

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145774	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  09/10/2024
NAME OF PROVIDER OR SUPPLIER  Havana Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE  609 North Harpham Street Havana, IL 62644	

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

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>49187</p> <p>Based on interview and record review, the facility failed to protect R1 through R74's right to be free from misappropriation of property from V4, Business Office Manager, for 74 of 75 residents (R1-R74) reviewed for misappropriation of funds in the sample of 75. These failures resulted in the facility failing to monitor the residents' pooled trust account monthly resulting in V4 stealing, over a period of eight months, \$11,815.00/dollars of funds out of the residents' pooled facility trust fund account without residents' knowledge and resulted in V4 keeping R46's pre-paid social security card and making fraudulent charges, without R46's permission, on multiple occasions from April 2024 to September 2024</p> <p>These failures resulted in an Immediate Jeopardy.</p> <p>While the immediacy was removed on 9/10/24 the facility remains out of compliance at a severity Level II as additional time is needed to evaluate the implementation and effectiveness of their Removal plan and Quality Assurance monitoring.</p> <p>Findings include:</p> <p>The facility's Abuse Prevention Program dated 11/28/16 documents, This facility affirms the right of our residents to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined below. This facility is committed to protecting our residents from abuse by anyone including but not limited to, facility staff, other residents, consultants, volunteers, and staff from other agencies providing services to the individual, family members or legal guardians, friends, or any other individual. Misappropriation of resident property means the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident's belonging or money without the resident's consent.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>The facility's Resident Funds Policy and Procedure (undated) documents, Upon written authorization of a competent resident the facility will hold, safeguard, manage, and account for personal monies deposited with the facility. If the resident has been determined to be incompetent, the written authorization may be signed by the resident's fiduciary guardian, legal representative, or immediately family. All funds shall be held in an interest bearing, pooled monies account. The facility will institute security measures to ensure that resident funds managed by the facility are safeguarded from theft or mismanagement and shall include signed vouchers for all resident transactions, computerized tracking of account activity, monthly oversight of the facility Administrator, and signed quarterly statements. Further, the facility will require dual signatures on all banking transactions requiring signatures as well as require receipts for all purchases made from residents' personal monies that shall include date of purchase amount of purchase, and detail of all items or services purchases.</p> <p>V4's (Business Office Manager/Social Service Director) Employee Data Sheet, undated, documents V4 was hired on 10/16/2023 as Business Office Manager/Social Service Director (BOM/SSD).</p> <p>V4 (Business Office Manager's/BOM) Individual Employee Timecard dated, 7/16/24 to 7/31/24, documents V4's last day worked was 7/29/24.</p> <p>The facility's Long Term Care Facility-Serious Injury Incident and Communicable Disease Report, dated 7/30/24, documents Final: Theft of residents and this facility's health care fund. Staff involved: (V4/BOM) Terminated. Detailed Incident of Summary: Investigation still ongoing. Employee (V4) who was the Business Office Manager for (the facility) wrote checks to cash by forging authorized signer's signatures and then deposited those funds into her own bank account. While interviewing the residents we found out that (V4) employee was taking money from the residents to purchase things. They (the residents) were not getting the receipts from the items purchased. A couple of residents said they never received the items or their money back. All items in the business office were loaded up and taken to the corporate office and turned over to V13 (Corporate Attorney) along with V7 (Corporate Trust Manager) and V8 (Corporate Trust Manager). It has been determined that there is over 11,000 dollars missing from the account which was for room and board and resident's monies.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>The Local Police Departments Report, dated 7/30/24, and signed by V17 (Local Police Sergeant), documents On 7/30/24, I (V17/Police Sergeant) was on duty for the (local Police Department). At approximately 2:24 PM I arrived at (the facility) regarding a theft of a large sum of money. I made contact with (V6/Regional Director of Clinical Operations/Prior Administrator) and (V19/Senior [NAME] President of Operations) regarding a theft of a large sum of money. (V6/Prior Administrator) advised that the employee in question was (V4/BOM). (V6) advised that the resident trusts fund is one bank account that holds the money for all the residents. (V6) advised that there is then a ledger (kept by the facility) showing how much money each resident has in the account. (V6) advised money can only be withdrawn from the account by writing a check to cash and have both her (V6) and (V3/Prior Administrator in Training/ALT) signatures on the check. (V6) advised the check would then be sent to (local bank) with (V4), and (V4) would cash the check. (V6) advised that (V4) would then, a short time after removing the cash, return to the (local bank) and deposit the cash into (V4's) personal bank account. (V6) advised that the (local bank) staff observed (V4) do this numerous times and used marked bills to make sure (V4) was depositing the same cash into her account. (V6) advised she believes the amount could be between 20,000 and 50,000 dollars. (V6) showed me (V17) the check book receipts. (V6) advised there were checks in the books that had (V3's) name forged by (V4), and several checks that were missing and blank. I believe the checks in question were numbered 4002 through 4049. The blank checks in the receipt book were check numbers 4023, 4037, 4040, 4045, 4048, and 4049. (V19) advised the majority of this money was Medicaid money and, in the past, they have used (State Police) Medicaid fraud division in handling incidents. (V19) advised he had to notify Law Enforcement within 24 hours and requested I completed a report, but he had to take all their records to their home office in (another city) today. I asked (V19) if he would like (local police department) to handle the incident or (State Police) Medicaid Fraud. (V19) advised he would have (State Police) handle the incident. I advised (V19) that I would complete an initial report in the event they needed and provide (V19) with the case number. I cleared (the facility). I made contact with (V9/Local Branch Manager). (V9) advised they have witnessed (V4) on several occasions cash a check from the resident fund and deposit that money into her account. (V9) advised they had used marked bills to confirm (V4) had done this. (V9) advised she has since, notified (the facility) and closed the accounts. I asked (V9) if she could forward copies of the checks and statements to me. (V9) advised she would, and I provided my department emailed address.</p> <p>R5's Trust Fund Withdrawal Logs dated January through April 2024 document 229.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R14's Trust Fund Withdrawal Logs dated January through April 2024 document 124.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R16's Trust Fund Withdrawal Logs dated January through April 2024 document 1685.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R24's Trust Fund Withdrawal Logs dated January through April 2024 document 70.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R26's Trust Fund Withdrawal Logs dated January through April 2024 document 15.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>R51's Trust Fund Withdrawal Logs dated January through April 2024 document 481.00 dollars of cash withdrawals that do not contain a resident signature or a reason for the withdrawals.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>The facility's Audit dated January through July 2024 and signed by V7 (Corporate Trust Manager) documents there was an 11,815.00-dollar deficit of residents' trust funds that V4 (BOM) had misappropriated without the consent of the residents.</p> <p>The facility's trust fund withdrawal logs were missing from the facility for the months of May, June, and July 2024.</p> <p>The facility Resident Fund spreadsheet dated 12/30/23 to 7/31/24, document that the following residents have a facility trust fund that was managed by V4 (BOM): R1-R74.</p> <p>On 8/30/24 at 10:46AM, V3 (Prior AIT) stated she was not monitoring the monthly trust fund account or ensuring quarterly statements were given to the residents. V3 stated, I would offer to do the resident shopping for (V4/Business Office Manager) for the residents and tell (V4) I can get the stuff since she was busy. (V4) would say 'No, I got it.' I did not go over the monthly trust fund account or receipts and sign off on them or ensure residents were getting their quarterly statements.</p> <p>On 8/30/24 at 11:55 AM, R46 stated in March 2024 V4 (BOM) started handling his bills at the facility and took his (pre-paid card). R46 stated, I told (V4) I wanted receipts for all my bills when my pre-paid social security card was used. I never received any receipts. I called social security around three months ago and they told me that there were purchases on my card for girls' clothes and girls' shoes. I was so upset and angry. I reported to staff at the facility at that time, that I believed (V4) was stealing money from my account and fraudulent charges. V3 (Prior AIT) was aware of it too. I thought I could trust (V4), and now I am so angry. I don't have any money and it makes me very upset. (V4) never returned my pre-paid social security card to me.</p> <p>On 8/30/24 at 12:06 PM, V9 (Local Bank Manager) stated she noticed for the last few months that (the facility) was cashing a lot more checks than normal (like two to three times per week) instead of once or twice a month. V9 stated, I noticed a few times that (V4/BOM) would come to the local bank, cash a check from the residents' trust fund account, drive around the block, then come back in and deposit cash into (V4's) own personal bank account. I started watching (V4) closer and when she came in to cash a check this last time, I marked bills before giving the bills to her. Fifteen minutes later, (V4) drove around the block and deposited the marked money into (V4's) personal checking account.</p> <p>(continued on next page)</p>

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<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>On 8/30/24 at 10:34 AM, V1 (Regional Director) stated, The (local bank) reported the alleged allegation to (V6/Prior Administrator). (V6) then contacted our Corporate Office. To my knowledge (V4/BOM) was falsifying (V3/Prior Administrator in Training) and (V6's) signatures to cash the checks and was stealing the residents' money for herself. (V4) should have kept a record of when a resident asked for money and had the resident sign by their name of how much they took each time a withdrawal was made. We (the facility) do not have trust fund withdrawal logs for the months of May, June, July 2024. No one was watching over the trust funds at this time. After doing an audit it was determined that \$11,815.00 (dollars) was missing from the residents' trust fund account. I am not sure which residents' money was taken from that account because (the facility's) Corporate Office has everything. The (local bank) reported the alleged allegation to (V6/Prior Administrator). (V6) then contacted our Corporate Office. Our Corporate Office showed up on a Tuesday (7/30/24) and immediately suspended (V4/BOM) and took everything out of (V4's) office. (V7/Corporate Trust Manager) is the one who has all the information now. We (the facility) are still trying to find out what residents gave (V4) money and never received their items they were wanting or their money back. We (the facility) have not identified those residents yet. In order for (V4/BOM) to replenish the trust fund account the BOM would fill out a check and either (V3/Prior AIT) or (V6) would have to sign off on it. If someone went shopping for residents, that person should have had a copy of the receipt, put the residents name at the top of the receipt with the date and time, and give a copy to the resident, then write it down in the trust fund under the resident's accounts. (V4) should have been sending monthly trust fund reports to the Corporate Office with withdrawal logs and the receipts showing what residents purchased. To my knowledge no one was overseeing (V4) in the building with the trust fund or reviewing the logs. I believe (V8/Corporate Trust Manager) was having trouble getting information for those trust fund reports from (V4) as well. The (local bank) stated (V4) would cash the residents trust fund check, drive around the block, then go back in the bank and deposit money into her own account. (V3) was the Administrator in Training at the time of those occurrences.</p> <p>On 8/30/24 at 1:10 PM, R51 reviewed his withdrawal logs for January 2024 to April 2024 for his trust fund account. R51 stated, I did not withdrawal 481.00 dollars from my account. What would I spend that much money on? Someone is stealing my money.</p> <p>On 8/31/24 at 11:40 AM, V18 (R16's Responsible Party) stated the only thing she approved to be purchased out of R16's trust fund account was a new wheelchair. Other than that, she would have not approved any purchases. V18 stated R16 would have not asked for more than a few dollars a month at most. V18 stated, (R16) has nowhere to spend his money. (R16) would be very angry and upset if someone was spending or stealing his money.</p> <p>On 9/1/24 at 6:15 AM, R16 reviewed the withdrawal logs from R16's trust fund accounts for the months of January, February, March, and April 2024 and was visibly upset. R16 stated he did not sign anything and that he never took out any money from his trust fund account. R16 stated, I earned that money over the years. I will beat up whoever it is that took it. That's b*****t. I want a block put on my account now.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>On 9/1/24 at 6:30 AM, R33 reviewed the withdrawal logs from R33's trust fund accounts for the months of January, February, March, and April 2024. R33 stated, My signature is forged on 1/24/24 for the withdrawal amount of 35.00 dollars and on 1/31/24 for the amount of 30.00 dollars. R33 also reviewed a withdrawal of 105.00 dollars on 1/19/24. R33 stated, I would never request to take out 105.00 dollars here. What would I spend that on? I always request 5.00 dollars or 10.00 dollars to be taken out at a time. Look, you can see where I signed to take out 5.00 dollars, someone added a little one and zero in front of the five to make it look like I took out 105 dollars. R33 stated that the 2/19/24 cash withdrawal was not correct either and she did not take out 24.00 dollars and 50 cents. No signatures from R33 were present next to the withdrawal on the February 2024 withdrawal trust fund log. R33 was visibly upset and angry.</p> <p>On 9/1/24 at 1:10 PM, R26 reviewed the withdrawal logs from R26's trust fund accounts for the months of January, February, March, and April 2024. R26 stated, I did not request 15.00 dollars to be taken out of my account in April 2024. I always made sure to sign when I wanted money out of my account.</p> <p>On 9/3/24 at 9:55 AM, R14 reviewed the withdrawal logs from R14's trust fund accounts for the months of January, February, March, and April 2024. R14 stated he did not withdraw 124.00 dollars between January 2024 to April 2024, nor did he give anyone permission to withdraw money from his account. R14 stated, I didn't even know I had that much money in my account. I am very upset to know someone took my money.</p> <p>On 9/3/24 at 9:39 AM, V6 (Prior Administrator) stated around 7/22/24 V9 (Local Bank Manager) pulled V6 aside at the (local bank) and told V6 to take (the facility's) check book away from V4 (BOM). V6 stated, (V9) told me there was suspicious activity going on with the resident's trust fund account from (V4). (V4) had the checkbook to use to make withdrawals from the residents' pooled trust fund account (R1-R74's account).</p> <p>On 9/4/24 at 8:38 AM, V7 (Corporate Trust Manager) stated the first check she is aware of that was misappropriated by V4 (BOM) out of the residents' pooled trust fund account was January 11th, 2024, for 450.00 dollars. V7 stated, We (Corporate) went through all the resident's withdrawal logs from January 2024 to current and confirmed that there was a deficit of 11,815.00 dollars that V4 had stolen without the consent of the residents. V7 verified at this time that the monthly trust fund withdrawal logs for the months of May, June, and July 2024 are missing.</p> <p>On 9/4/24 at 11:45 AM, V2 (AIT) stated (V2) and (R46) spoke with the Social Security's office on 9/3/24. During the phone call V2 stated it was determined that R46 does have a pre-paid social security card and that there have been fraudulent charges being made. V2 stated, The social security's office stated they could only see August and September's 2024 charges. On 8/5/24 a fraudulent charge was made in the amount of 75.00 dollars and on 9/1/24 two fraudulent charges were made, one for 77.95 dollars and the other amount for 0.75 cents. The social security's office stated (R46's) account statements from 2023 to present would be sent to (the facility) within five to ten business days.</p> <p>The Immediate Jeopardy started on 1/11/24 when V4 (BOM) started misappropriating funds out of the residents' pooled trust fund account.</p> <p>V1 (Regional Director) and V2 (AIT) were notified of the Immediate Jeopardy on 9/4/24 at 3:56 PM.</p> <p>(continued on next page)</p>		

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<p>F 0602</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>This surveyor confirmed through observation, interview, and record review that the facility took the following actions to remove the Immediate Jeopardy:</p> <ol style="list-style-type: none"> <li>1. The facility staff have interviewed all cognitive residents to identify those residents who allowed the facility to manager their monies and who had given V4/Business Office Manager monies for items and never got items, receipts, or monies back from 8/10/24 to current.</li> <li>2. On 9/3/24 V1 (Regional Director) notified all resident's/responsible parties of discharged residents of misappropriation of funds.</li> <li>3. On 8/8/24 V2 (Administrator in Training/AIT) was in serviced by V1/Regional director on the facility's Abuse Policy and Procedures.</li> <li>4. On 9/3/24 V2 (AIT) was educated by V1 (Regional Director) on how the resident trust fund is supposed to work and procedures on handling the resident's cash.</li> <li>5. On 9/6/24 V20 (Business Office Manager) was thoroughly trained by V1 (Regional Director) on the resident trust.</li> <li>6. On 9/6/24 a deposit was made in the amount of 11,815.00 to the resident's new trust fund account. This amount was the amount audited and determined by V7 (Corporate Trust Manager) to be missing from the resident's pooled trust fund account.</li> <li>7. The facility's Audit dated January through July 2024 and signed by V7 (Corporate Trust Manager) documents there was an 11,815.00-dollar deficit of residents' trust funds that V4 (BOM) had misappropriated without the consent of the residents.</li> </ol> <p>On 9/9/24 at 9:20 AM V21 (Housekeeper) was in the facility's break room and stated, I do not recall being in serviced on Abuse or the steps to take if I did not feel the abuse coordinator handled an abuse allegation appropriately.</p> <p>On 9/9/24 at 9:55 AM V23 (Certified Nursing Assistant) stated over the phone, I have not been in-serviced on any of the abuse policy and procedures in a very long time. I just worked last night 9/8/24.</p> <p>On 9/9/24 at 10:20 AM V26 (Agency Registered Nurse/RN) was at the nurse's desk and stated, I have not been in-serviced on the abuse policy and procedures since I have worked here.</p> <p>This surveyor reviewed the in-service sheet from 8/10/24 and 9/6/24 on the abuse policy and procedures and the staffing schedules. It was determined that V22 (Dietary), V24 (Certified Nursing Assistant), and V25 (Certified Nursing Assistants) signatures were not on the Abuse in-service sheets.</p> <p>This surveyor reviewed all residents that resided in the facility and that was affected by the misappropriation of the residents pooled trust fund account. Only two resident's (R16 and R33's) representatives had been notified.</p> <p>On 9/9/24 at 11:00 AM V20 (Social Service Director) verified the only two resident's she documented on for notifying the resident's representatives was R16 and R33 on 9/3/24.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>49187</p> <p>Based on interview and record review, the facility failed to follow their Abuse Policy to immediately report allegations of misappropriation of residents' funds to the local police department, the state agency, and the residents/residents' representatives for 75 (R1-R75) of 75 residents reviewed for reporting of allegations of abuse in the sample of 75. These failures resulted in R75 reporting to V3 (Prior Administrator-In-Training/AIT) on 6/20/24 that she suspected V4 (Business Office Manager/BOM) was making fraudulent charges from her debit card. This allegation was not reported to the state agency. On 7/22/24 V6 (Prior Administrator) was notified by V9 (Bank Manager) that she suspected V4 was making fraudulent withdrawals out of the resident's trust fund for personal use. V6 did not contact the police or notify the state agency until 7/30/24 (8 days later), leaving R1-R74's trust fund accounts vulnerable to further theft. After an audit, a deficit of \$11,815.00/dollars was discovered missing from the residents' pooled trust fund account. On 8/30/24 V1 (Regional Director) was made aware of R46 reporting that V4 never returned R46's pre-paid social security card and there were fraudulent charges being made on his card. The state agency was not notified of this allegation until 9/3/24 and as of 9/4/24 the police have still not been notified. R46's pre-paid social security card continued to be subjected to fraudulent charges on 9/1/24 after this surveyor reported the allegation to V1 on 8/30/24.</p> <p>These failures resulted in an Immediate Jeopardy.</p> <p>While the immediacy was removed on 9/10/24 the facility remains out of compliance at a severity Level II as additional time is needed to evaluate the implementation and effectiveness of their Removal plan and Quality Assurance monitoring.</p> <p>Findings include:</p> <p>(continued on next page)</p>

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145774	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  09/10/2024
NAME OF PROVIDER OR SUPPLIER  Havana Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE  609 North Harpham Street Havana, IL 62644	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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<p>F 0609</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>The facility's Abuse Prevention Program policy dated 11/28/16 documents, Employees are required to immediately report any occurrences of potential/alleged mistreatment, exploitation, neglect, and abuse of residents they observe, hear about, or suspect to a supervisor and the administrator. The administrator or designee is also responsible for informing the resident or their representative of the results of the investigation and of any corrective action taken. The facility must ensure that all alleged violations involving mistreatment, exploitation, neglect, or abuse, including injuries of unknown source, misappropriation of resident property, and reasonable suspicion of a crime, are reported immediately to the administrator of the facility and to other officials in accordance with state law through established procedures. If the events that cause the reasonable suspicion result in serious bodily injury or suspected criminal sexual abuse, the report shall be made to at least one law enforcement agency of jurisdiction and (State Agency) immediately after forming the suspicion (but not later than two hours after forming the suspicion), otherwise, the report must be made not later than 24 hours after forming the suspicion of a crime. The administrator or designee will also inform the resident or resident's representative of the report of an occurrence of potential abuse of resident and that an investigation is being conducted. The administrator, or designee will inform the resident or resident's representative of the conclusions of the investigation. If there is any reasonable suspicion of a crime, as defined by local law, the administrator shall immediately notify local law enforcement as soon as possible but no later than 24 hours in accordance with 300.695 (b) in the following situations: d) When a crime has been committed in a facility by a person other than a resident.</p> <p>The Local Police Departments Report, dated 6/20/24, and signed by V17 (Local Police Sergeant), documents V17 returned a call to R75 and R75 advised that her bank account had been fraudulently hit and R75 was missing 2000.00 dollars to 3000.00 dollars. R75 advised V17 that V4 (BOM) was the one who had her debit card.</p> <p>The facility's Long Term Care Facility-Serious Injury Incident and Communicable Disease Report, dated 7/30/24, documents Final: Theft of residents and this facility's health care fund. Staff involved: (V4/BOM) Terminated. Detailed Incident of Summary: Investigation still ongoing. Employee (V4) who was the Business Office Manager for (the facility) wrote checks to cash by forging authorized signer's signatures and then deposited those funds into her own bank account. While interviewing the residents we found out that (V4) employee was taking money from the residents to purchase things. They (the residents) were not getting the receipts from the items purchased. A couple of residents said they never received the items or their money back. All items in the business office were loaded up and taken to the corporate office and turned over to V13 (Corporate Attorney) along with V7 (Corporate Trust Manager) and V8 (Corporate Trust Manager). It has been determined that there is over 11,000 dollars missing from the account which was for room and board and resident's monies.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>The Local Police Departments Report dated 7/30/24, and signed by V17 (Local Police Sergeant), documents On 7/30/24, I (V17/Police Sergeant) was on duty for the (local Police Department). At approximately 2:24 PM I arrived at (the facility) regarding a theft of a large sum of money. I made contact with (V6/Regional Director of Clinical Operations/Prior Administrator) and (V19/Senior [NAME] President of Operations) regarding a theft of a large sum of money. (V6/Prior Administrator) advised that the employee in question was (V4/BOM). (V6) advised that the resident trusts fund is one bank account that holds the money for all the residents. (V6) advised that there is then a ledger (kept by the facility) showing how much money each resident has in the account. (V6) advised money can only be withdrawn from the account by writing a check to cash and have both her (V6) and (V3/Prior Administrator in Training/AIT) signatures on the check. (V6) advised the check would then be sent to (local bank) with (V4), and (V4) would cash the check. (V6) advised that (V4) would then, a short time after removing the cash, return to the (local bank) and deposit the cash into (V4's) personal bank account. (V6) advised that the (local bank) staff observed (V4) do this numerous times and used marked bills to make sure (V4) was depositing the same cash into her account. (V6) advised she believes the amount could be between 20,000 and 50,000 dollars. (V6) showed me (V17) the check book receipts. (V6) advised there were checks in the books that had (V3's) name forged by (V4), and several checks that were missing and blank. I believe the checks in question were numbered 4002 through 4049.</p> <p>The facility's Audit dated January through July 2024 and signed by V7 (Corporate Trust Manager) documents there was an 11,815.00-dollar deficit of residents' pooled trust funds that V4 (BOM) had withdrawn without the consent of the residents.</p> <p>The facility Resident Fund spreadsheet dated 12/30/23 to 7/31/24, document that the following residents have a facility trust fund that was managed by V4 (BOM): R1-R74.</p> <p>On 8/30/24 at 11:55 AM, R46 stated in March 2024 V4 (BOM) started handling his bills at the facility and took his (pre-paid card). R46 stated, I told (V4) I wanted receipts for all my bills when my pre-paid social security card was used. I never received any receipts. I called social security around three months ago and they told me that there were purchases on my card for girls' clothes and girls' shoes. I was so upset and angry. I reported to staff at the facility at that time, that I believed (V4) was stealing money from my account and fraudulent charges. V3 (Prior AIT) was aware of it too. I thought I could trust (V4), and now I am so angry. I don't have any money and it makes me very upset. (V4) never returned my pre-paid social security card to me. R46 denied being notified by the facility regarding the alleged allegation of misappropriation of funds from R46's trust fund account.</p> <p>On 8/30/24 at 12:00 PM, V1 (Regional Director) was notified by this surveyor of R46's allegation of V4 (BOM) making fraudulent purchases from R46's pre-paid social security card and R46 stating V4 still had his pre-paid social security card in her possession.</p> <p>On 8/30/24 at 12:06 PM, V9 (Local Bank Manager) stated she noticed for the last few months that (the facility) was cashing a lot more checks than normal (like two to three times per week) instead of once or twice a month. V9 stated, I noticed a few times that (V4/BOM) would come to the local bank, cash a check from the residents' trust fund account, drive around the block, then come back in and deposit cash into (V4's) own personal bank account. I started watching (V4) closer and when she came in to cash a check this last time, I marked bills before giving the bills to her. Fifteen minutes later, (V4) drove around the block and deposited the marked money into (V4's) personal checking account. I notified (V6/Prior Administrator) of my suspicion of (V4) taking resident funds for her own use on 7/22/24 in person.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>On 8/30/24 at 1:10 PM, R51 reviewed his withdrawal logs for January 2024 to April 2024 for his trust fund account. R51 stated, I did not withdrawal 481.00 dollars from my account. What would I spend that much money on? Someone is stealing my money. No one has reported to me that anyone has stolen money out of my account.</p> <p>On 8/31/24 at 11:40 AM V18 (R16's Responsible Party) stated, (R16) has nowhere to spend his money. (R16) would be very angry and upset if someone was spending or stealing his money. No one from the facility has notified me that (R16) has money missing out of his account.</p> <p>On 9/1/24 at 6:15 AM R16 stated he did not sign anything and that he never took out any money from his trust fund account. R16 stated no-one from the facility has notified him that money was missing out of his account.</p> <p>On 9/1/24 at 6:30 AM R33 reviewed the withdrawal logs from R33's trust fund accounts for the months of January, February, March, and April 2024. R33 stated, My signature is forged on 1/24/24 for the withdrawal amount of 35.00 dollars and on 1/31/24 for the amount of 30.00 dollars. R33 also reviewed a withdrawal of 105.00 dollars on 1/19/24. R33 stated, I would never request to take out 105.00 dollars here. What would I spend that on? I always request 5.00 dollars or 10.00 dollars to be taken out at a time. Look, you can see where I signed to take out 5.00 dollars, someone added a little one and zero in front of the five to make it look like I took out 105.00 dollars. R33 stated that the 2/19/24 cash withdrawal was not correct either and she did not take out 24.00 dollars and 50 cents. No signatures from R33 were present next to the withdrawal on the February 2024 withdrawal trust fund log. R33 was visibly upset and angry. R33 stated, No one has even told me about this until you (this surveyor) showed me.</p> <p>On 9/1/24 at 1:10 PM R26 stated, I did not request 15.00 dollars to be taken out of my account in April 2024. I was not told from anyone at the facility that my money was stolen.</p> <p>On 9/3/24 at 9:39 AM V6 (Prior Administrator) stated around 7/22/24 V9 (Local Bank Manager) pulled V6 aside at the (local bank) and told her to take (the facility's) check book away from V4 (BOM). V6 stated, (V9) told me there was suspicious activity going on with the resident's pooled trust fund account from (V4). (V9) advised they have witnessed (V4) on several occasions cash a check from the resident fund and deposit that money into her account. (V9) advised they had used marked bills to confirm (V4) had done this. (V9) advised she has since, notified (the facility) and closed the accounts. I did not notify the police or state agency of the allegation until 7/30/24 (eight days after the allegation was made). (V4) had the checkbook to use to make withdrawals from the residents' pooled trust fund account (R1-R74's account). (V4)'s job was to manage the resident's trust fund account.</p> <p>On 9/3/24 at 9:55 AM, R14 stated he did not withdraw 124.00 dollars between January 2024 to April 2024, nor did he give anyone permission to withdrawal money from his account. R14 stated, I didn't even know someone was stealing my money.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>On 9/4/24 at 11:45 AM V2 (AIT) stated (V2) and (R46) spoke with the Social Security's office on 9/3/24. During the phone call V2 stated it was determined that R46 does have a pre-paid social security card and that there have been fraudulent charges being made. V2 stated, The social security's office stated they could only see August and September's 2024 charges. On 8/5/24 a fraudulent charge was made in the amount of 75.00 dollars and on 9/1/24 two fraudulent charges were made, one in the amount of 77.95 dollars and one in the amount of 0.75 cents. The social security's' office stated (R46's) account statements from 2023 to present would be sent to (the facility) within five to ten business days. The local police have not been notified by me or anyone at the facility of (R46's) fraudulent charges on his pre-paid social security card.</p> <p>On 9/1/24 at 10:36 AM, R75 stated that on 6-20-24 she got a notification that her bank account was overdrawn 369 dollars and prior to 6/20/24 she had given V4 (BOM) her debit card and V4 did not return the card. R75 stated she requested bank statements and there were unauthorized charges from May 15th to June 5th, 2024, for a total of 1,028.49 dollars that was not R75's charges and R75 notified V3 (AIT) that R75 suspected V4 had taken 1028.49 dollars out of R75's account without R75's permission. R75 reported she felt like (V3) did not want to hear about it, and that R75 almost had another heart attack. This allegation was not reported to the state agency.</p> <p>On 9/04/24 at 12:20 PM, V3 (Prior AIT) stated R75 did report to V3 that R75 had fraudulent charges between 2,000 to 3,000 dollars taken out of her account on 6-20-24. V3 stated she did not report to the state agency R75's allegation on 6-20-24 of fraudulent charges being made from R75's bank account.</p> <p>On 9/1/24 at 8:25 AM V1 (Regional Director) stated no resident's or residents' representatives have been notified of the investigation regarding their misappropriation of funds from their (R1-R74's) trust fund account.</p> <p>On 9/4/24 at 8:38 AM, V7 (Corporate Trust Manager) stated the first check she is aware of that was misappropriated by V4 (BOM) out of the residents' trust fund account was January 11th, 2024, for 450.00 dollars. We (Corporate) went through all the resident's withdrawal logs from January 2024 to current and confirmed that there was a deficit of 11,800.15 dollars that V4 had withdrawn without the consent of the residents.</p> <p>On 8/30/24 at 12:06 PM, V9 (Local Bank Manager) stated on 7/22/24, V9 (Local Bank Manager) was noticing (the facility) was cashing checks more frequently (like two to three times per week) instead of once or twice a month. V9 noticed suspicious activity from V4 (BOM) regarding fraudulent charges being made from the resident's trust fund account and notified V6 (Prior Administrator) on 7/22/24 in person regarding suspicious activity of V4.</p> <p>The Immediate Jeopardy started on 6/20/24 when V3 (Prior AIT) did not report to the state agency, after R75 reported fraudulent charges from her debit card that was in possession of V4 (BOM).</p> <p>V1 (Regional Director) and V2 (AIT) were notified of the Immediate Jeopardy on 9/5/24 at 1:34PM.</p> <p>This surveyor confirmed through observation, interview, and record review that the facility took the following actions to remove the Immediate Jeopardy:</p> <p>1. On 7/30/24 V4/Business Office Manager was suspended and has not worked at (the facility) since.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>2. V3 (Prior Administrator in Training/AIT) last day at the facility was 7/8/24 and V6 (Prior Administrator's) last day at the facility was 7/31/24 confirmed by V2 (AIT).</p> <p>3. On 8/8/24 V2 (AIT) was educated by V1 (Regional Director) on the Abuse Policy and Procedures with an emphasis on two-hour reporting window to (State Agency), notifying the responsible party, doctor, and local police.</p> <p>4. On 9/3/24 V2 (AIT) and on 9/6/24 V20 (Business Office Manager/Social Service Director) were both in-serviced by V1 (Regional Director) on how the resident trust fund is supposed to work and procedures on handling the resident's cash.</p> <p>On 9/9/24 at 9:20 AM V21 (Housekeeper) was in the facility's break room and stated, I do not recall being in serviced on Abuse or the steps to take if I did not feel the abuse coordinator handled an abuse allegation appropriately.</p> <p>On 9/9/24 at 9:55 AM V23 (Certified Nursing Assistant) stated over the phone, I have not been in-serviced on any of the abuse policy and procedures in a very long time. I just worked last night 9/8/24.</p> <p>On 9/9/24 at 10:20 AM V26 (Agency Registered Nurse/RN) was at the nurse's desk and stated, I have not been in-serviced on the abuse policy and procedures since I have worked here.</p> <p>This surveyor reviewed the in-service sheet from 8/10/24 and 9/6/24 on the abuse policy and procedures and the staffing schedules. It was determined that V22 (Dietary), V24 (Certified Nursing Assistant), and V25 (Certified Nursing Assistant) signatures were not on the Abuse in-service sheets.</p> <p>On 9/9/24 at 1:30 PM V1/Regional Director stated, I spoke with V27 (Resident Care Coordinator) when I was writing the removal plans and V27 confirmed that all employees were in-serviced on abuse policy and procedures on 8/10/24. On 9/6/24 I realized that not all employees were in-serviced so I in-serviced more employees on 9/6/24. I specifically told V2 (AIT) that no one could work until they had been in-serviced on abuse policy and procedures. I did not realize all employees have not been in-serviced yet.</p> <p>On 9/9/24 at 2:00 PM V2 (AIT) verified that V21 (Housekeeper), V22 (Dietary), V23(Certified Nursing Assistant), V24 (Certified Nursing Assistant), V25 (Certified Nursing Assistant), and V26 (Agency RN) had not been in-serviced on the Abuse Policy and Procedures on 8/10/24 or after. V2/AIT stated, I did not realize how the process worked, so not everyone got in-serviced on abuse policy and procedures.</p> <p>Due to all staff not being in-serviced on the abuse policy and procedures on 8/10/24 or prior to their shift, the facility's abatement plan was not completely executed on 9/6/24 as documented by the facility. Therefore, the immediacy could not be removed on 9/6/24.</p> <p>On 9/10/24 the facility completed all measures on the abatement plan, including providing in-servicing to all the staff on abuse policy and procedures and notifying all responsible parties of the residents in the facility of the misappropriation of funds, therefore the abatement plan could be approved on 9/10/24.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>Respond appropriately to all alleged violations.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 49187</b></p> <p>Based on interview and record review the facility failed to follow their Abuse Policy to thoroughly investigate all allegations of misappropriation of funds and to remove the alleged perpetrator V4 (Business Office Manager/BOM) from contact with residents and residents' funds while an investigation was occurring for 75 (R1-R75) of 75 residents reviewed for protection of abuse in the sample of 75. These failures resulted in R75 reporting on 6/20/24 to V3 (Prior Administrator-In-Training/ALT) that R75 suspected V4 was making fraudulent charges from R75's debit card. This allegation was not investigated, V4 was not suspended, and the residents' funds were not protected from V4. On 7/22/24 V6 (Prior Administrator) was notified by V9 (Bank Manager) that she suspected V4 was making fraudulent withdrawals out of the resident's trust fund for personal use. V6 did not suspend V4 immediately or initiate an investigation immediately. Then on 8/30/24, R46 reported to this surveyor who then reported to V1 (Regional Director) that V4 never returned R46's pre-paid social security card and fraudulent charges were being made. V1 failed to immediately investigate the allegation and call the social security's office for R46 resulting in continued fraudulent charges on 9/1/24 (2 days) after this surveyor reported the allegation to V1 on 8/30/24.</p> <p>These failures resulted in an Immediate Jeopardy.</p> <p>While the immediacy was removed on 9/10/24 the facility remains out of compliance at a severity Level II as additional time is needed to evaluate the implementation and effectiveness of their Removal plan and Quality Assurance monitoring.</p> <p>Findings include:</p> <p>The facility's Abuse Prevention Program policy dated 11/28/16 documents, Upon learning of the report, the administrator, or designee, shall initiate an investigation. Employees of this facility who have been accused of mistreatment, exploitation, neglect, abuse, or misappropriation of resident property will be immediately removed from the resident contact until the results of the investigation have been reviewed by the administrator or designee. Employees accused of alleged mistreatment, exploitation, neglect, abuse, or misappropriation of resident property shall not complete their shift as direct care provider to residents. The administrator or designee is responsible for forwarding the final written report of the results of the investigation and corrective action to the (State Agency) within five working days of the reported incident. Within five working days after the report of the occurrence a complete written report of the conclusion of the investigation, including the steps the facility had taken in response to the allegation, will be sent to the (State Agency).</p> <p>The facility's Business Office Job Description, undated, documents Position is responsible for maintaining daily entries and current balances in the facility's ledger and resident monies accounts. Responsibilities: 1. General duties. b. Completes monthly [NAME] and statements for both private pay and public aide residents. d. Handles petty cash. g. Receives and receipts payments. h. Prepares and makes bank deposits. i. Accurately maintains resident monies account ledgers and reconciles resident monies to bank statements.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>1. The Local Police Departments Report, dated 6/20/24, and signed by V17 (Local Police Sergeant), documents V17 returned a call to R75 and R75 advised that her bank account had been fraudulently hit and R75 was missing \$2,000.00 dollars to \$3,000.00. R75 advised V17 that V4 (BOM) was the one who had her debit card.</p> <p>On 9/1/24 at 10:36 AM, R75 stated that on 6-20-24 she got a notification that her bank account was overdrawn \$369 and prior to 6/20/24 she had given V4 (BOM) her debit card and V4 did not return the card. R75 stated she requested bank statements and there were unauthorized charges from May 15th to June 5th, 2024, for a total of \$1,028.49 dollars that was not R75's charges and R75 notified V3 (AIT) that R75 suspected V4 had taken 1028.49 dollars out of R75's account without R75's permission. R75 reported she felt like (V3) did not want to hear about it, and that R75 almost had another heart attack. This allegation was not reported to the state agency.</p> <p>On 9/04/24 at 12:20 PM, V3 (Prior AIT) stated R75 did report to V3 that R75 had fraudulent charges between 2,000 to 3,000 dollars taken out of her account on 6/20/24. V3 stated she did not do an investigation and did not suspend V4 at this time.</p> <p>2. The facility's Long Term Care Facility-Serious Injury Incident and Communicable Disease Report, dated 7/30/24, documents Final: Theft of residents and this facility's health care fund. Staff involved: (V4/BOM) Terminated. Detailed Incident of Summary: Investigation still ongoing. Employee (V4) who was the Business Office Manager for (the facility) wrote checks to cash by forging authorized signer's signatures and then deposited those funds into her own bank account. While interviewing the residents we found out that (V4) employee was taking money from the residents to purchase things. They (the residents) were not getting the receipts from the items purchased. A couple of residents said they never received the items or their money back. All items in the business office were loaded up and taken to the corporate office and turned over to V13 (Corporate Attorney) along with V7 (Corporate Trust Manager) and V8 (Corporate Trust Manager). It has been determined that there is over 11,000 dollars missing from the account which was for room and board and resident's monies.</p> <p>On 8/30/24 at 12:06 PM, V9 (Local Bank Manager) stated she noticed for the last few months that (the facility) was cashing a lot more checks than normal (like two to three times per week) instead of once or twice a month. V9 stated, I noticed a few times that (V4/BOM) would come to the local bank, cash a check from the residents' trust fund account, drive around the block, then come back in and deposit cash into (V4's) own personal bank account. I started watching (V4) closer and when she came in to cash a check this last time, I marked bills before giving the bills to her. Fifteen minutes later, (V4) drove around the block and deposited the marked money into (V4's) personal checking account. I notified (V6/Prior Administrator) of my suspicion of (V4) taking resident funds for her own use on 7/22/24 in person.</p> <p>On 9/3/24 at 9:39 AM, V6 (Prior Administrator) stated that around 7/22/24 V9 (Local Bank Manager) pulled V6 aside at the (local bank) and told V6 to take (the facility's) check book away from V4 (BOM). V6 stated, (V9) told me there was suspicious activity going on with the resident's pooled trust fund account from (V4). I did not do an investigation or report it until 7/30/24 and did not suspend (V4) immediately. (V4) was not suspended until 7/30/24. (V4's) last day worked was 7/29/24. V6 verified that V4 was the only one with access to the check book to the resident's pooled trust fund account (R1-R74's account) and that V4's job was to manage the resident's pooled trust fund account.</p> <p>(continued on next page)</p>		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145774	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  09/10/2024
NAME OF PROVIDER OR SUPPLIER  Havana Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE  609 North Harpham Street Havana, IL 62644	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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<p>F 0610</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>The facility's Audit dated January through July 2024 and signed by V7 (Corporate Trust Manager) documents there was an \$11,815.00/dollar deficit of residents' pooled trust funds that V4 had withdrawn without the consent of the residents.</p> <p>3. On 8/30/24 at 11:55 AM, R46 stated in March 2024 V4 (BOM) started handling his bills at the facility and took his (pre-paid card). R46 stated, I told (V4) I wanted receipts for all my bills when my pre-paid social security card was used. I never received any receipts. I called social security around three months ago and they told me that there were purchases on my card for girls' clothes and girls' shoes. I was so upset and angry. I reported to staff at the facility at that time, that I believed (V4) was stealing money from my account and fraudulent charges. V3 (Prior AIT) was aware of it too. I thought I could trust (V4), and now I am so angry. I don't have any money and it makes me very upset. (V4) never returned my pre-paid social security card to me.</p> <p>On 8/30/24 at 12:00 PM this surveyor reported to V1 (Regional Director) that V4 (BOM) never returned R46's pre-paid social security card and there are fraudulent charges being made on R46's card. This allegation was not immediately investigated, and the state agency was not notified of this allegation until 9/3/24 R46's pre-paid social security card continued to be subjected to fraudulent charges on 9/1/24 (2 days) after this surveyor reported the allegation to V1 on 8/30/24.</p> <p>On 9/3/24 at 1:35 PM V1 (Regional Director) stated she just notified the state agency today that R46 had reported V4/BOM had R46's prepaid social security card and fraudulent charges were being made. V1 stated, I did not immediately investigate R46 reporting this allegation on 8/30/24. I should have immediately investigated it to prevent further fraudulent charges being made.</p> <p>On 9/4/24 at 11:45 AM, V2 (AIT) stated (V2) and (R46) spoke with the Social Security's office on 9/3/24. During the phone call V2 stated it was determined that R46 does have a pre-paid social security card and that there have been fraudulent charges being made. V2 stated, The social security's office stated they could only see August and September's 2024 charges. On 8/5/24 a fraudulent charge was made in the amount of 75.00 dollars and on 9/1/24 two fraudulent charges were made, one in the amount of 77.95 dollars and one in the amount of 0.75 cents. The local police have not been notified by me or anyone at the facility of (R46's) fraudulent charges on his pre-paid social security card. V2 verified she did not immediately investigate the alleged allegation on 8/30/24 of V4/BOM having R46's pre-paid social security card with fraudulent charges being made and should have.</p> <p>The Immediate Jeopardy started on 6/20/24 when V3 (Prior AIT) did not do an investigation or suspend V4, after R75 reported fraudulent charges from her debit card that was in possession of V4 (BOM).</p> <p>V1 (Regional Director) and V2 (AIT) were notified of the Immediate Jeopardy on 9/5/24 at 1:34PM.</p> <p>This surveyor confirmed through observation, interview, and record review that the facility took the following actions to remove the Immediate Jeopardy:</p> <ol style="list-style-type: none"> <li>On 7/30/24 V4 (Business Office Manager) was suspended and has not worked at (the facility) since.</li> <li>V3 (Prior Administrator in Training/(AIT) last day at the facility was 7/8/24 and V6 (Prior Administrator's) last day at the facility was 7/31/24 confirmed by V2 (AIT).</li> </ol> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER  Havana Health Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE  609 North Harpham Street Havana, IL 62644	
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<p>F 0610</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Some</p>	<p>3. On 8/8/24 V2 (AIT) was educated by V1 (Regional Director) on the Abuse Policy and Procedures with an emphasis on two-hour reporting window to (State Agency), notifying the responsible party, doctor, and local police.</p> <p>4. On 9/3/24 V2 (AIT) and on 9/6/24 V20 (Business Office Manager/Social Service Director) were both in-serviced by V1 (Regional Director) on how the resident trust fund is supposed to work and procedures on handling the resident's cash.</p> <p>On 9/9/24 at 9:20 AM V21 (Housekeeper) was in the facility's break room and stated, I do not recall being in serviced on Abuse or the steps to take if I did not feel the abuse coordinator handled an abuse allegation appropriately.</p> <p>On 9/9/24 at 9:55 AM V23 (Certified Nursing Assistant) stated over the phone, I have not been in-serviced on any of the abuse policy and procedures in a very long time. I just worked last night 9/8/24.</p> <p>On 9/9/24 at 10:20 AM V26 (Agency Registered Nurse/RN) was at the nurse's desk and stated, I have not been in-serviced on the abuse policy and procedures since I have worked here.</p> <p>This surveyor reviewed the in-service sheet from 8/10/24 and 9/6/24 on the abuse policy and procedures and the staffing schedules. It was determined that V22 (Dietary), V24 (Certified Nursing Assistant), and V25 (Certified Nursing Assistant) signatures were not on the Abuse in-service sheets.</p> <p>On 9/9/24 at 1:30 PM V1/Regional Director stated, I spoke with V27 (Resident Care Coordinator) when I was writing the removal plans and V27 confirmed that all employees were in-serviced on abuse policy and procedures on 8/10/24. On 9/6/24 I realized that not all employees were in-serviced so I in-serviced more employees on 9/6/24. I specifically told V2 (AIT) that no one could work until they had been in-serviced on abuse policy and procedures. I did not realize all employees have not been in-serviced yet.</p> <p>On 9/9/24 at 2:00 PM V2 (AIT) verified that V21 (Housekeeper), V22 (Dietary), V23 (Certified Nursing Assistant), V24 (Certified Nursing Assistant), V25 (Certified Nursing Assistant), and V26 (Agency RN) had not been in-serviced on the Abuse Policy and Procedures on 8/10/24 or after. V2/AIT stated, I did not realize how the process worked, so not everyone got in-serviced on abuse policy and procedures.</p> <p>Due to all staff not being in-serviced on the abuse policy and procedures on 8/10/24 or prior to their shift the facility's abatement plan was not completely executed on 9/6/24 as documented by the facility. Therefore, the immediacy could not be removed on 9/6/24.</p> <p>On 9/10/24 the facility completed all measures on the abatement plan, including providing in-servicing to all the staff on abuse policy and procedures and notifying all responsible parties of the residents in the facility of the misappropriation of funds, therefore the abatement plan could be approved on 9/10/24.</p> <p>Completion Date: 9/10/24.</p>		