STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	115326	A. Building B. Wing	06/11/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Pruitthealth - Magnolia Manor	3003 Veterans Parkway S Moultrie, GA 31788

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observations, resident and staff interviews, record reviews, and review of the facility policy titled, Residents' Rights, the facility failed to provide care in a manner that maintained each resident's dignity and respect for one of 40 sampled residents(R) (R38). This deficient practice had the potential to compromise the residents' rights to be treated with dignity and respect. Findings Include:Review of the facility policy titled, Residents Rights, with a revision date of 12/01/2023 documented, It is policy of the healthcare center to promote and protect the rights of patients/ residents residing in the center. In addition, all patients/ residents and their responsible parties must sign a written statement of acknowledgement and given a copy of the center's patients/ resident rights and responsibilities . Procedure . 2. The center will make every effort to assist the patient/ resident in understanding and exercising his/her rights to assure the patient/resident is always treated with respect, kindness and dignity.Review of the electronic medical record (EMR) revealed resident R38 was admitted to the facility on [DATE] with diagnosis included but not limited to cataracts. Review of the Quarterly Minimum Data Set (MDS) dated [DATE] documented Section C (Cognition) Brief Interview for Mental Status (BIMS) of 15, indicating cognition is intact. Record review revealed a grievance written by R38 on 05/13/2026 describing an incident that had occurred between herself and Unit Manager AA involving the resident asking for eye drops. R38 had documented she felt like she was being bullied by Unit Manager AA. As a result, the facility reported the incident to the State Agency on 05/14/2026.During an interview on 06/09/2026 at 9:30 AM, R38 stated that the AA Unit Manager told her she was sick of hearing about her eyes. R38 stated she was attempting to obtain clarification regarding the frequency of her prescribed eye drops. R38 further stated that the AA Unit Manager brushes residents away all the time. R38 reported that the AA Unit Manager does not respect residents, is rude, and dismisses residents when they ask for assistance or make requests.During an interview on 06/09/2026 at 10:55 AM, the Infection Preventionist (IP) stated she submitted a complaint to the State Agency on 05/14/2026 after overhearing the AA Unit Manager speaking to R38. The IP stated she believed Unit Manager AA was speaking to the resident in a rude manner and as if she was speaking to a child. She revealed Unit Manager AA was suspended pending an investigation.During an interview on 06/09/2026 at 3:08 PM, Unit Manager AA confirmed that R38 approached her with questions regarding her eye medications. Unit Manager AA stated she told R38 to please stop obsessing about her eyes and informed her that she was going to contact the Behavioral Health Nurse Practitioner. Unit Manager AA stated she spoke in a louder voice to ensure R38 could hear her. Unit Manager AA further stated that R38 did not have a hearing impairment but had selective hearing. Unit Manager AA acknowledged that she could have better explained her comments and could have used different words when discussing contacting Behavioral Health services because R38 was obsessed with her eyes. Unit Manager AA further acknowledged that her statements could have been perceived by R38 as threatening. During an interview on 06/10/2026 at 4:30 PM the Administrator and Director of Nursing (DON) confirmed Unit Manager AA was suspended pending the facility's investigation. The Administrator and DON stated they did not determine that Unit Manager AA's (continued on next page)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	actions constituted verbal abuse; however, they identified a need for improvement in customer service skills and in demonstrating compassion and empathy toward residents. The Administrator and DON stated Unit Manager AA routinely spoke in a loud voice and described this as part of her communication style. The Administrator further stated he had counseled Unit Manager AA on multiple occasions during morning meetings to lower her voice and modify her approach when communicating with others. The Administrator stated the facility was monitoring Unit Manager AA's interactions with residents to ensure residents were treated with dignity and respect.