.</p> <p>B. Record review</p> <p>Review of Resident #3's MRR, dated 3/23/26, revealed the pharmacist recommended a review of the resident's mirtazapine 15mg every night due to the resident's recent fall. The physician's response section indicated the resident's fall was unrelated to the above medications and medications warranted at this time.</p> <p>-However, the physician did not document a clinical rationale to explain the reason for not decreasing the resident's mirtazapine, as was recommended by the pharmacist.</p> <p>(continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0756</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>IV. Resident #4</p> <p>A. Resident status</p> <p>Resident #4, age greater than 65, was admitted on [DATE] and readmitted on [DATE]. According to the June 2026 CPO, diagnoses included heart failure, atrial fibrillation (abnormal heart rhythm), dementia, unspecified severity with behavioral disturbance, delusional disorder and chronic kidney disease stage 3.</p> <p>The 5/25/26 MDS assessment revealed the resident was severely cognitively impaired with a BIMS score of five out of 15. According to the MDS assessment, the resident did not have delusions, hallucinations or other behaviors exhibited during the assessment look-back period.</p> <p>The assessment documented Resident #4 received antipsychotic, anti-anxiety, and antidepressant high risk medications. The assessment revealed she took antipsychotic medications on a routine basis and a gradual dose reduction (GDR) was not attempted. The physician documented a GDR was clinically contraindicated on 1/21/26</p> <p>The assessment revealed the section asking if the complete drug regimen review identified potential clinically significant medications was not completed, and the section asking if the facility contacted the physician by 12:00 a.m. of the next calendar day and completed prescribed recommended actions in response to the identified potential clinically significant medication issues was not completed.</p> <p>B. Record review</p> <p>The 1/29/26 MRR report documented Resident #4 had a physician's order for metoprolol succinate ER oral tablet extended release 24 Hour 25 mg tablet every other day and Metoprolol Succinate ER oral tablet extended release 24 Hour 50 mg tablet every other day. The pharmacist recommended decreasing Resident #4's metoprolol antihypertensive regimen dose to 25 mg due to the resident's low blood pressure. The pharmacist documented the resident's blood pressure had been consistently below 120 mmHg (millimeters of mercury) with occasional episodes of her blood pressure being less than 100 mmHg. The MRR report physician's response section was marked disagree.</p> <p>-However, the physician did not document a clinical rationale to explain the reason for not decreasing the resident's metoprolol dosage, as was recommended by the pharmacist.</p> <p>-Additionally, review of Resident #4's EMR did not reveal a rationale for why the pharmacist's recommendation for the decrease of metoprolol was not addressed.</p> <p>The 4/23/26 MRR report documented the pharmacist requested a physician's review of Resident #4's blood pressure medications, metoprolol succinate ER oral tablet extended release 24 Hour 25 mg tablets to be administered one tablet by mouth one time a day every other day for heart failure and metoprolol succinate ER oral tablet extended release 24 Hour 50 mg tablets to be administered one tablet by mouth one time a day every other day for heart failure. The pharmacist recommended decreasing Resident #4's metoprolol dose to 25 mg and 37.5 mg due to the resident's low blood (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0756</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>pressure. The pharmacist documented the resident's blood pressure had been consistently below 120 mmHg with occasional episodes of her blood pressure being less than 100 mmHg. The resident's metoprolol medication had been frequently held due to her blood pressure being under 90 mmHg SBP (systolic blood pressure). The MRR report physician's response section was marked disagree.</p> <p>-However, the physician did not document a clinical rationale to explain the reason for not decreasing the resident's metoprolol dosage, as was recommended by the pharmacist.</p> <p>-Review of Resident #4's EMR did not reveal a rationale for why the pharmacist's recommendation for the decrease of metoprolol was not addressed.</p> <p>-Additionally, the pharmacist had previously recommended a decrease in the resident's metoprolol dosage in January 2026 (three months prior), which the physician marked as disagree and did not document a rationale for (see 1/29/26 pharmacist's recommendation above).</p> <p>V. Staff interviews</p> <p>The medical director (MD) was interviewed on 6/3/26 at 2:06 p.m. The MD said he had worked with the pharmacist for years and said the pharmacist knew what his (the MD's) recommendations for medications were, but the pharmacist kept asking him. He said the pharmacist could make medication changes based on best practices. He said the facility talked about each resident at the quarterly meetings. He said he signed the pharmacist's recommendations for residents' medications at this meeting with one signature for the entire packet of all residents' medication recommendations. He said he did not make many medication changes because the residents' families did not want any medication changes made.</p> <p>The director of nursing (DON) was interviewed on 6/3/26 at 3:18 p.m. The DON said the purpose of the pharmacist reviewing resident's medications monthly was to have an outside person review a resident's medication regimen to provide recommendations for labs and protocols that nursing and the physician may overlook. The DON said the physician was responsible for reviewing the pharmacist's medication recommendations. The DON said the physician reviewed the recommendations within a week of when the pharmacist made the recommendation.</p> <p>The DON said a pharmacist reviewed a resident's medications monthly and within ten days from when a resident was admitted to the facility. The DON said if the physician did not agree with the pharmacist's recommendation, the physician should document the rationale on the recommendation form.</p> <p>The DON said she was familiar with the recommendations for Resident #2, Resident #3 and Resident #4. She said she knew the physician disagreed with the pharmacist's recommendations for the residents; medications; however, there was no documentation on why he disagreed with the recommendations.</p> <p>Pharmacist #1 was interviewed on 6/3/26 at 5:11 p.m. Pharmacist #1 said a pharmacist reviewed a resident's medication on a monthly basis. He said if there was a new resident, the medications were (continued on next page)</p> |                                                                                    |                                                 |

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| F 0756<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Some                        | <p>reviewed within 10 days of the resident's admission to the facility. Pharmacist #1 said there were three types of recommendations he made. He said there were physician's recommendations, no recommendations and a DON recommendation. Pharmacist #1 said recommendations should be reviewed within a month from when the pharmacist made a recommendation. He said he documented the facility's response to a recommendation. Pharmacist #1 said if a physician disagreed with the pharmacist's recommendation, the physician should document the rationale for why he disagreed. He said it was important for a resident's medications to be reviewed because some residents were not able to advocate for themselves and some residents did not have family or friends who could advocate for them. He said it was important medications were given for the best optimization.</p> <p>Pharmacist #1 said he was familiar with Resident #2, Resident #3 and Resident #4. He said he did not always do the monthly reviews, but he said if the physician disagreed with the recommendations for the residents, there should have been documentation on why he disagreed. Pharmacist #1 said the physician was not always consistent with documenting the rationale.</p> |                                                                                    |                                                 |

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| <p>F 0880</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>Provide and implement an infection prevention and control program.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observations, record review and interviews, the facility failed to maintain an effective infection prevention and control program to provide a safe, sanitary and comfortable environment to help prevent the development and transmission of disease. Specifically, the facility failed to: -Ensure nursing staff disinfected blood pressure cuffs and sit-to-stand mechanical lifts in between residents; -Ensure nursing staff performed appropriate hand hygiene in between assisting residents; and, -Ensure housekeeping staff performed appropriate hand hygiene while cleaning residents' rooms. Findings include: I. Professional reference According to The Centers for Disease Control and Prevention's (CDC) Hand Hygiene for Healthcare Workers (2/27/24), retrieved on 6/9/26 from <a href="https://www.cdc.gov/cleanhands/hcp/clinical-safety/index.html">https://www.cdc.gov/cleanhands/hcp/clinical-safety/index.html</a>, included the following recommendations for hand hygiene, Hand hygiene protects both healthcare personnel and patients. Cleaning your hands reduces the potential spread of germs. Clean your hands immediately before touching a patient and after touching a patient or the patient's surroundings. II. Facility policy and procedure The Hand Washing Hand Hygiene policy, revised December 2025, was received by the nursing home administrator (NHA) on 6/3/26 at 6:53 p.m. It read in pertinent part, Hand hygiene is indicated: before touching a resident, before moving from work on a soiled body site to a clean body site on the same resident, after exposure to contaminated surfaces, after touching a resident, after touching the resident's environment or belongings (after glove removal) and whenever hands are visibly soiled. The Cleaning and Disinfection of Resident-Care Items and Equipment policy, revised September 2022, was received by the NHA on 6/3/26 at 6:53 p.m. It read in pertinent part, The resident-care equipment, including reusable items and durable medical equipment will be cleaned and disinfected according to current CDC recommendations for disinfection and the occupational safety and healthcare administration (OSHA) bloodborne pathogens standard. The [NAME] Classification System is used to distinguish the levels of sterilization disinfection necessary for items used in resident care: Critical items consist of items that carry a high risk of infection if contaminated with any microorganism. Non-critical items are those that come in contact with intact skin but not mucous membranes. Non-critical resident-care items include bedpans, blood pressure cuffs and crutches. Non-critical environmental surfaces include bed rails, bedside tables. Critical and semi-critical items are sterilized and disinfected in a central processing location and stored appropriately until use. Reusable items are cleaned and disinfected or sterilized between residents (durable medical equipment). Reusable resident care equipment is decontaminated and or sterilized between residents according to manufacturers' instructions. Durable medical equipment (DME) is cleaned and disinfected before reuse by another resident. III. Failed to disinfect blood pressure cuffs and mechanical lifts and perform appropriate hand hygiene between residents A. Observations On 6/1/26 at 3:25 p.m. certified nurse aide (CNA) #1 and CNA #2, along with the NHA, transferred four unidentified residents out of the recliner chairs in the common area with one sit-to-stand mechanical lift. CNA #1, CNA #2 and the NHA went between the four residents, one after the other, to transfer them into their wheelchairs. The residents held onto the mechanical lift bar during the transfer. The staff members touched the residents' clothing and assisted the residents with placing their hands on the lift bar while being transferred out of the recliner chairs and into their wheelchairs. -CNA #1, CNA #2 and the NHA failed to disinfect the mechanical lift in between using it to transfer each resident. -Additionally, the staff members failed to perform appropriate hand hygiene after touching each resident. On 6/2/26 at 9:52 a.m. certified nurse aide with medication authority (CNA-Med) #2 (continued on next page)</p> |                                                                                    |                                                 |

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| NAME OF PROVIDER OR SUPPLIER<br><br>Vista Grande Rehabilitation and Healthcare Center                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | STREET ADDRESS, CITY, STATE, ZIP CODE<br><br>680 E Hospital Dr<br>Cortez, CO 81321 |                                                 |
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| <p>F 0880</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Some</p>                | <p>took the blood pressure cuff from the top of his medication cart and placed it on an unidentified resident's arm to obtain the resident's blood pressure. After obtaining the resident's blood pressure, CNA-Med #2 put the blood pressure cuff back on top of his medication cart without disinfecting it. On 6/2/26 at 1:50 p.m. CNA-Med #3 took the blood pressure cuff out of her medication cart and the cuff on an unidentified resident's arm to obtain the resident's blood pressure. After obtaining the resident's blood pressure, CNA-Med #3 put the blood pressure cuff back into the medication cart without disinfecting it. -CNA-Med #2 and CNA-Med #3 failed to disinfect the blood pressure cuffs after obtaining residents' blood pressures.B. Staff interview CNA #4 was interviewed on 6/3/26 at 10:39 a.m. CNA #4 said hand hygiene was completed after assisting residents, going in and out of residents' rooms and before meals. She said she washed her hands when they were soiled or when a resident had an infection which required staff to wear personal protective equipment (PPE). She said she did not clean the mechanical lifts after each use or between residents.The director of nursing (DON), who was the facility's infection preventionist was interviewed on 6/3/26 at 5:30 p.m. The DON said hand hygiene should be performed frequently, including after resident care, going to the bathroom, during wound care, before and after eating and before and after touching equipment. She said the night shift cleaned and disinfected the wheelchairs and the medical equipment such as the mechanical lifts, as well as the blood pressure tower machines. The DON said staff did not generally clean the lifts or blood pressure equipment at any other time, unless the equipment was visibly soiled. She said the blood pressure cuffs were not cleaned in between residents because they generally touched clothing and not the skin of a resident. She said infection control education was completed on the computer annually and when it was needed because of a concern. IV. Failed to ensure housekeeping staff performed appropriate hand hygiene while cleaning residents' rooms A. ObservationsOn 6/2/26 at 9:22 a.m. housekeeper (HK) #1 was cleaning resident room [ROOM NUMBER], which was a double-occupancy room. HK #1 donned (put on) gloves, sprayed the counters and sinks with a disinfectant spray, emptied the trash can and used a rag to wipe around the trash can before doffing (taking off) her gloves. She donned another pair of gloves without performing hand hygiene and swept the residents' room. After sweeping the resident's room, HK #1 doffed her gloves again and without performing hand hygiene, donned another pair of gloves and sprayed furniture polish onto a rag, wiped down the wood surfaces and repeated the procedure for both sides of the residents' room. She then took off her gloves, exited room [ROOM NUMBER] and walked across the hallway into another resident's room to get a box of gloves without completing hand hygiene. She said she ran out of gloves and did not have time to go get a box from the housekeeping closet. HK #1 re-entered room [ROOM NUMBER], donned another pair of gloves without performing hand hygiene and used a clean rag to wipe down the counters and the sink in room [ROOM NUMBER]. After wiping the counters and sink, she doffed her gloves, donned another pair of gloves and sprayed a rag with disinfectant to clean the high touch surfaces of the room and mopped the floor. Once she finished mopping the floor, HK #1 doffed her gloves, exited room [ROOM NUMBER] and pushed her housekeeping cart to resident room [ROOM NUMBER].Without performing hand hygiene, HK #1 donned another pair of gloves and proceeded to begin cleaning the second resident room. -HK #1 failed to perform hand hygiene before donning and after doffing her gloves during the duration of the entire room cleaning process.B. Staff interviewsHK #1 was interviewed on 6/2/26 at 9:35 a.m., immediately after the above observation. HK #1 said she completed training on how to clean a resident room when she started working at the facility. She said she did not know how often the facility provided additional room cleaning education. She said she performed hand hygiene when she was done cleaning the residents' rooms.The environmental director was interviewed on 6/3/26 at 5:45 p.m. The environmental director said he (continued on next page)</p> |                                                                                    |                                                 |

Department of Health & Human Services  
Centers for Medicare & Medicaid Services

Printed: 10/09/2026  
Form Approved OMB  
No. 0938-0391

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| F 0880<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Some                        | completed hand hygiene education with the housekeeping staff and the laundry services department. He said he completed one-on-one training with staff when needed. He said hand hygiene should be performed after disinfecting residents' rooms and in between putting on and taking off each pair of gloves. |                                                                                    |                                                 |

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| <p>F 0600</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <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> Based on interviews and record review, the facility failed to ensure residents were kept free from abuse for one (#2) of two residents reviewed for abuse out of 36 sample residents. Specifically, the facility failed to protect Resident #2 from sexual abuse by Resident #73 on 12/11/25. Findings include: I. Facility policy and procedure The Resident Right to Freedom from Abuse, Neglect and Exploitation policy and procedure, revised 2025, was provided by the nursing home administrator (NHA) on 5/31/26 at 2:55 p.m. It read in pertinent part, The facility shall have and implement written policies and procedures to prevent and prohibit all types of abuse, neglect, misappropriation of resident property and exploitation. The facility shall monitor the resident including the identification, ongoing assessment, care planning for appropriate interventions and monitoring of residents with needs and behaviors which might lead to conflict or neglect such as sexually aggressive behavior such as saying sexual things and inappropriate touching and grabbing. Identify, correct and intervene in situations in which abuse, neglect, exploitation and or misappropriation of resident property is more likely to occur. II. Incident of sexual abuse of Resident #2 by Resident #73 on 12/11/25 A. Facility investigation The 12/11/25 summary of investigation revealed the allegation was substantiated. The summary documented that video surveillance revealed Resident #73 summoned Resident #2 over. Resident #2 went to Resident #73 and they held hands at the table. Resident #2 talked to Resident #73. Resident #73's response was mumbled and Resident #2 could not understand what he said. Resident #73 stroked Resident #2's sweater and her breast on top of her clothing. Resident #73 did not grab Resident #2. Resident #2 grabbed Resident #73's hand and moved it back to the table. Resident #2 held Resident #73's hand for a few more seconds and then moved to another table to eat her breakfast. Resident #2 reported the incident to a nurse after breakfast. There were two staff members in the dining room and they saw Resident #2 and Resident #73 holding hands but neither saw Resident #73 touching Resident #2's breast. The 12/11/25 facility report revealed the brief summary of the allegation was Resident #2 reported to registered nurse (RN) #2 at approximately 8:30 a.m. that Resident #73 touched her breast while they were in the dining room. The immediate intervention was to separate the residents and 15 minute checks were implemented for Resident #73. Resident #2's statement was completed on 12/11/25. It revealed Resident #2 went to the kitchen and Resident #73 waved Resident #2 to come over. Resident #2 went over and Resident #73 put his hands out. Resident #2 put her hands on his hands. Resident #73 was rubbing Resident #2's hands. Resident #73 took and looked at her hands. Resident #73 touched Resident #2's sweater and put his hand and rubbed down on her. Resident #2 shook her hand no and left. Resident #2 went down to the table to sit at the table. Dietary aide #1 brought Resident #2 her food. Resident #2 told dietary aide #1 thank you for getting me out of the situation. Resident #2 ate her breakfast and left the dining room and talked to RN #2. Dietary aide #1's witness statement was completed on 12/11/25. Dietary aide #1 said she was in the dishroom when Resident #2 went into the kitchen. Dietary aide #1 came out of the dishroom and she saw Resident #2 and Resident #73 holding hands. The residents were not talking. Dietary aide #1 said Resident #73 tried to pull her closer but the table was in the way. Dietary aide #1 asked Resident #2 what she wanted to eat and if she wanted to sit with Resident #73 or at another table she normally sat at. Resident #2 said No, I want to sit over there. Dietary aide #1 walked away into the kitchen to prepare Resident #2's food. When dietary aide #1 came back out, Resident #2 was sitting at the other table. Dietary aide #1 served Resident #2's food and Resident #2 said thank (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0600</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>you. Dietary aide #2's witness statement was completed on 12/11/25. Dietary aide #2 said Resident #2 went into the dining room and went straight to the table Resident #73 was at and asked Can I sit by you? Dietary aide #2 went to deliver food to another resident. When dietary aide #2 walked back, she saw Resident #73 put his hands out toward Resident #2 and she placed her hands in his hands. Resident #73 leaned forward and grabbed her sweater. Dietary aide #2 said she went to the window for more food, turned around to deliver food and Resident #2 was heading to the other table. Dietary aide #2's staff interview was completed on 12/11/25. It revealed she witnessed a resident being touched inappropriately by another resident. Dietary aide #2 said she saw Resident #73 reach out and grab Resident #2's hand. Resident #73 touched Resident #2's breast outside of her sweater. The investigation documented that Resident #2's care plan was not updated following the incident. Resident #73's care plan was updated to include new medication orders, staff were to attempt to redirect Resident #73, encourage Resident #73 to participate in activities, offer non-judgmental support to the resident and to remind Resident #73 to keep hands to himself due to him not understanding some people did not like to be touched. B. Resident #2 - victim 1. Resident status Resident #2, age [AGE], was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included neurocognitive disorder with Lewy bodies (dementia with protein clumping built up in the brain causing problems with thinking, moving, and sleep), epilepsy, chronic kidney disease stage 3, transient ischemic attack (TIA - a mini-stroke), cerebral infarction (a stroke), atherosclerotic heart disease of native coronary artery (plaque builds up inside the arteries supplying blood to the heart restricting blood flow and oxygen to the heart muscle), atrial fibrillation (heart arrhythmia), essential hypertension (high blood pressure), type 2 diabetes mellitus, post-traumatic stress disorder, major depressive disorder, insomnia and hallucinations. According to the 3/24/26 minimum data set (MDS) assessment, the resident was cognitively intact with a brief interview mental status (BIMS) score of 14 out of 15. She used a walker and wheelchair. She required set up assistance with eating and supervision with oral hygiene, showering, and personal hygiene. She required partial assistance with toileting. The assessment revealed Resident #2 did not exhibit any behaviors. 2. Resident interview Resident #2 was interviewed on 6/2/26 at 9:10 a.m. Resident #2 said she was in the dining room when Resident #73 touched her arms and went up her arm to touch her breast. She said it made her feel horrible. Resident #2 said Resident #73 touched her breast over her clothes. Resident #2 said staff told her Resident #73 had a stroke and had dementia. Resident #2 said staff told her to roll with the punches. Resident #2 said it did not happen again. 3. Record review - Review of Resident #2's comprehensive care plan revealed there was no care plan focus or interventions implemented to protect Resident #2 from further incidents with Resident #73 following the incident on 12/11/25. - Review of Resident #2's electronic medical record (EMR) revealed there was no documentation to indicate that Resident #2 was monitored after the incident with Resident #73 to ensure there were no changes to Resident #2's baseline. - Review of Resident #2's EMR revealed there were no progress notes related to the 12/11/25 incident with Resident #73. C. Resident #73 - assailant 1. Resident status Resident #73, age [AGE], was admitted on [DATE] and passed away in the facility on 2/19/26. According to the February 2026 CPO, diagnoses included hypertension, insomnia, cerebrovascular disease affecting right dominant side, unspecified dementia, behavior disturbance, sexual dysfunction, atrial fibrillation, atherosclerotic heart disease of native coronary artery with unspecified angina pectoris (chest pain), TIA, ischemic cardiomyopathy (heart disease when the heart muscle weakens and becomes unable to pump blood effectively) and peripheral vascular disease (a slow progressive circulation disorder). According to the 12/8/25 MDS assessment, the resident was moderately cognitively impaired with a BIMS score of nine out of 15. He (continued on next page)</p> |                                                                                    |                                                 |

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| F 0600<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | <p>required set up assistance with eating and substantial assistance with oral hygiene and toileting. He was dependent on showering. The assessment revealed the resident did not exhibit behaviors towards others. 2. Record review The attention-seeking care plan, initiated 3/15/23 and revised 2/13/26, revealed Resident #73 had behaviors of inappropriately touching others. Interventions included if he tried to hold hands with others, staff were to remind him to keep his hands to himself; administering medication per physician's orders, approaching him in a calm manner to avoid frustration and behavior escalation, attempting to redirect the resident when he was exhibiting behaviors, encouraging the resident to participate in activities, giving non-judgmental support, monitoring and documenting episodes of inappropriate behaviors and providing a structured schedule for daily care when possible. The 12/11/25 change in condition nurse progress note revealed staff reported Resident #73 inappropriately touched another resident (Resident #2). The physician was notified and gave new orders for finasteride and medroxyprogesterone (medications that are sometimes used to decrease hypersexual behavior). The resident's representative was notified and verbal consent was provided for the medications. The director of nursing (DON) and the NHA were made aware of the incident. III. Staff interview Certified nurse aide with medication authority (CNA-Med) #2 was interviewed on 6/2/26 at 3:17 p.m. CNA-Med #2 said he reported abuse to the nurse on duty and management including the NHA and the DON. He said when he saw abuse, he separated the residents and made sure the residents were safe before reporting the abuse allegation to the nurse. CNA-Med #2 said he told the nurse and the nurse started the investigation. CNA-Med #2 said the incident was documented as a progress note and as behavior monitoring in the residents' medication administration records (MAR). He said a plan of action was made right away and was documented in the residents' charts to include what interventions were put in place. He said some interventions were keeping residents separated, offering activities they liked to do and monitoring for pain. CNA-Med #2 said interventions were documented in shift report, a communications book, and alert charting. CNA-Med #2 said he knew what escalated a resident's sexual behavior by getting to know them when they were first admitted. He said when behaviors were observed, he told the nurse and charted. CNA-Med #2 said he knew what de-escalated a resident's sexual behavior by finding the right staff member to care for the resident and educating the resident not to do it because it was not appropriate. He said some residents were always flirty, so he charted and staff knew the behavior. CNA-Med #2 said he knew if a resident had sexual behaviors because it was in the care plan, the progress note and the MAR. CNA-Med #2 said there were residents who had sexual behaviors. He said he was familiar with Resident #73. He said he never saw him exhibit any sexual behaviors with other residents, including Resident #2. RN #1 was interviewed on 6/2/26 at 3:46 p.m. RN #1 said she reported abuse to the DON and the NHA. She said if she saw abuse, she separated the residents, entered a progress note, notified the physician and the resident's representative. She said a progress note indicated what interventions were in place and said 15-minute checks were one intervention. RN #1 said residents were monitored post-incident for 24 hours. RN #1 said she knew what escalated a resident's sexual behavior based on the resident's diagnoses. She said some residents had dementia and when they sundowned (a state of late day confusion, anxiety and agitation related to dementia) they exhibited behaviors. RN #1 said residents did not understand and did not have awareness of the behaviors, so it was important to explain why they could not do what they wanted to do. RN #1 said interventions to de-escalate a resident's behavior was documented as a health status note. RN #1 said she was familiar with Resident #73 and said 15-minute checks and medications were added to decrease his sexual behavior. She said redirection and telling him not to do the behavior were interventions to prevent the sexual behavior. RN #1 said she was the nurse who Resident #2 reported the sexual (continued on next page)</p> |                                                                                    |                                                 |

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| F 0600<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | <p>abuse from Resident #73. She said the residents were both in the dining room and Resident #2 approached Resident #73. RN #1 said Resident #73 touched her arm and then went up to brush her breast. RN #1 said the event scared Resident #2. The NHA, the DON and the social services director (SSD) were interviewed together on 6/2/26 at 5:05 p.m. The NHA said she was the abuse coordinator for the facility. The NHA said the abuse investigations were divided between the NHA and the DON. The NHA said the SSD was training to be a NHA and she talked to the family during an investigation. The NHA said when abuse was reported, she obtained the details on what happened and determined if it needed to be reported. The NHA said the nurses reported abuse and she also reviewed camera footage following an incident. The NHA said she and the DON interviewed the staff and residents following an incident. The NHA said if a resident was unable to communicate, nursing staff monitored their behavior to see if there was a change in their baseline for 72 hours to seven days following an incident, depending on the circumstances. She said the monitoring was documented as alert charting and a progress note. The NHA said she determined what residents to interview by interviewing residents who were alert and oriented, who resided in the same unit or were in the same vicinity of where the incident occurred. The NHA said nurses, the DON and she determined what immediate interventions to put in place when investigating the allegation.-However, there was no documentation in Resident #2's EMR to indicate the resident was monitored for changes to her baseline following the incident with Resident #73 on 12/11/25 (see record review above). The NHA, the DON and the SSD were interviewed together a second time on 6/3/26 at 5:14 p.m. The NHA, the DON and the SSD said they were familiar with the 12/11/25 incident between Resident #2 and Resident #73. The DON said she did not know if anyone asked how Resident #2 felt after the incident. The NHA said they did not put interventions in place for Resident #2 because the resident did not want to be near Resident #73 and she did not think there needed to be interventions in place. The NHA said the facility knew Resident #73 had sexual behavior prior to the 12/11/25 incident and the interventions in place were not effective in preventing the 12/11/25 incident with Resident #2.</p> |                                                                                    |                                                 |

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| <p>F 0609</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on record review and interviews, the facility failed to report allegations of abuse in accordance with state law for two of two allegations of abuse. Specifically, the facility failed to: -Report an allegation of sexual abuse by Resident #73 towards Resident #2 on 12/11/25 to the ombudsman; and, -Report an allegation of sexual abuse by Resident #18 towards Resident #48 on 5/15/26 to the State Agency and the ombudsman. Findings include: I. Facility policy and procedure The Resident Right to Freedom from Abuse, Neglect and Exploitation policy and procedure, revised 2025, was provided by the nursing home administrator (NHA) on 5/31/26 at 2:55 p.m. It read in pertinent part, When the facility has identified abuse, the facility will increase enforcement action, including reporting the alleged violation and investigation within required timeframes pursuant to federal and state statutes and regulations. II. Allegation of sexual abuse by Resident #73 towards Resident #2 on 12/11/25 The facility investigation for the sexual abuse by Resident #73 towards Resident #2 on 12/11/25 was provided by the NHA on 6/2/26 at 5:25 p.m. The investigation documented the following: The sexual abuse between Resident #73 and Resident #2 occurred on 12/11/25 at 7:23 a.m. -However, there was no documentation the ombudsman was notified of the incident (see interview below). III. Allegation of sexual abuse by Resident #18 towards Resident #48 on 5/15/26A. Resident #48 -victim1. Resident status Resident #48, age [AGE], was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included transient ischemic attack (TIA - a mini stroke), cerebral infarction (a stroke), dementia, anxiety, depression and chronic respiratory failure with hypoxia. The 5/25/26 minimum data set (MDS) assessment revealed the resident was severely cognitively impaired with a brief interview for mental status (BIMS) score of five out of 15. She had an impairment on one lower extremity and used a wheelchair. She required setup assistance with eating and partial assistance with oral hygiene, toileting, showering and personal hygiene. She did not exhibit any behaviors. B. Resident #18 - alleged assailant 1. Resident status Resident #18, age [AGE], was admitted on [DATE]. According to the June 2026 CPO, diagnoses included chronic obstructive pulmonary disease (emphysema - a progressive lung disease restricting airflow), hypertension (high blood pressure), intracranial injury with loss of consciousness, osteoarthritis and dementia with agitation. The 3/24/26 MDS assessment revealed the resident was cognitively intact with a BIMS score of 14 out of 15. He had an impairment on one lower extremity and used a wheelchair. He required set up assistance with eating. He required supervision with oral hygiene and moderate assistance with toileting, showering, and personal hygiene. The assessment revealed he did not exhibit any behaviors. 2. Record review The 5/15/26 nurse behavior note revealed Resident #18 was taken to smoke and became verbally sexually abusive to a female certified nurse aide (CNA) and again to another female resident (Resident #48). The nurse spoke to Resident #18 and he just laughed. -There was no further documentation regarding the incident. Cross-reference F610 for failure to investigate and alleged violation. -On 6/2/26 at 5:25 p.m., the facility was unable to provide documentation that the 5/15/26 allegation of sexual abuse was reported to the State Agency and the ombudsman. IV. Frequent visitor interview A frequent visitor, with knowledge of the facility, was interviewed on 6/2/26 at 4:10 p.m. The frequent visitor said the facility was required to report all allegations of abuse to the ombudsman. She said she was not aware of any abuse allegations made to the ombudsman for the past 12 months. She said there had been an ombudsman assigned to the facility for the past 12 months. V. Staff interviews The NHA, the director of nursing (DON), and the social services director (SSD) were (continued on next page)</p> |                                                                                    |                                                 |

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| F 0609<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | interviewed together on 6/2/26 at 5:05 p.m. The NHA said staff should report potential abuse immediately to the DON or the NHA. The NHA said she was the abuse coordinator for the facility . The NHA said she reported abuse to the State Agency. The NHA said the initial incident report should be submitted to the State Agency within two hours if the resident experienced injury or harm. The NHA said she did not report abuse to the ombudsman. The NHA said she did not know allegations of abuse needed to be reported to the ombudsman. The NHA and the SSD said there had not been an ombudsman assigned to the facility until the past six months to a year.-However, according to the frequent visitor, there had been an ombudsman assigned to the facility for the past 12 months (see interview above). |                                                                                    |                                                 |

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| <p>F 0610</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Respond appropriately to all alleged violations.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on record review and interviews, the facility failed to investigate an allegation of sexual abuse for one (#48) of two residents of 36 sample residents. Specifically, the facility failed to investigate an allegation of sexual comments made by Resident #18 towards Resident #48 on 5/15/26. Findings include: I. Facility policy and procedureThe Resident Right to Freedom from Abuse, Neglect and Exploitation policy and procedure, revised 2025, was provided by the nursing home administrator (NHA) on 5/31/26 at 2:55 p.m. It read in pertinent part, When the facility identifies abuse, it will take all appropriate steps to immediately remediate the noncompliance and protect residents from further abuse. The facility will conduct a thorough investigation of the alleged violation, and implement appropriate corrective actions. In addition, the facility will revise the resident's care plan when the resident's medical, nursing, physical, mental, or psychosocial needs or preferences change as a result of an incident of abuse.II. Incident involving Resident #18 and Resident #48 on 5/15/26 A. Facility investigationA request was made for an investigation regarding the allegations of sexual comments by Resident #18 towards Resident #48 on 5/15/26. -However, the facility was unable to provide documentation to indicate an investigation was completed (see interviews below).B. Resident #18 - alleged assailant 1. Resident status Resident #18, age [AGE], was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included chronic obstructive pulmonary disease (emphysema - a progressive lung disease restricting airflow), hypertension (high blood pressure), intracranial injury with loss of consciousness, osteoarthritis and dementia with agitation.The 3/24/26 minimum data set (MDS) assessment revealed the resident was cognitively intact with a brief interview for mental status (BIMS) score of 14 out of 15. He had an impairment on one lower extremity and used a wheelchair. He required set up assistance with eating. He required supervision with oral hygiene and moderate assistance with toileting, showering, and personal hygiene. The assessment revealed he did not exhibit any behaviors. 2. Record reviewThe behavior care plan, initiated 10/18/24 and revised 2/13/26, revealed Resident #18 had behaviors related to inappropriate touching of other residents and agitation toward staff, accusations toward staff, inappropriate and unwanted lewd and sexual comments to staff and others. Interventions included administering medications per physician orders, approaching the resident calmly to avoid frustration and behavior escalation, attempting to redirect the resident when exhibiting behaviors, encouraging Resident #18 to ask questions to reduce anxiety, giving non-judgmental support and monitoring and documenting episodes of inappropriate behaviors. The 5/15/26 nurse behavior note revealed Resident #18 was taken to smoke and became verbally sexually abusive to a female certified nurse aide (CNA) and again to another female resident (Resident #48). The nurse spoke to Resident #18 and he just laughed.-There was no further documentation regarding the incident. C. Resident #48 - alleged victim 1. Resident status Resident #48, age [AGE], was admitted on [DATE]. According to the June 2026 CPO, diagnoses included transient ischemic attack (TIA - a mini stroke), cerebral infarction (a stroke), dementia, anxiety, depression and chronic respiratory failure with hypoxia. The 5/25/26 MDS assessment revealed the resident was cognitively impaired with a BIMS score of five out of 15. She had an impairment on one lower extremity and used a wheelchair. She required setup assistance with eating and partial assistance with oral hygiene, toileting, showering and personal hygiene. She did not exhibit any behaviors. III. Staff interviews The NHA, the director of nursing (DON), and the social services director (SSD) were interviewed together on 6/2/26 at 5:05 p.m. The NHA said she reviewed the nurse progress note in Resident #18's electronic medical record (EMR) from 5/15/26. She said the (continued on next page)</p> |                                                                                    |                                                 |

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| F 0610<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | <p>progress note described what happened between the CNA who took Resident #18 out to smoke and not to another resident. The NHA said she did not know why the nurse wrote that a resident was involved. The NHA said the nurse who wrote the note no longer worked at the facility and the CNA worked per diem (as needed) and was unavailable to be interviewed. The NHA, the DON and the SSD were interviewed together a second time on 6/2/26 at 6:05 p.m. The NHA said she contacted the nurse who wrote the 5/15/26 progress note in Resident #18's EMR and the nurse said it was not just the CNA who Resident #18 made sexual comments to, but he additionally made comments to Resident #48. The NHA said she did not ask what the exact comment made towards Resident #48 was. The NHA said the facility's investigation was ongoing. -However, the incident was not investigated until 6/2/26, 18 days after staff were aware of the alleged sexual abuse allegation. The NHA, the DON and the SSD were interviewed together a third time on 6/3/26 at 6:45 p.m. The NHA said if a resident did not like how they were spoken to, the resident should report the incident to management so the facility could investigate. The NHA said residents had a right regarding how they were spoken to, including the right not to be spoken to in a sexual way. The NHA said the facility was aware that Resident #18 had a history of making sexual comments towards residents. Cross-reference F742 for failure to provide treatment/services for mental/psychosocial concerns.</p> |                                                                                    |                                                 |

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| <p>F 0620</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Not require residents to give up Medicare or Medicaid benefits, or pay privately as a condition of admission; and must tell residents what care they do not provide.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on record review and interviews, the facility failed to provide a rationale to act upon a third party guarantee of payment to the facility for one (#3) of one resident out of 36 sample residents. Specifically, the facility failed to ensure they did not violate federal guidelines for placing a [NAME] on Resident #3's property for \$28,000. Findings include: 1. Professional reference According to Justice In Aging's Nursing Home Debt Collection Practices Put Residents' Family And Friends At Risk (11/1/24), retrieved on 6/15/26 from <a href="https://justiceinaging.org/nursing-home-debt-collection-practices/#post-50332-footnote-1">https://justiceinaging.org/nursing-home-debt-collection-practices/#post-50332-footnote-1</a>, Federal law prohibits a nursing home from conditioning a nursing home resident's admission or continued stay on a third party's personal guarantee to be financially responsible for the resident's bills. Despite this prohibition, nursing homes still attempt various stratagems, through contracting and otherwise, to force financial liability upon residents' family members, friends, and other third parties. These practices impose significant and unnecessary financial strain on family members and other third parties, including lawsuits seeking hundreds of thousands of dollars. This pressure frequently compels adult children and others to pay alleged debts out of their own pockets to protect the nursing home resident. In response to this problem, the Consumer Financial Protection Bureau (CFPB) conducted a public hearing and released an issue spotlight on problematic nursing home collection practices in September 2022. The CFPB also issued a joint letter with the Centers for Medicare and Medicaid Services (CMS) directed to the nursing home industry and collection lawyers to remind them of their responsibilities under the Nursing Home Reform Act (NHRA), Fair Debt Collection Practices Act (FDCPA), and Fair Credit Reporting Act (FCRA). Despite the work of CMS and the CFPB, abusive nursing home debt collection actions against third parties continue to be filed. According to CFPB and CMS joint letter addressing Nursing Facility Debt Collection Practices (9/8/22), retrieved on 6/15/26 from <a href="https://files.consumerfinance.gov/f/documents/cfpb_nursing-home-debt-collection_joint-letter_2022-09.pdf">https://files.consumerfinance.gov/f/documents/cfpb_nursing-home-debt-collection_joint-letter_2022-09.pdf</a>, The Consumer Financial Protection Bureau (CFPB) and the Centers for Medicare &amp; Medicaid Services (CMS) remind you of your responsibilities under the Nursing Home Reform Act (NHRA), Fair Debt Collections Practices Act (FDCPA), and Fair Credit Reporting Act (FCRA). The NHRA prohibits nursing facilities from requesting or requiring that a third party personally guarantee payment to the facility as a condition of a resident's admission or continued stay in the facility. Contract terms that conflict with the NHRA are unlawful, and alleged debts resulting from such unlawful contract terms are invalid and unenforceable. Some nursing facilities have attempted to evade this prohibition by creating admission contracts that attempt to hold third parties liable for a resident's debt. When a nursing facility claims that a non-resident is personally financially responsible for a resident's bill and engages a third-party debt collector to collect the debt, the debt collector may violate the FDCPA by attempting to collect debts that are invalid under the NHRA. They may also violate the FCRA by furnishing information regarding such invalid debts to consumer reporting agencies. Nursing facilities that violate the NHRA's requirements may be subject to enforcement action by state agencies and by CMS. Debt collectors who violate the FDCPA and FCRA may be subject to enforcement actions by the CFPB and other federal and state government agencies, as well as to private actions brought by consumers. We urge nursing facilities and their debt collectors to examine their practices to ensure that they comply with the NHRA, FDCPA, and FCRA. II. Promissory Note The Promissory Note secured (continued on next page)</p> |                                                                                    |                                                 |

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| F 0620<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | <p>by Deed of Trust, dated 2/3/26, for Resident #3, documented the following: For value received, the undersigned family representative and Resident #3 promise to pay the facility the principal sum of \$28, 201.00, together with all future advances, with interest at the rate of eight percent per annum. Principal and interest shall be payable at the facility or at such place as the note holder may designate. The entire principal amount outstanding and accrued interest thereon shall be due upon the sale of any of the subject properties, Resident #3, undivided one third interest in the sub lot. Payments received for application to the note shall be applied first to the payment of any late charges, if any, second to the payment of accrued interest at the rate specified, if any, and the balance applied in reduction of the principal amount hereof. Any payment made more than 15 days after the due date thereof shall be assessed a 10 percent late penalty. If any payment required by this note is not paid when due, or if any default under any deed of trust securing this notes occurs, interest shall immediately begin to accrue at the default rate of 18 percent per annum until paid, and the entire principal amount outstanding and accrued interest thereon shall at once become due and payable. Interest on [NAME] disbursements shall be eight percent per annum. The note holder shall be entitled to collect all reasonable costs and expenses of collection and or suit, including, but not limited to reasonable attorney's fees. Borrower may prepay the principal amount outstanding under this note at any time, in whole or in part without penalty. Borrower waives presentation, notice of dishonor and protest. Any notice to borrower provided for in this note shall be in writing and shall be given and be effective upon mailing such notice by first class mail, addressed to borrower at the borrowers address stated below, or to such other address as borrower may designate by notice to the note holder. Any notice to the note holder shall be in writing and shall be given and be effective upon delivery to note holder at the address stated in the first paragraph of this note, or such other address as note holder may designate by notice to borrower. The indebtedness evidenced by this note secured by a deed of trust dated or even dated herewith, and until released, said deed of trust contains additional rights of the note holder. Such rights may cause acceleration of the indebtedness evidenced by this note. Reference is made to said deed of trust for such additional terms. Such deed of trust grants rights in the following described property. Resident #3, undivided one third interest in the sub lot. Signed by the power of attorney for Resident #3.III. Resident #3A. Resident status Resident #3, age [AGE], was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included non Alzheimer's dementia, anxiety, depression and diabetes. The 4/8/26 minimum data set (MDS) assessment revealed the resident was severely cognitively impaired with a brief interview for mental status (BIMS) score of five out of 15. She required partial assistance with activities of daily living (ADL). B. Resident's representative interview Resident #3's representative was interviewed on 6/1/26 at 8:45 a.m. The representative said the facility put a [NAME] on the shared property she had with Resident #3 for back payment that was due to the facility, which Medicaid did not pay. She said the facility approached her with the [NAME] information. Resident #3's representative was interviewed a second time on 6/3/26 at 2:35 p.m. The representative said the facility asked her to put a [NAME] on the property. She said she was paying the facility privately when Resident #3 admitted to the facility, but she eventually applied for Medicaid. She said the Medicaid application took a while to get approved because Medicaid kept requesting more information from her to proceed with the application. She said the [NAME] was completed after Medicaid had reimbursed the facility, but did not cover all of the resident's stay while the application was in process. She said she did not deal with Medicaid. She said the social services director (SSD) and the corporate business office manager assisted her with the Medicaid application. She said Medicaid kept asking for one more item to complete the application, which delayed the (continued on next page)</p> |                                                                                    |                                                 |

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Form Approved OMB  
No. 0938-0391

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                                                                                | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br>065153                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (X2) MULTIPLE CONSTRUCTION<br><br>A. Building<br>B. Wing                           | (X3) DATE SURVEY<br>COMPLETED<br><br>06/03/2026 |
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| <p>F 0620</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Medicaid approval for Resident #3. She said the facility told her she owed the facility for costs that were not reimbursed by Medicaid once the funding was approved. She said this amounted to approximately \$28,000 for the three month period, about \$9000 per month, which was a nightmare for her. She said she was not sure how much the facility received from Medicaid IV. Staff interviewsThe SSD was interviewed on 6/3/26 at 3:13 p.m. She said when a resident moved into the facility, the referral was followed by the hospital either under Medicare payment, long term care payment or respite. She sat down with families to explain the admission process. When a resident was off Medicare after 20 days and the resident chose to stay either they paid privately or she assisted in filling out the Medicaid paperwork for payment. She said the facility worked with all residents and payor sources giving families resources and working with Medicaid. She said families would give her the information needed and she would send this information to the state for approval. She said the usual time for Medicaid approval was within 45 days and most residents were a good criteria for approval. The SSD sometimes Medicaid had been denied for residents because of date discrepancies and families were then set up on payment plans, pending the Medicaid approval. She said if a family had a life insurance policy and the funeral was not prepaid out of the life insurance, Medicaid would deny payment. The SSD said this happened for Resident #3 and the resident's representative completed an appeal for Medicaid. The SSD said the [NAME] was completed on Resident #3's property because Medicaid denied approval for the resident due to date discrepancies. She said Resident #3's Medicaid application was super extensive because of multiple life insurance policies and Medicaid would not cover \$28,000 dollars owed to the facility for the resident's care. She said the corporate business office manager completed the [NAME] on Resident #3's property and she (the SSD) had the representative sign with her (the SSD) notarizing the [NAME] and she (the SSD) then filed the [NAME] with the state. She said the facility received payment from Resident #3's monthly social security payments and the resident's representative also paid privately, in addition to Resident #3 being funded by Medicaid. The nursing home administrator (NHA) was interviewed on 6/3/26 at 5:55 p.m. The NHA said she understood liens would help cover backpay when discrepancies happened with Medicaid applications. She said she was not aware of the [NAME] on Resident #3's property. The director of operations was interviewed on 6/3/26 at 6:00 p.m. The director of operations said he was aware of the [NAME] on Resident #3's property. He said there were date discrepancies which had delayed the resident's application for Medicaid and in the meantime, a [NAME] was placed on Resident #3's property with the approval of the resident's representative. He said he had spoken with the corporate business office manager, who reported the resident's representative was worried about back payment and the representative voluntarily signed the [NAME] for the property. He said the company, as a whole, had three or four residents with liens on their properties. -However, according to the joint letter from CFPB and CMS, the facility was not authorized by federal law to place a [NAME] on a resident's home who received Medicaid benefits (see professional reference above).</p> |                                                                                    |                                                 |

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| <p>F 0658</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Ensure services provided by the nursing facility meet professional standards of quality.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observations, record review and interviews, the facility failed to ensure residents received treatment and care in accordance with professional standards of practice for one (#7) of six residents out of 36 sample residents. Specifically, the facility failed to ensure a registered nurse (RN) completed a head-to-toe assessment after a fall resulting in a hip fracture for Resident #7. Findings include: I. Professional reference According to Nurse Journal's Licensed Practical Nurses (LPN) Versus Registered Nurses (RN) (9/8/25), retrieved on 6/11/26 from <a href="https://nursejournal.org/resources/lpn-vs-rn-roles/">https://nursejournal.org/resources/lpn-vs-rn-roles/</a>, LPNs and RNs both monitor patients, administer medications, perform wound care, help patients with basic tasks like bathing and feeding, and often educate and support patients and their loved ones. However, there are differences in the education requirements and scope of practice between RNs and LPNs. LPNs and RNs share many duties and have significant flexibility and job security. RNs, however, typically have more professional autonomy, with LPNs often unable to take certain actions without approval from an RN, physician, or other appropriate member of the care team. LPNs perform vital work in collaboration with RNs, physicians and other healthcare professionals. LPNs work alongside or under the supervision of RNs to deliver care and support to patients. Compared to LPNs, RNs generally operate independently. In certain settings, they may delegate some tasks to LPNs. RNs use their specialized judgment, skills, and knowledge to provide direct patient care in various settings. RNs and LPNs share many nursing tasks, but their scope of practice differs depending on their state. In all situations, RNs have a broader scope of practice than LPNs. Generally speaking, only RNs provide initial assessments. Therefore, an RN must perform all tasks that require close monitoring and frequent assessment, such as initiating blood products, the first round of antibiotics and initial patient assessments. II. Facility policy and procedure The Accidents and Incidents Investigating and Reporting policy, revised July 2017, was provided by the nursing home administrator (NHA) on 6/3/26 at 6:39 p.m. It documented in pertinent part, All accidents or incidents involving residents, employees, visitors, vendors occurring on our premises shall be investigated and reported to the administrator. The nurse supervisor or charge nurse and or the department director or supervisor shall promptly initiate and document investigation of the accident or incident. The Assessing Falls and Their Causes policy, revised March 2018, was provided by the NHA on 6/3/26 at 6:39 p.m. It documented in pertinent part, The purpose of this procedure is to provide guidelines for assessing a resident after a fall and to assist staff in identifying causes of the fall. Falls are a leading cause of morbidity and mortality among the elderly in nursing homes. Falling may be related to underlying clinical or medical conditions, overall functional decline, medication side effects, and or environmental risk factors. Residents must be assessed upon admission and regularly afterward for potential risk of falls. Relevant risk factors must be addressed promptly. When a fall results in a significant injury or condition change, notify the practitioner immediately by phone. III. Resident #7 A. Resident status Resident #7, age greater than 65, was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included respiratory failure, dementia, osteoporosis and a history of falls with fractures. The 3/26/26 minimum data set (MDS) assessment revealed Resident #7 was severely cognitive impaired with a brief interview for mental status (BIMS) score of 99 out of 15. She was dependent on staff assistance with activities of daily living (ADL). The assessment indicated the resident had had a fall with injury. B. Record review The nurse progress note, dated 3/19/26 at 7:15 p.m. and written by LPN #1, documented the nurse heard a loud (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0658</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>commotion as another resident called for help for Resident #7. Resident 37 was found lying on her left side with her knees slightly bent towards her chest. A full physical and neurological assessment was completed and neurological checks were initiated. The resident showed no signs or symptoms of injury or impairment. The resident was alert and oriented to self and was not able to give a description of the fall. The certified nurse aides (CNA) had already scooted the resident back into her chair one other time prior to the fall. The resident was wearing non-slip slippers and silk pajamas. She had a chucks pad (smooth padding) under her bottom. The resident was put into the recliner chair at the nurses' station by the CNAs for observation following the fall. The resident shook her head no when asked if she was feeling any pain. -However, LPN #1 completed the assessment for Resident #7 immediately following the fall. -There was no documentation to indicate a RN completed a head-to-toe assessment for the resident immediately after the fall, prior to the staff placing the resident in the recliner at the nurses' station. The nurse progress note, dated 3/19/26 at 11:07 p.m. and written by LPN #1, documented Resident #7 continued on neurological checks for a fall that evening. The resident showed no signs or symptoms of skin impairment, shortening of the leg, rotation of the legs or fracture post-fall. The resident was placed in the recliner chair for observation. The resident fell asleep for over one hour and when the nurse tried to get her up to take her to her bed and the toilet, the resident pulled back and moaned with a facial grimaced expression. The resident stated hurts and terrible. The resident was alert and oriented to herself but normally did not speak. The nurse, while waiting for the resident's representative to call back, notified the director of nursing (DON) and the physician to explain what happened. The DON observed the cameras, which revealed the resident was holding her left hip and was not able to put any weight on her hip with two CNAs helping her to stand. The resident was placed back in the recliner chair for comfort. Emergency medical services (EMS) were notified for transport of the resident to the hospital. The resident's representative called back and was notified the resident was sent to the hospital for further evaluation. -However, the DON, who was a RN, did not provide a visual assessment of Resident #7 until almost four hours after the resident initially fell and was transferred to from the floor to the recliner after being assessed by LPN #1 (see above). The progress note, dated 3/20/26 at 2:24 a.m. and written by LPN #1, documented Resident #7 had returned from the hospital via EMS and laid in bed. Resident #7's family accompanied her to the facility. The resident was given pain medication at the hospital and EMS handed the nurse a bottle of pain medications to be administered every four to six hours as needed for pain. The resident's diagnosis was a fracture of the left femoral neck (hip). The family had declined surgery for the resident. The resident had no bruising at the hip, slight swelling was noted and the area was tender to the touch. The interdisciplinary team (IDT) note, dated 3/20/26, documented video surveillance revealed Resident #7 was restless and self-propelling herself around the nurses' station multiple times in her wheelchair (on 3/19/26). The resident was seen repositioning herself in the wheelchair by scooting herself back. The resident was noted to be wearing silk pajamas, causing the resident to slide down in her wheelchair. The resident attempted to scoot herself back by grabbing onto the nurses' station and partially standing to scoot herself back. The force of the scoot caused the resident's wheelchair to roll back and the resident fell to the floor landing on her left side. Review of the hospital records, dated 3/19/26, revealed Resident #7 sustained a fracture of her left femoral neck (hip) with displacement. IV. Staff interviews Certified nurse aide with medication authority (CNA-Med) #1 was interviewed on 6/3/26 at 8:45 a.m. CNA-Med #1 said when a resident fell, the nurse had to do an assessment. She said she could not do resident assessments. She said she stayed with the resident until the nurse was there for support. CNA #1 was interviewed on 6/3/26 at 1:20 p.m. CNA #1 said when a resident had a fall, she notified the nurse. She said the CNA-Meds would (continued on next page)</p> |                                                                                    |                                                 |

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| F 0658<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | also get the nurse to look at the resident. The DON and the NHA were interviewed together on 6/3/26 at 4:45 p.m. The DON and the NHA said the first step when a resident fell was to notify the nurse to complete an assessment. The NHA said the LPN completed the assessment and notified the DON. The DON said Resident #7 had a fall (on 3/19/26 and she was notified via phone by the LPN. She said she reviewed the video footage of the fall and guided the LPN from there but did not go to the facility after hours. She said the RN did not have to go in for the assessment. She said Resident #7 was sent to the hospital for further evaluation.-However, there was no documentation in Resident #7's EMR to indicate the DON was notified by LPN #1 until almost four hours after the resident initially fell and LPN #1 and the CNAs transferred the resident from the floor to the recliner, prior to obtaining a RN assessment and guidance from the DON (see record review above). |                                                                                    |                                                 |

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| <p>F 0676</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Ensure residents do not lose the ability to perform activities of daily living unless there is a medical reason.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on observations, record review and interviews, the facility failed to provide assistance with activities of daily living (ADL) to ensure the highest practicable quality of life and care for one (#7) resident reviewed for hearing problems out of 36 sample residents. Specifically, the facility failed to consistently ensure Resident #7's hearing aids were working and placed in the resident's ears. Findings include: I. Facility policy and procedure The Hearing Impaired Resident, Care of policy, revised February 2018, was provided by the nursing home administrator (NHA) on 6/3/26 at 6: 53 p.m. It read in pertinent part, Staff will assist hearing impaired residents to maintain effective communication with clinicians, caregivers, other residents and visitors. This facility does not provide comprehensive audiological evaluations or devices to assist with hearing, such as hearing aids and amplifiers. Staff will assist residents with care and maintenance of hearing devices. When interacting with the hearing impaired or deaf resident, staff will: Evaluate the resident's preferred method of communication with staff and other residents. Determine the resident's awareness of and adaptation to hearing loss. Evaluate and address avoidable obstacles to effective communication. Regularly engage the resident in conversation using whatever communication method he or she prefers. Encourage the resident to participate in activities that he or she enjoys. Directly face the resident when speaking so he/she can follow facial expressions and lip read, if possible. When speaking, enunciate clearly, slowly, and in a normal tone. Provide pencil and paper or tablet to communicate in writing, if the resident is able. Provide a sign language translator and written material to explain care and treatment information, as appropriate. Evaluate resident's adaptive needs and progress at regular intervals. II. Resident #7A. Resident status Resident #7, age greater than 65, was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included respiratory failure, dementia, osteoporosis and a history of falls with fractures. The 3/26/26 minimum data set (MDS) assessment revealed Resident #7 was severely cognitive impaired with a brief interview for mental status (BIMS) score of 99 out of 15. She was dependent on staff assistance with activities of daily living (ADL). The assessment indicated the resident wore a hearing device daily. B. Resident's representative interview Resident #7's representative was interviewed on 5/31/26 at 3:56 p.m. The representative said she had to put Resident #7's hearing aids in every time she came into the facility to see her. She said she had requested the facility to please make sure the resident wore her hearing aids daily. C. Observations On 6/2/26 at 3:15 p.m. Resident #7 was sitting in her wheelchair in the common area. She did not have her hearing aids in her ears. On 6/3/26 at 8:45 a.m. Resident #7 was sitting in her wheelchair in her room. She did not have hearing aids in her ears. An attempt to interview her, but the resident did not respond when spoken to. On 6/3/26 at 11:00 a.m. Resident #7 was sitting in her wheelchair in the dining room. She did not have her hearing aids in her ears. On 6/3/26 at 1:15 p.m. Resident #7 was laying in her bed and she did not have her hearing aids in her ears. D. Record review The impaired communication care plan, revised 6/4/25, revealed Resident #7 had impaired communication related to dementia. Interventions included allowing the resident ample time to comprehend what was being said and allowing time for the resident to respond, applying the resident's hearing aids in the morning and removing them at bedtime and audiology referrals as needed III. Staff interviews Certified nurse aide (CNA) #1 was interviewed on 6/3/26 at 1:20 p.m. CNA #1 said there were a few residents in the facility who wore hearing aids. She said the hearing aids were important so the residents could hear what staff were saying in order to help them. She said (continued on next page)</p> |                                                                                    |                                                 |

Department of Health & Human Services  
Centers for Medicare & Medicaid Services

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Form Approved OMB  
No. 0938-0391

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| F 0676<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | Resident #7's representative helped her with her hearing aids. Certified nurse aide with medication authority (CNA-Med) #3 was interviewed on 6/3/26 at 1:30 p.m. CNA-Med #3 said residents wore hearing aids and the staff assisted to put the hearing aids in and take them out at night. She said some residents stored the hearing aids in the nurses' cart so as to not lose them. CNA-Med #3 said Resident #7 wore hearing aids and was assisted by staff to put them in. The director of nursing (DON) was interviewed on 6/3/26 at 5:10 p.m. The DON said the CNAs or the CNA-Meds assisted the residents to put in their hearing aids when they got them up in the morning. She said Resident #7 wore hearing aids and the staff should assist the resident to put them in daily. |                                                                                    |                                                 |

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| <p>F 0742</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Provide the appropriate treatment and services to a resident who displays or is diagnosed with mental disorder or psychosocial adjustment difficulty, or who has a history of trauma and/or post-traumatic stress disorder.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on record review and interviews, the facility failed to ensure residents diagnosed with mental disorder or psychosocial adjustment difficulty received appropriate treatment to attain the highest practicable mental and psychosocial well being for two (#2 and #18) of two residents out of 36 sample residents. Specifically, the facility failed to: -Consistently monitor and provide ongoing assessment to determine whether the care approaches met the emotional and psychosocial needs for Resident #2; and, -Identify and implement effective interventions for Resident #18's sexual behaviors. Findings include:</p> <p>I. Facility policy and procedure The Behavioral Health Services policy, revised February 2019, was provided by the nursing home administrator (NHA) on [DATE] at 7:17 p.m. It read in pertinent part, Residents who exhibit signs of emotional/psychosocial distress receive services and support that address their individual needs and goals for care. Residents who do not display symptoms of, or have not been diagnosed with, mental, psychiatric, psychosocial adjustment, substance abuse or post-traumatic stress disorders will not develop behavioral disturbances that cannot be attributed to a specific clinical condition that makes the pattern unavoidable.</p> <p>II. Resident #2 A. Resident status Resident #2, age [AGE], was admitted on [DATE]. According to the [DATE] computerized physician orders (CPO), diagnoses included neurocognitive disorder with Lewy bodies (dementia with protein clumping built up in the brain causing problems with thinking, moving, and sleep), epilepsy, chronic kidney disease stage 3, transient ischemic attack (TIA - a mini-stroke), cerebral infarction (a stroke), atherosclerotic heart disease of native coronary artery (plaque builds up inside the arteries supplying blood to the heart restricting blood flow and oxygen to the heart muscle), atrial fibrillation (heart arrhythmia), essential hypertension (high blood pressure), type 2 diabetes mellitus, post-traumatic stress disorder (PTSD), major depressive disorder, insomnia and hallucinations. According to the [DATE] minimum data set (MDS) assessment, the resident was cognitively intact with a brief interview mental status (BIMS) score of 14 out of 15. She used a walker and wheelchair. She required set up assistance with eating and supervision with oral hygiene, showering and personal hygiene. She required partial assistance with toileting. The assessment revealed the resident scored a 13 out of 27 on the Patient Health Questionnaire 9 (PHQ-9 - a tool used to determine depression) assessment, indicating the resident had moderate depression. During the 14-day assessment look-back period, the resident reported she had little interest in doing things on seven to 11 days, felt down on seven to 11 days, had trouble falling asleep or staying asleep on seven to 11 days, had poor appetite or overeating on seven to 11 days, had trouble concentrating on things on two to six days, and was moving or speaking slowly on seven to 11 days.</p> <p>B. Record review The psycho-social well being care plan, initiated [DATE] and revised [DATE], revealed Resident #2 was at risk for alteration in psychosocial well being related to her loss of independence, insomnia, PTSD and dementia. Interventions included administering medications per physician's orders, monitoring for psychosocial changes and offering psychologist and psychiatrist services as needed. The impaired psychiatric mood care plan, initiated [DATE] and revised [DATE], revealed Resident #2 had an impaired psychiatric and mood status related to loss of independence, depression, insomnia, PTSD and dementia. Interventions included administering medications and treatments as indicated, assisting the resident to cope by discussing possible solutions, behavioral health consults as needed, monitoring and reporting to the physician any signs or symptoms of acute psychosis or changes from her baseline, monitoring for signs of mood (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0742</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>changes or distress and monitoring mood to determine if problems seemed to be related to external causes. The psychotropic medication care plan, initiated [DATE] and revised [DATE], revealed Resident #2 took aripiprazole, duloxetine and trazodone related to depression, Lewy body dementia and insomnia. Interventions included monitoring PHQ-9 assessment scores for indications of worsening signs and symptoms of depression. The [DATE] social services assessment revealed Resident #2's PHQ-9 assessment revealed she felt down, depressed or hopeless on two to six days in a 14-day assessment look-back period. The [DATE] social services assessment revealed the residents' PHQ-9 assessment was completed. The resident reported she had little interest in doing things on two to six days in a 14-day assessment look-back period. She felt down depressed, or hopeless on two to six days in a 14-day assessment look-back period. The [DATE] MDS assessment's PHQ-9 assessment score was one out of 27, indicating minimal or no depression. The [DATE] MDS assessment's PHQ-9 assessment score was 13 out of 27, indicating moderate depression. -A review of Resident #2's electronic medical record (EMR) did not reveal any documentation that addressed the resident's PHQ-9 scores and what follow up, interventions or services were offered to the resident. Review of Resident #2's [DATE] CPO revealed the following physician's orders: Aripiprazole (an antipsychotic medication) 5 milligram (mg) tablet. Take one tablet by mouth for PTSD, ordered [DATE]. Donepezil 10 mg tablet. Take one tablet by mouth at bedtime for dementia, ordered [DATE]. Duloxetine (an antidepressant medication) 30 mg capsule. Take one capsule by mouth one time a day for major depressive disorder, ordered [DATE]. Duloxetine 60 mg capsule. Take one capsule by mouth one time a day for major depressive disorder, ordered [DATE]. Trazodone 50 mg tablet. Take one tablet by mouth at bedtime for insomnia, ordered [DATE]. Behavior monitoring for duloxetine. Monitor for the following behavior: attention seeking, ordered [DATE]. Behavior monitoring for aripiprazole. Monitor for the following behavior: hallucinations of deceased husband, ordered [DATE]. Behavior monitoring for trazodone. Monitor for the following behavior: inability to sleep, ordered [DATE]. Monitor hours of sleep per shift, ordered [DATE]. Offer non-pharmacological behavior interventions for any behavior noted. Interventions included positive reassurance, active listening, calm environment and recliner in room, ordered [DATE]. -However, a review of Resident #2's medication administration records (MAR) and treatment administration records (TAR), from [DATE] to [DATE], revealed the resident exhibited behaviors and interventions that were not consistently offered and there was no documentation to indicate if interventions that were offered were effective. III. Resident #18 A. Resident statusResident #18, age [AGE], was admitted on [DATE]. According to the [DATE] CPO, diagnoses included chronic obstructive pulmonary disease (COPD - a progressive lung disease restricting airflow), hypertension (high blood pressure), intracranial injury with loss of consciousness, osteoarthritis and dementia with agitation.The [DATE] MDS assessment revealed the resident was cognitively intact with a BIMS score of 14 out of 15. He had an impairment on one lower extremity and used a wheelchair. He required set up assistance with eating. He required supervision with oral hygiene and moderate assistance with toileting, showering, and personal hygiene. The assessment revealed the resident did not exhibit any behaviors. B. Resident group interviewFive residents (#8, #17, #35, #49 and #50), who were deemed interviewable by the facility and assessment, were interviewed on [DATE] at 2:40 p.m. All five residents said Resident #18 would flirt with women to get money from them for alcohol or cigarettes. Resident #49 said she could not describe the flirting but it was unwelcomed and she would have to tell him no. Resident #49 said Resident #18 had cognitive problems so she would not make a big deal of it. She said the staff were aware of his behaviors and there were video cameras everywhere that could watch him.C. Record review The behavior care plan, initiated [DATE] and (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0742</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>revised [DATE], revealed Resident #18 had behaviors related to inappropriate touching of other residents and agitation toward staff, accusations toward staff, inappropriate and unwanted lewd and sexual comments to staff and others. Interventions included administering medications per physician's orders, approaching the resident calmly to avoid frustration and behavior escalation, attempting to redirect the resident when exhibiting behaviors, encouraging Resident #18 to ask questions to reduce anxiety, giving non-judgmental support and monitoring and documenting episodes of inappropriate behaviors. The [DATE] behavioral contract revealed Resident #18 signed a contract due to inappropriate, unwanted lewd and sexual comments made to staff and others. Review of a grievance, submitted by Resident #50 on [DATE], revealed Resident #50 reported Resident #18 pretended to jump at her, trying to get a reaction out of her. Resident #50 said she was afraid she would lose her balance and fall. The NHA and the director of nursing (DON) spoke to Resident #18 and asked him not to do it anymore. The NHA said there were female residents who had fragile bones and if they fell, they could seriously hurt themselves. Resident #18 verbalized understanding and said he would not bother Resident #50. Review of Resident #18's [DATE] CPO revealed the following physician's orders: Escitalopram (an antidepressant medication) 20 mg tablet. Take one tablet by mouth one time a day, ordered [DATE]. Behavior monitoring for escitalopram. Monitor for the following behavior: agitation towards staff and accusations towards staff, ordered [DATE]. Behavior monitoring for inappropriate, lewd, sexual unwanted comments to staff and others, ordered [DATE]. Behavior monitoring for inappropriate touching of other residents, ordered [DATE]. Offer non-pharmacological interventions for any behaviors noted. Interventions include redirection, remind the resident he can convey wants and needs without verbal aggression, remind him of the current time, ordered [DATE]. The [DATE] health status note revealed Resident #18 made inappropriate remarks to another resident's daughter who was leaving the facility. Residents were redirected not to make inappropriate statements to visitors. A female resident then began going to her room, and Resident #18 continued with a loud voice at the female resident stating, there goes another one, look at her. The resident was redirected again to quit making remarks to female guests and residents. Resident #18 chose to go to his room. The [DATE] social services note revealed the prior week, Resident #18 had made inappropriate remarks to a female visitor and a female resident. The [DATE] health status note revealed Resident #18 was being inappropriate about a wheelchair wash. The resident said Just so you know, there is semen on there. The resident's behavior would be passed along to the oncoming nurse. The [DATE] nurse assessment revealed most of the time, Resident #18 was cheerful. The resident was currently experiencing unwanted behavior. There was chronic disruptive behavior noted. He was easily upset when he had to wait to go out and smoke. When this happened, he became loud and angry and swore at everyone. He required reminders daily to be patient. The [DATE] behavior nurse note revealed Resident #18 was taken to smoke and became verbally sexually abusive to the female certified nurse aide (CNA) and to another female resident. The nurse spoke to the resident and he laughed. The [DATE] nurse note revealed Resident #18 was upset no one was available to take him for a supervised smoke break. The nurse told the resident that the CNA and the nurse explained why no one was available and instead of agreeing or accepting, he began to get loud. As the nurse walked away, he pretended to kick her and held his fists up in anger. The [DATE] behavior note revealed Resident #18 wanted to go out to smoke with another resident without staff present. Staff explained he had to have a staff member present and no one was available at the time. The resident was upset with the nurse. -A review of Resident #18's EMR, from [DATE] to [DATE], revealed the resident exhibited behaviors and interventions that were not consistently offered and/or documented if interventions were effective. IV. Staff interviews Certified (continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0742</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>nurse aide with medication authority (CNA-Med) #2 was interviewed on [DATE] at 3:17 p.m. CNA-Med #2 said he knew if a resident had a behavior to monitor based on getting to know the resident when they were first admitted to the facility. He said once he saw a behavior as a CNA, he would tell the nurse or CNA-Med so the behavior could be charted in the MAR or a progress note. CNA-Med #2 said he was familiar with Resident #18. CNA-Med #2 said Resident #18 had sexually aggressive behavior. He said Resident #18 would tell dirty jokes or be crude to others. CNA-Med #2 said he had not seen Resident #18 display any of the behaviors for a while. He said an intervention to help Resident #18 to not say dirty jokes around female residents was to have him be around men who liked to joke around amongst each other. CNA-Med #2 said he told Resident #18 in the past to not talk in a sexual manner around female residents and Resident #18 would say he would not do it. Registered nurse (RN) #1 said she knew what escalated a resident's sexual behavior based on the resident's diagnoses. She said some residents had dementia and when they sundowned (a state of late day confusion, anxiety and agitation related to dementia), they exhibited behaviors. RN #1 said residents did not understand and did not have awareness of the behaviors, so it was important to explain why they could not do what they wanted to do. RN #1 said interventions to de-escalate a resident's behavior was documented as a health status note. RN #1 said she was familiar with Resident #18. RN #1 said he had sexually aggressive behavior and she had not seen him have that behavior in awhile. She said Resident #18 cackled (a loud harsh nervous laughter) at a female visitor and he rubbed arms with young female staff. RN #1 said she redirected him and he was responsive to the redirection. RN #1 said redirection was educating Resident #18 on how to speak and suggesting the resident go to a new location in the building. RN #1 said she saw Resident #18 make inappropriate remarks towards other residents but she did not remember the specifics. The social services director (SSD) and the NHA were interviewed together on [DATE] at 1:03 p.m. The SSD said she had been the SSD at the facility for almost three years. She said she had monthly meetings with a licensed clinical social worker to provide guidance and oversight for social services needs. The SSD said nursing staff was responsible for determining what behaviors needed to be monitored. The SSD said a social services assessment was completed at admission, quarterly and as needed. The NHA said the interdisciplinary team (IDT) discussed resident behaviors in the morning meeting. The NHA said hospitals commonly left out behaviors in the referral paperwork. The NHA said if the referral paperwork from hospitals included behaviors, the NHA and the DON reviewed the behaviors to communicate with nursing. The SSD said she visited the resident when she knew the resident had a behavior to determine what triggered the behavior and what helped the resident. The NHA and the SSD said the behaviors were documented as a progress note and on the resident's care plan. The SSD said she did not review if interventions were effective for identified behaviors. The SSD said she was responsible for completing the social services section, including the PHQ-9 assessment, for the MDS assessment. She said the PHQ-9 assessment was used to measure the level of depression for a resident. The SSD said the PHQ-9 assessment was reviewed at admission, quarterly and as needed. The SSD said the IDT did not review PHQ-9 assessment scores. The SSD said she told the nurses if the score was elevating and the nurses notified the physician so the resident could be seen by the physician. She said she documented the conversation when the PHQ-9 assessment score was elevated and high as a progress note. The SSD said she was familiar with Resident #2. She said she had completed the PHQ-9 assessment for Resident #2 in [DATE], when her score increased. The SSD said she did not provide additional information related to the increasing PHQ-9 score. The NHA said the resident scored high because of the health changes she experienced. The SSD said she did not know if there was any referrals made to behavioral health services for Resident #2. The director of nursing (DON), the SSD and the NHA were interviewed (continued on next page)</p> |                                                                                    |                                                 |

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| F 0742<br><br>Level of Harm - Minimal harm<br>or potential for actual harm<br><br>Residents Affected - Few                         | <p>together on [DATE] at 5:14 p.m. The DON said the IDT discussed as a group to determine what behaviors to monitor. She said when a resident was first admitted to the facility, the staff learned the resident's behaviors by observing the resident and asking the family why the resident was on a psychotropic medication and what interventions helped the resident. The DON said nursing staff documented the conversations and observations as behavior monitoring notes and as an admission note. The DON said she knew if interventions were effective because behaviors were monitored on the MARs. The DON said the MAR documented what a resident's behavior was, what interventions were used and if the interventions were effective. The DON said sometimes it was documented as a behavior note as well.-However, review of Resident #2 and Resident #18's MARs revealed documentation of the residents' behaviors and effectiveness of interventions was inconsistent (see above). The DON, the SSD and the NHA said they were familiar with Resident #18. The DON, the SSD and the NHA said he had sexual behaviors that were shown verbally to female staff, visitors and residents. The NHA said the interventions were to tell him that the behavior was not appropriate and to stop saying sexual comments. The NHA said the facility needed to figure out better interventions for Resident #18 so residents felt comfortable in their own home.The DON said the interventions were not effective for Resident #18 because he continued to make sexual comments.</p> |                                                                                    |                                                 |

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| <p>F 0849</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>Arrange for the provision of hospice services or assist the resident in transferring to a facility that will arrange for the provision of hospice services.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on record review and interviews, the facility failed to meet all the requirements for the provisions of hospice care for two (#67 and #41) of two residents reviewed for hospice care services out of 36 sample residents. Specifically, the facility failed to: -Ensure hospice notes were readily available in Resident #67 and Resident #41's electronic medical records (EMR); -Ensure Resident #67 and Resident #41's comprehensive care plans were developed with a delineation of care responsibilities between the facility staff and the hospice care services team; and, -Ensure there was a designated hospice care services coordinator for the facility. Findings include:</p> <p>I. Facility policy and procedure</p> <p>The Hospice policy and procedure, revised July 2017, was provided by the nursing home administrator (NHA) on 6/3/26 at 7:12 p.m. It read in pertinent part, The facility has designated someone to coordinate care provided to the resident by our facility staff and the hospice staff. This person is responsible for ensuring information is obtained from hospice names and contact information for hospice personnel involved in hospice care of each resident.</p> <p>II. Resident #67</p> <p>A. Resident status</p> <p>Resident #67, age [AGE], was admitted on [DATE]. According to the June 2026 computerized physician orders (CPO), diagnoses included chronic obstructive pulmonary disease (COPD - emphysema, an inflammatory lung disease that blocks airflow making it difficult to breathe), adult failure to thrive, severe protein malnutrition and a pressure ulcer.</p> <p>The 5/22/26 minimum data set (MDS) assessment revealed the resident was cognitively intact with a brief interview for mental status (BIMS) score of 15 out of 15. He required partial assistance with activities of daily living (ADL).</p> <p>B. Resident interview</p> <p>Resident #67 was interviewed on 6/3/26 at 10:15 a.m. Resident #67 said the hospice nurses changed the dressings to the wound on his bottom. He said the facility staff did not look at the wound or help with the dressing, only the hospice team did. He said he had been on hospice care services for approximately a year before admitting to the facility. He said hospice wanted him at the facility to help him gain weight, build strength and to help his wound to heal. He said the facility helped him with his indwelling Foley catheter and flushed the catheter daily. He said he had gained weight and he felt stronger since being in the facility. He said he wished the facility would help him with his wound care. He said the hospice nurse was coming in today (6/3/26) to look at his wound.</p> <p>C. Wound care observation and interview with hospice nurse<br/>(continued on next page)</p> |                                                                                    |                                                 |

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| <p>F 0849</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>On 6/3/26 at 12:40 p.m. the hospice registered nurse (RN) was observed during wound care for Resident #67. The hospice RN packed the resident's wound with sterile packing material and medihoney (wound healing cream).</p> <p>The hospice RN said she saw Resident #67's wound a few weeks ago and it appeared to be larger in size now, but she said the wound measurements were smaller. She said the hospice nurse that covered her when she was gone started to pack the wound due to the wound tunneling (narrow passageways or channels form underneath the skin's surface). She said this was a change from when she was there last. She said she was Resident #67's main hospice nurse and wanted him to move to the facility in order to help him gain strength, gain weight and to help his wound heal. She said his wound developed at home and progressed to a stage 4 pressure wound in a couple of weeks because of his inability to get up and move around on his own.</p> <p>The hospice RN said the main area of concern for Resident #67 was his wound. She said the hospice team used their standing physician orders for wound care, but now the wound had tunneled and started having an odor. She said she was hoping the facility's medical director (MD) would help guide them on wound care. She said she could not remember who, but someone from the facility had told her that hospice had to manage the resident's wound because he was only at the facility for a respite stay. She said she did not coordinate with anyone specific in the facility regarding the resident's care.</p> <p>The hospice RN said Resident #67 had an air mattress on his bed and a cushion on the wheelchair. She said he was able to move himself around more because he had increased his strength and he was able to ask for help when he needed it. She said the hospice admission nurse coordinated with the facility prior to the resident moving in, sent over wound care orders and the potential care plan for repositioning the resident and his diet with supplements. She said she completed a nurse progress note for each visit, but she had not left a copy with the facility. She said she verbally discussed her visits with the facility.</p> <p>D. Record review</p> <p>Review of Resident #67's June 2026 CPO revealed the following physician's orders:</p> <p>Monitor wound site to coccyx every shift. Monitor wound and document yes or no for issues.If issues noted, notify the medical director, ordered 5/22/26.</p> <p>Wound care to coccyx. Cleanse with wound cleanser, cover with dressing as needed when dressing is loose or soiled, ordered 5/25/26.</p> <p>-However, the orders did not indicate that hospice was responsible for providing the wound care.</p> <p>-There were no physician's orders for hospice care services.</p> <p>-Review of Resident #67's care plan revealed there was no care plan focus for hospice care services and no hospice interventions.<br/>(continued on next page)</p> |                                                                                    |                                                 |

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                                                                                | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br>065153                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | (X2) MULTIPLE CONSTRUCTION<br><br>A. Building<br>B. Wing                           | (X3) DATE SURVEY<br>COMPLETED<br><br>06/03/2026 |
| NAME OF PROVIDER OR SUPPLIER<br><br>Vista Grande Rehabilitation and Healthcare Center                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | STREET ADDRESS, CITY, STATE, ZIP CODE<br><br>680 E Hospital Dr<br>Cortez, CO 81321 |                                                 |
| 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<br>(Each deficiency must be preceded by full regulatory or LSC identifying information)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                    |                                                 |
| <p>F 0849</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>The social services assessment note, dated 5/22/26, revealed Resident #67 was admitted to the facility for a respite stay. He was a do not resuscitate (DNR - no cardiopulmonary resuscitation). He had services with hospice and his admitting diagnosis was pressure ulcer, unstageable.</p> <p>The admission summary note, dated 5/22/26, revealed Resident #67 was admitted to the facility from home that morning via facility transport. Resident #67 was on hospice care services and admitted for respite with a diagnosis of a pressure ulcer to his sacral region, unstageable.</p> <p>E. Staff interviews</p> <p>Registered nurse (RN) #1 was interviewed on 6/3/26 at 9:00 a.m. RN #1 said the hospice nurses took care of the wound care for Resident #67. She said they came to the facility two times a week and when the facility staff called them. She said the facility nurses did not look at the wound or do wound care for the resident because he was on a respite stay with hospice care services. She said she had to talk to the medical director to at least get an as needed order for wound care in case the dressing fell off before the hospice team could be there. She said all other wound care orders were written by the hospice team. She said the hospice nurses gave the facility staff a verbal update when they were at the facility to see the resident, but she had not seen any progress notes from them.</p> <p>Certified nurse aide (CNA) #4 was interviewed on 6/3/26 at 10:39 a.m. CNA #4 said the hospice staff was responsible for Resident #67's showers. She said the facility CNAs just helped the resident get out of bed for meals and emptied his Foley catheter bag. She said otherwise, the hospice staff came in to help him. She said the resident was pretty independent and turned himself in bed</p> <p>III. Resident #41</p> <p>A. Resident status</p> <p>Resident #41, age [AGE], was admitted on [DATE]. According to the June 2026 CPO, diagnoses included congestive heart failure (CHF), vascular dementia, chronic obstructive pulmonary disease (COPD, spondylosis (age-related wear and tear affecting the spinal disks, joints, and bones), depression and anxiety.</p> <p>The 5/21/26 MDS assessment revealed the resident was severely cognitively impaired with a BIMS score of five out of 15. The assessment's functional status section was not completed.</p> <p>The assessment revealed the resident did not receive hospice services.</p> <p>B. Record review</p> <p>The hospice care plan, initiated and revised on 5/19/26, revealed Resident #41 had a terminal prognosis with hospice related to end of life diagnoses of congestive heart failure, COPD and vascular dementia.</p> <p>-A review of Resident #41's June 2026 CPO revealed there were no physician's orders for hospice (continued on next page)</p> |                                                                                    |                                                 |

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                                                                                | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br>065153                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (X2) MULTIPLE CONSTRUCTION<br><br>A. Building<br>B. Wing                           | (X3) DATE SURVEY<br>COMPLETED<br><br>06/03/2026 |
| NAME OF PROVIDER OR SUPPLIER<br><br>Vista Grande Rehabilitation and Healthcare Center                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | STREET ADDRESS, CITY, STATE, ZIP CODE<br><br>680 E Hospital Dr<br>Cortez, CO 81321 |                                                 |
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| <p>F 0849</p> <p>Level of Harm - Minimal harm<br/>or potential for actual harm</p> <p>Residents Affected - Few</p>                 | <p>services.</p> <p>-A review of Resident #41's hospice care plan, revealed Resident #41 was receiving hospice care service; however, it failed to include a delineation of care services between the facility and the hospice care services team.</p> <p>-A review of Resident #41's electronic medical record (EMR) revealed the resident's hospice care services notes were not available in the facility's electronic medical system.</p> <p>C. Staff interviews</p> <p>RN #2 was interviewed on 6/2/26 at 3:33 p.m. RN #2 said she knew a resident had hospice care services because when a resident was admitted to hospice care services, the hospice nurse came to the nurses' station to introduce themselves. She said hospice was documented in the admission note by the nurse, the 72-hour charting was done in the first three days the resident was admitted to the facility and as a physician's order. She said there was also a banner in the resident's chart that said the name of the hospice care services agency and their phone number. RN #2 said she knew when hospice staff were in the facility because hospice staff gave a schedule verbally and on the CNA clipboard.</p> <p>RN #2 said she was familiar with Resident #41. She said the resident was receiving hospice care services. RN #2 said she did not know when the hospice nurse was coming this week (the week of the survey). She said the hospice CNA came in this morning and the nurse came last week. RN #2 said she did not know how often the hospice nurse or the hospice CNA came into the facility per week.</p> <p>IV. Additional staff interviews</p> <p>The director of nursing (DON) was interviewed on 6/3/26 at 3:18 p.m. The DON said the hospice care services coordinator was either the social services director (SSD) or the charge nurse. The DON said the hospice care services coordinator was based on what was needed for the resident. The DON said staff knew a resident was receiving hospice care services because it was charted as a banner in the resident's chart. The DON said staff did not know the schedule for the hospice staff visits. The DON said the hospice nurses did not provide a schedule when they visited.</p> <p>The DON, the SSD and the NHA were interviewed together on 6/3/26 at 6:45 p.m. The NHA said the facility did not have a hospice care services coordinator and she did not know they were supposed to have a designated hospice care services coordinator.</p> <p>The DON and the NHA said there should be a hospice order provided by the hospice physician.</p> <p>The NHA said the facility had two residents who were receiving hospice care, Resident #67 and Resident #41. The NHA said there should have been a physician's order for hospice. The NHA said the residents' hospice progress notes should be available for the staff to know what the hospice care team was providing for the residents and a way for the staff to know when hospice staff made visits to the residents. The NHA said the facility did not use hospice care services until recently and they would make sure staff knew when hospice staff visited.</p> |                                                                                    |                                                 |