

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145832	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/12/2024
NAME OF PROVIDER OR SUPPLIER Ryze at the Ridge		STREET ADDRESS, CITY, STATE, ZIP CODE 6450 North Ridge Blvd Chicago, IL 60626	

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 0567</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to manage his or her financial affairs.</p> <p>40061</p> <p>Based on interviews and record reviews, the facility failed to protect a resident's (R1) right to manage their financial affair and inform R1 of the charges the facility imposed against R1's personal funds. This affected one out of four residents reviewed for personal funds. This failure resulted in the facility, misusing R1's \$10,000 check R1 received from family member without R1's consent.</p> <p>Findings include: R1 oriented to person, place, time, and situation. R1 answered questions appropriately.</p> <p>R1's 4/16/2024 Quarterly Minimum Data Set assessment documents in part that R1 is cognitively intact with no signs and symptoms of delirium.</p> <p>R1's 6/20/2024 Behavioral Health Progress Note documents in part that R1 is alert and oriented to person, place, time, and situation.</p> <p>During multiple interviews with R1 on 7/09/2024 at 11:53 AM and 1:51 PM and again on 7/10/2024 10:50 AM, R1 was alert stated receiving a \$10,000 check from V33's (R1's family member) estate at the beginning of the year. R1 did not know what to do with the money and approached V4 (Psychiatric Rehabilitation Services Director). V4 suggested to get a lawyer. The next day, V34 (former Business Office Manager) 'sternly' instructed R1 to sign the back of the check and hand it over to the facility. Facility told R1 that R1 could not keep the money and Medicaid will refuse to pay for care. R1 felt uneasy because facility did not provide any other option besides handing the check over to V34. R1 stated she (R1) did not sign a written authorization to deposit the check into the Resident Fund Management Service (RFMS) account. R1 stated facility did not inform [R1] of the billing process that occurred afterward. R1 did not agree to switch to private pay in February and never signed paperwork to decline Medicaid assistance. Facility did not inform R1 about the charges that ensued for room, board, and care costs. R1 stated repeatedly asking the facility for an itemized bill of all the charges but facility did not provide it until July.</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 0567</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>On 7/09/2024 at 1:21 PM, V4 stated filling out R1's Concern/Compliment Form dated 5/9/2024. V4 stated another company owned the facility in February. When R1 asked about the money, V4 contacted the pervious company's corporate office. Corporate office informed V4 of what's written under 'Resolution of Concern' on the form. It documents in part: Medicaid will not pay with that amount of money in [R1's] account. \$6960 paid for room and board. \$3040 was put into [R1's] account. \$2980.19 was paid for [R1's] care. [R1] has \$160 left from \$10,000. Facility attached R1's Resident Statement Landscape from R1's RFMS account (printed 5/29/2024) to the concern form. V4 did not know what the credits and debits meant. V4 did not know what the \$2980.19 paid for or if the facility provided an itemized bill explaining it to R1.</p> <p>During a telephone interview with V17 (R1's Family Member/Power of Attorney) on 7/09/2024 at 3:35 PM, V17 stated at one point earlier in the year when R1 requested funds, facility informed R1 that R1 didn't have any more money. When R1 inquired about where the money went, facility provided different answers. V17 came to facility around 5/9/2024 and asked V4 where R1's money went. V17 stated facility provided different answers from the money going towards private care, to social security taking it, and Medicaid taking it. V17 stated facility did not explain the charges or how much was taken.</p> <p>On 7/10/2024 at 9:36 AM, V1 (Administrator) stated another company owned the facility in February. V1 was Administrator at the time of the incident. V1 knew R1 received the check. R1 asked V1 what to do with the check for tax purposes. V1 told R1 that [V1] could not provide legal tax advice. V1 let V34 handle R1's funds from then on. V1 does not know whether facility obtained written authorization for R1 to deposit the check into the RFMS account. V1 doesn't know if facility explained R1's rights with personal funds when R1 received the check. V1 stated there had to be some paperwork.</p> <p>Facility provided survey team a copy of R1's Resident Trust Fund Policy Notification and Authorization form. There is no date on the form. V2 (Director of Nursing) stated R1 signed it on admission giving facility authorization to hold personal funds. However, the form contains Medicaid's previous asset limit of \$2000. Provider Notice issued 5/19/2023 to All Medical Assistance Program Providers documents in part: The new resource limit amount is changing from \$2000 for an individual and \$3000 for a couple to \$17,500 for both individuals and couples for medical cases eligible under the Aid to the Aged, Blind, and Disabled (AABD) medical program. (Notice taken from the Illinois Department of Healthcare and Family Services website). Facility failed to have R1 sign an updated form for personal funds.</p> <p>Reviewed R1' progress notes. None pertaining to R1's check, billing status, or personal fund concerns. Survey team requested to see any documentation that R1 declined Medicaid benefits in February or agreed to be a Private Pay Resident at that time and agreed to the charges against R1's personal funds. Facility did not provide any such documentation at the conclusion of the survey.</p> <p>Attempted telephone interview with V34 on 7/10/2024 at 10:43 AM. No answer and no return call.</p> <p>Facility's Resident Personal Trust Funds Policy and Procedure dated 5/2023 documents in part: Residents will be provided with receipts of any deposits to their trust accounts and will sign the facility's copy of the receipt indicating their authorization for the any withdrawals. No charges will be imposed against the personal funds account for any item or service for which payment is made under Medicaid or Medicare.</p> <p>(continued on next page)</p>		

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F 0567 Level of Harm - Actual harm Residents Affected - Few	Facility provided surveyor a copy of Illinois Long-Term Care Ombudsman Program's Residents' Rights for People in Long-Term Care Facilities booklet (Rev. 11/18). It documents it part: You have the right to manage your own money. The facility must not require you to let them manage your money or be your Social Security representative payee. If you ask the facility to manage your money it may only spend your money with your permission.		

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<p>F 0568</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Properly hold, secure, and manage each resident's personal money which is deposited with the nursing home.</p> <p>40061</p> <p>Based on interviews and record reviews, the facility failed to maintain accurate and complete records of a resident's (R1) personal funds and provide R1's financial records quarterly and upon request for one out of four residents reviewed for trust fund.</p> <p>Findings include:</p> <p>R1's 4/16/2024 Quarterly Minimum Data Set assessment documents in part that R1 is cognitively intact with no signs and symptoms of delirium.</p> <p>R1's 6/20/2024 Behavioral Health Progress Note documents in part that R1 is alert and oriented to person, place, time, and situation.</p> <p>On 7/09/2024 at 11:53 AM, R1 was alert and oriented to person, place, time, and situation. R1 answered questions appropriately. R1 stated receiving a \$10,000 check from V33's (R1's family member) estate at the beginning of the year. V34 (former Business Office Manager) went to R1's room and instructed R1 to sign the back of the check and hand it over to the facility. R1 requested multiple updates regarding the money but was told it was 'in process' due to the facility switching ownership. R1 started asking for billing statements in May. That's when I started hounding them. R1 stated facility did not provide an account statement until July and it was inaccurate. Surveyor reviewed R1's copy of R1's Resident Statement Landscape from R1's Resident Fund Management Service (RFMS) account. R1 stated all the Resident Advance Cash withdrawals were not R1. R1 did not receive them. R1 stated the last time the facility gave R1 money from the Trust Fund (RFMS account) was last year.</p> <p>On 7/09/2024 at 1:21 PM, V4 (Psychiatric Rehabilitation Services Director) stated assisting V16 (Business Office Manager) with Trust Fund activities. V4 stated the residents will let staff know how much they want to withdraw, facility hands them the money in cash, and residents will sign for the money. V4 stated when it came to R1's funds, V4 signed for the money and V4 and a witness would deliver the cash to R1 in the bedroom. V4 stated R1 was alert and oriented and able to sign for self, but V4 signed for the money. Surveyor asked why staff could not assist R1 to the business office or why staff couldn't bring the withdrawal sheet to R1. V4 stated it was how V34 used to do it so V4 followed the same process.</p> <p>During a follow-up interview with R1 on 7/09/2024 at 1:51 PM, R1 stated did not receive any of the listed Resident Advance Cash withdrawals from RFMS account this year. R1 stated the process last year was that V4 would hand over the money in cash and R1 would sign a sheet of paper that had the date and R1's name printed on it to acknowledge that R1 received the cash. R1 stated facility has not given R1 money from RFMS account. R1 requested to see invoices and receipts of the withdrawals but facility only provided the July statement.</p> <p>On 7/09/2024 at 2:29 PM, V13 (Escort/Resident Assistant) stated also signing out R1's withdrawal forms. V13 stated there was always two people that went up to R1's room. Staff would count the money in front of R1 and hand it over to R1. V13 stated R1 did not sign for the money. V13 stated that's how the facility trained V13 to do it and went along with it.</p> <p>(continued on next page)</p>		

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<p>F 0568</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 7/09/2024 at 3:09 PM, V16 stated R1 is alert but bedbound. When R1 wanted money, V16 would count the money, hand it to another staff to count the money, then place the money in an envelope with R1's name and dollar amount written on the envelope, and seal it with tape. Then two staff will go up to R1's room, count the money in front of R1, and hand the cash over to R1. V16 stated staff will sign for the money. R1 did not sign the withdrawal form or go down to the business office to sign it. V16 stated this was the process taught to V16 by V4 who used to do the process with V34 (former Business Office Manager). Reviewed 2024 Cash Withdrawal Forms from 4/4, 4/11, 4/18, 4/25, 5/2, 5/9, and 5/16 with V16. Staff including V4, V13, and V16 signed for R1's cash withdrawals.</p> <p>Surveyor also compared the Cash Withdrawal Forms with R1's Resident Statement Landscape from RFMS account printed 5/29/2024. R1's RFMS statement documents in part a Resident Advance Cash of \$275 on 4/04/2024. The Cash Withdrawal Form dated 4/04/2024 documents in part that facility took out \$100. No other documentation explaining where the difference of \$175 went. The rest of the Resident Advance Cash withdrawals on the RFMS statement do not have the same dates as those on the Cash Withdrawal forms. The Cash Withdrawal forms were also incomplete and did not match the total amount taken from R1's RFMS account.</p> <p>During a telephone interview with V17 (R1's Family Member/Power of Attorney) on 7/09/2024 at 3:35 PM, V17 stated at one point earlier in the year when R1 requested funds, facility informed R1 that R1 didn't have any more money. When R1 inquired about where the money went, facility provided different answers. V17 came to facility around 5/9/2024 and asked V4 where R1's money went. V17 stated facility provided different answers from the money going towards private care, to social security taking it, and Medicaid taking it. V17 stated facility did not explain the charges or how much was taken. Facility did not provide itemized bill or account statement during visit.</p> <p>During a joint interview on 7/10/2024 at 9:36 AM, V1 (Administrator) and V2 (Director of Nursing) stated that R1 was alert and oriented. V2 stated R1 can sign for self. V2 stated R1 can sit in a wheelchair and staff can assist R1 to the business office. V1 stated speaking to R1 on 6/04/2024 regarding R1's personal fund concerns. V1 stated R1 asked for statements. V1 stated authorizing staff to provide R1 with a statement on 7/02/2024. V1 stated facility is supposed to provide quarterly statements to residents and if needed upon request.</p> <p>Reviewed R1's progress notes and no notes pertaining to R1's check or whether facility provided R1 quarterly statements of personal funds.</p> <p>Facility's Resident Personal Trust Funds Policy and Procedure dated 5/2023 documents in part: Residents will be provided with receipts of any deposits to their trust accounts and will sign the facility's copy of the receipt indicating their authorization for the any withdrawals.</p> <p>Facility provided surveyor a copy of Illinois Long-Term Care Ombudsman Program's Residents' Rights for People in Long-Term Care Facilities booklet (Rev. 11/18). It documents it part: You have the right to manage your own money. The facility must not require you to let them manage your money or be your Social Security representative payee. You may see your financial record at any time.</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45110</p> <p>Based on observations and interviews the facility [A] failed to ensure housekeeping services were provided to maintain a clean and sanitary environment related to offensive odors, unclean floors, and bathrooms [B] failed to ensure the facility's furniture, equipment, plumbing, and over bed light fixtures were functioning properly for 8 [R1, R2, R5, R6, R7, R8, R9, R10] out of 10 residents in the sample reviewed for a homelike environment.</p> <p>Findings include:</p> <p>R2's clinical record indicates in part; R2 was admitted on [DATE] with medical diagnosis of acute bronchospasm, asthma, chronic obstructive pulmonary disease, schizoaffective disorder, auditory hallucinations, anxiety disorder, essential (primary) hypertension, and bipolar disorder.</p> <p>R2's Minimum Data set, Brief Interview dated 5/10/24, scored [02], indicates R2 is moderately impaired.</p> <p>During the facility tour dates of 7/9/24 thru 7/12/24, surveyor noted foul odors, missing drawers on R2, R5, R7, R8 bedside dressers, and noted one of the elevators was out of service.</p> <p>On 7/9/24 at 10:26 AM surveyor and V32 [Certified Nurse Assistant] observed a yellow liquid substance, on R2's bathroom floor and surround the toilet and underneath sink area. V32 stated, R2's bathroom smells with a strong urine odor, because one of the residents in this room urinates on the floor then places paper towel on top of the urine. I will get housekeeping in her to clean.</p> <p>On 7/10/23 at 9:45 AM, surveyor and V11 [Housekeeper] observed a yellow liquid substance on R2's bathroom floor with toilet paper scattered on the floor. V11 stated, I have not cleaned this bathroom today. I will clean the bathroom next. The yellow substance is urine. I know its urine because there is a strong odor of urine. The bathroom is shared between two bedrooms which is most of the time six residents. The bathrooms need frequent cleaning.</p> <p>On 7/9/24, at 11:03 AM, R2 stated, I have not had dresser drawers, just a big open space for my clothes, since I was admitted here. One of the elevators does not work, so if I do not want to wait for the other elevator, then I take the stairs. I take the stairs, because I want to, I am not forced.</p> <p>On 7/9/24 at 11:47 AM, surveyor observed R5's bed side dresser with missing drawers. R5 stated, My drawers have been missing for a long time, and I have no place for my personal items. The toilet gets clogged up all the time. Sometimes I wait a couple of days before the toilet is fixed. Also, sometimes my foot gets caught in the empty space that's missing floor tile inside the bathroom entrance.</p> <p>On 7/9/24, at 12:20 PM, V9 [Registered Nurses] stated, There is a lot of missing drawers, the maintenance department is made aware for at least a few months.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 7/9/24 at 11:53 AM, surveyor, V7 [Housekeeper], and V8 [Housekeeping Director] observed a brown substance in five areas on R6's privacy curtain with foul odor, and on the toilet. R6's bathroom had a strong odor of urine, with toilet papers on the floor. V8 stated, I think this room was cleaned already, I will have V7 clean the room, bathroom, toilet, and wash the privacy curtains. The urine smell comes from the residents urinating on the floor, and smearing feces on the toilet and privacy curtains. The bedroom and bathroom floor will be mopped. The toilets are frequently clogged, due to residents putting paper towels, plastic, and objects in the toilet. [V7 is Spanish speaking only].</p> <p>On 7/9/24, at 12:13 PM, surveyor and V9 [Registered Nurse] observed R7's dresser was missing drawers, and one drawer was missing the front cover. R7 stated, The dressing drawers been missing for months, the administrator knows and does nothing.</p> <p>On 7/9/24 at 2:00 PM, R8 stated, The toilet stays clogged up all the time. My roommate R6 has bowel movements on his privacy curtains all the time, they only washed them because IDPH is in the facility.</p> <p>On 7/9/24 at 2:15 PM, R1 stated, My toilet been leaking with a horrible sewage smell for over three weeks.</p> <p>On 7/9/24 at 2:25 PM, surveyor and V5 [Maintenance Assistant] observed R1s toilet leaking water onto the floor, with foul odors. V5 stated, I was not made aware of R1's toilet leaking, I will repair the toilet today. R1 stated, V5 was made aware of my leaking toilet and foul odors three weeks ago, V5 is not telling the truth.</p> <p>On 7/10/24 at 11:20 AM, V12 [Maintenance Director] stated There are quite a bit of missing dresser drawers in the facility, almost every room. The administrator called out a furniture company to replace the furniture, dresser drawers, and closet doors. I am not sure when the repairs or replacements will occur. In the maintenance logbook, from 5/1/24 to 6/30/24, were completed. R9 and R10 overhead lights was reported broken on 6/13/24, was repaired on 6/13/24.</p> <p>On 7/10/24 at 12:18 PM, surveyor observed R9 and R10's overhead lights in the room would not turn on. R10 stated, My overhead light was broken around four to five months ago, and it was never repaired.</p> <p>Reviewed Facility Work Order Log:</p> <p>-6/13/24 R9 and R10's overhead bed light was repaired on 6/13/24.</p> <p>On 7/10/24 at 2:55 PM, V1 [Administrator] stated, I am aware of the broken furniture. There have been broken bedroom furniture for a few months. I called the furniture company on 7/6 /24. The company will come out and take measurements to repair and replace needed furniture. I also hired another maintenance assistant on 7/11/24 to assist with repairs. The elevator been out of service for about ten months. The company paid for a new elevator, and it is already put together, just waiting for the city to approve the elevator. The facility has another working elevator, for residents and staff. Some residents choose to use the stairs, but they are not forced. I will have V12 repair R5's bathroom floor tile today.</p> <p>Policy documented in part:</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Housekeeping Guidelines [No date]</p> <p>-The Administrator and Environmental Services Director will routinely make visual quality control observations to ensure that a high level of sanitation is maintained.</p> <p>-Housekeeping equipment shall be kept clean and in good repair, daily cleaning will be the responsibility of the user.</p> <p>-Housekeeping personnel shall meet facility health requirements as outlined in the personnel policies</p> <p>Resident Rights</p> <p>-Your facility must be safe, clean, comfortable and homelike</p>

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 39779</p> <p>Based on interview and record review the facility failed to make prompt efforts to resolve a grievance and keep a resident updated on the progress of the investigation for one (R1) out of three residents who had spoken to staff regarding their concerns.</p> <p>Findings include:</p> <p>R1 was admitted to the facility on [DATE] with diagnosis not limited to Paraplegia, Low Back Pain, Psychosis, Bipolar Disorder and Anemia. R1's MDS (Minimum Data Set) BIMS (Brief Interview for Mental Status) score is 15 indicating intact cognitive response.</p> <p>Document titled Concern/Compliment Form date received: 05/09/24 document in part: Name of person voicing concern/compliment: R1. Concern/compliment reported to V4 (Psychiatric Rehabilitation Services Director): R1 had a check for \$10,000 that was deposited at the end of February. R1 takes out money from her trust fund each week. The \$10,000 was not reflecting in account. R1 was upset because it is her money. Documentation of Facility Follow-up: Date assigned: 05/09/24, Expected date of resolution: 05/16/24. Actions/Interventions implemented to resolve concern: I reached out to a representative who is with the previous owners financing. The representative looked into R1 account to see what was going on. Resolution of Concern: Medicaid will not pay with that amount of money in R1 account. \$6960 paid for room and board. \$3040 was put into R1 account. 2980.19 was paid for R1 care. R1 has \$160 left from \$10,000. Methods of Notification Utilized: In-person date 05/21/24. Was the resident/representative satisfied with resolution? No. If no, provide explanation. Administrator Signature dated 05/23/24.</p> <p>Email presented dated 06/20/24 document in part: Cc: V1 (Administrator) Subject: Financial Question at Nursing Home. My name is R1. I reside at the Nursing Home . After a year and a half, I learned someone signed me up for Private Care which resulted in a past due balance of approximately \$10,000 for Room & Board. I never received an invoice, nor was contacted about repaying. My family's Estate Lawyer sent me a Trust Funds check for \$10,000 to which I deposited with my Business Accountant. After a considerable amount of requests for weekly small increments, none came. That is when I discovered the money was misused with no accountability offered. I am seeking assistance for the return of my Trust Funds so my weekly disbursement amounts can return.</p> <p>Email presented dated 07/03/24 08:52 AM document in part: Subject; Previous Facility Owner: Payments Owed to New Owner as of 07/03/24. I have reviewed all funds received by the previous owner and the money owed to the new owner is as of today is \$0.00. Attached is the spreadsheet with details, along with proof of ACH (Automated Clearing House) refund for R1's remaining \$6960 from her check for \$10K.</p> <p>Email presented dated 07/03/24 08:58 AM document in part: Subject; Previous Facility Owner: Payments Owed to New Owner as of 07/03/24. Are the remaining funds to be deposited into RFMS (Resident Fund Management Services or the new owner operating account? Remaining \$6960.00 where is it coming from, Inheritance check received? Is this amount due all to resident to keep?</p> <p>(continued on next page)</p>		

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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 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Email presented dated 07/03/24 09:14 AM document in part: Subject; Previous Facility Owner: Payments Owed to New Owner as of 07/03/24. It's due to R1's trust. Please see attached check, along with refund request. It was the second estate check R1 received; R1 is entitled to the entire amount.</p> <p>Email presented dated 07/10/24 09:17 AM document in part: Subject; Previous Facility Owner - R1. Can you provide the statement that the previous facility owner tried to repay R1.</p> <p>Email presented dated 07/10/24 10:03 AM document in part: Subject; Previous Facility Owner - R1. Hi V1 (Administrator, I have not gotten any statement from the previous owner other than emails attached 7/1 and 7/3 when they transferred remaining of R1's inheritance check.</p> <p>Email presented dated 07/10/24 11:08 AM document in part: Subject; Previous Facility Owner - Payments Owed to New owner as of 07/03/24 Hello, please find attached wire confirmation to the New Facility Owner 07/03/24. Also, proof of MEDI LTC (Medical Electronic Data Interchange Long Term Care) for Income due was changed on 05/10/24 to \$0.00 due. She must not have any income according to Medicaid. I have made corrections in electronic health record and a total refund check due to R1 would be \$9940.00. Hope this helps. I will complete refund request tomorrow.</p> <p>On 07/10/24 at 10:50 AM R1 stated V1 (Administrator) came in aggressive today and said that I am going to get 9000 some odd dollars. I was trying to contact V4 (Psychiatric Rehabilitation Services Director), and she was not picking up the phone. I sent people to go get V4. I told V4 that I want invoices and the statement about private care, but they were trying to keep things between themselves. I was hurt and it crushed me. My head was hurting, I had a feeling of sadness, I felt hopeless, and I cannot trust anyone. The statement was printed on 07/01/24. I started asking in April and was told that it's transferring over. Social Service from February until now has literally ignored me. That prompted me to ask V4 to get V1 (Administrator). Everyone kept telling me V1 was too busy. I told V8 (Housekeeping Director) on multiple occasions at the beginning of June. V1 came one time after I contacted the state. Today was the second time that I have seen V1. I have been trying to speak to V4 and she is too busy. I wanted to talk to V1 a few days later when V4 came she (V4) said that he (V1) is busy. I cc'd (carbon copy) him (V1) on emails not knowing that the email that I was using was his (V1) and was trying to get a response. I typed a message for the facility previous owners and current owners on their website. I also sent an email to the BBB (Better Business Bureau), and I went to the nursing website for the state and City of Chicago inspector general. It was one group that I sent an email to in June and the administrator came up here and said that he is aware of the money; I am not allowed to have any money because I have room and board, it is Medicaid and they do not allow you to have money. I called the state Medicaid and was told that my services were never interrupted. Medicaid said that they covered that, and those charges were paid. V1 never came back to my room, until today is the second day that I saw V1.</p> <p>On 07/10/24 12:23 PM V8 (Housekeeping Director) stated One-time R1 told me that she (R1) wanted to speak to the administrator. I told the administrator, but I don't know if he V1 (Administrator) went to speak to her (R1). I don't know when it was. R1 was concerns about something about her (R1) money. I told R1 the administrator was busy. V1 was in the office with his work and was doing something. I saw V1 was busy, so I did not want to disturb him. At that time, I told R1 that V1 was too busy to see her. When I saw V1 after he finished his work, I told him (V1) that R1 wanted to see him.</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 07/11/24 at 09:30 V1 (Administrator) stated I believe V4 (Psychiatric Rehabilitation Services Director) wrote the concern/complaint form and that is my signature. The concern/complaint form was written on 05/09/24 and I signed it on 05/23/24. I did not go in to see R1 at that time. At the time the Previous Facility Owners said that R1 owed the money. R1 continued to complain after 05/23/24. There were emails back and forth with the previous facility owners and R1's check was deposited in February. We changed ownership on 03/01/24. We were told per R1's account that R1 owed money. R1 was listed as private pay. I don't know who changed it, but when we took a deeper dive, the fact that R1 was not supposed to be private pay was incorrect. We requested that the Previous Facility Owners refund R1's money and it is in process. R1 is owed even more then it was requested. The request for R1 refund was on 07/02/24. I don't know if R1 was notified that she would be receiving a refund, but I did not personally tell R1. I did not respond to R1 in the emails, but I did go up to see R1. R1 explained that she felt we were wrong, and I told her that I would take a deeper look into it. I don't have the exact date but sometime in the past couple of weeks. R1 should not have been coded as private pay and I have no idea who changed it. If there is a grievance, we try to address the resident concerns. If the resident is not satisfied with the outcome we try to explain depending on the case. I took another look into R1 funds. This particular issue took time and we provided R1 statements that she (R1) did owe the money, but the statement was incorrect. Someone in our corporate team discovered the error.</p> <p>On 07/11/24 at 12:42 PM V1 (Administrator) stated it took a long time to get an answer about R1 funds and I already requested the money a week ago. On 05/23/24 when I signed the concern/complaint form R1 was dissatisfied with the outcome. I did not think it was more merit to it and that it was more of an issue. Once R1 escalated the issue based on the emails that she was sending and cc'd me in, I did not respond to the emails. I went up to speak to R1. After 06/20/24 I did not speak with R1. I was waiting for it to be concrete, and I actually had news for R1. I did not update R1 with every step. R1 was unhappy but I did not feel the need to update R1 every day. I could have given R1 step by step, but I did not. The previous facility owners believed it was their money.</p> <p>On 07/11/24 at 09:46 AM V4 (Psychiatric Rehabilitation Services Director) stated I wrote out the grievance log. Me and V1 (Administrator) went to talk to R1 together and V1 told R1 that he (V1) would look into it further. There was no follow-up from me after that. Once we get a concern we direct it to the appropriate department, look into it and come up with a resolution. We keep looking into it until we can come up with a resolution that the residents are happy at the end of it. After May I did not talk to R1 about her funds again. I don't think I have seen R1 since May.</p> <p>On 07/11/24 at 10:04 AM V6 (social worker) stated I have worked here for 2 weeks. I started working here on June 20. I am not sure when I spoke to R1. When I went to go see R1 she had concerns about her (R1) trust fund.</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 07/11/24 at 11:56 AM V16 (Business Office Manager) stated R1 funds was brought to my attention concerning her (R1) not receiving her trust fund and asset amount that she received, the \$10,000 check. In the middle of May R1 mentioned it to me. R1 shared it with the old business manager and social service. I reached out to social service because I did not have a lot of information. I got with V4 (Psychiatric Rehabilitation Services Director) to ask questions about R1 matter. V4 reached out to the Previous Facility Owners to see what happen to R1 funds. I updated R1 to let her know V4 was reaching out to the Previous Facility Owners. I was working with social service, but I did not follow up with R1. V4 had reached out to give R1 an update in May. I did see R1 one more time and she (R1) was concerned about not being able to provide funds for her kids on 05/07/24. I cash app R1 \$50. When there is a grievance, we have to make copies of the check, let them know and update them on the policy. It should be documented, and the administrator need to know. If the grievance is not resolved to the resident's satisfaction, we go back and keep searching for the answers that the resident need. According to Social Service R1 was not satisfied with her (R1) funds. I do not feel that we did our due diligence to get her funds. I did not see R1 after 05/07/24. I never asked and I should have followed up when V4 said she (V4) spoke to R1 about the situate but I didn't, I should have.</p> <p>Document titled In service Date: undated, Topic: Addressing business office issues timely and professionally.</p> <p>Admission Packet document in part: 13. Grievance. All residents shall have the right to voice concerns, grievances or complaints which affect their lives at the facility without fear of discrimination, reprisal, coercion, or restraint. Contract Between Resident and Facility: No resident shall be deprived of any rights, benefits, or privileges. 1. The right to live in an environment that promotes and supports each resident's dignity, individuality, independence, self-determination, privacy, and choice and to be treated with consideration and respect: 18. The right to have the resident's family, guardian, representative, conservator and any private or public agency financially responsible for the resident's care be notified immediately whenever unusual circumstances such as accidents, sudden illness, disease, unexplained absences, extraordinary resident charges, [NAME], or related administrative matters arise. 30. The right to a minimum of 30-day notice of any changes in a fee or charge or the availability of service; Our facility makes every attempt to resolve issues at the facility level through our formalized concern/compliment process.</p> <p>Residents' Rights for People in Long-Term Care Facilities document in part: You must not be abused, neglected, or exploited by anyone - financially, physically, verbally, mentally, or sexually. You have the right to complain to your facility and to get a prompt response. Your facility may not threaten or punish you in any way for asserting your rights or contacting outside organizations an advocates.</p> <p>Policy:</p> <p>(continued on next page)</p>		

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Titled: Concerns/Grievance review date 01/10/24 document in part: It is the policy of this facility that each resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal. 1. Notification that Grievances/Concerns may be filed anonymously; A response in writing may be requested; and the grievance must be answered within 72 hours is required. 3. If possible, upon receiving the grievance or concern, attempt to resolve the grievance or direct the resident or family member to the appropriate department head or the administrator. 6. The department head is responsible for investigating the grievance or concern and speaking with the resident or family member who made the complaint regarding both the concern and possible resolution. 8. The Administrator will be the designated Grievance officer and will review the completed form and action taken and do a follow-up necessary.</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm 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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 39779</p> <p>Based on interview and record view the facility failed to report an allegation of misappropriation of a resident funds by failing to submit a report within the required time frame to the Illinois State agency for one (R1) of one resident reviewed for the abuse.</p> <p>Findings Include:</p> <p>R1 was admitted to the facility on [DATE] with diagnosis not limited to Paraplegia, Low Back Pain, Psychosis, Bipolar Disorder and Anemia. R1's MDS (Minimum Data Set) BIMS (Brief Interview for Mental Status) score is 15 indicating intact cognitive response.</p> <p>Document titled Concern/Compliment Form date received: 05/09/24 document in part: Name of person voicing concern/compliment: R1. Concern/compliment reported to V4 (Psychiatric Rehabilitation Services Director): R1 had a check for \$10,000 that was deposited at the end of February. R1 takes out money from her trust fund each week. The \$10,000 was not reflecting in account. R1 was upset because it is her money. Documentation of Facility Follow-up: Date assigned: 05/09/24, Expected date of resolution: 05/16/24. Actions/Interventions implemented to resolve concern: I reached out to a representative who is with the previous owner financing. The representative looked into R1 account to see what was going on. Resolution of Concern: Medicaid will not pay with that amount of money in R1 account. \$6960 paid for room and board. \$3040 was put into R1 account. 2980.19 was paid for R1 care. R1 has \$160 left from \$10,000. Methods of Notification Utilized: In-person date 05/21/24. Was the resident/representative satisfied with resolution? No. If no, provide explanation. Administrator Signature dated 05/23/24.</p> <p>Email presented dated 06/20/24 document in part: Cc: V1 (Administrator) Subject: Financial Question at Nursing Home. My name is R1. I reside at the Nursing Home in Chicago's Park Ridge Neighborhood. After a year and a half, I learned someone signed me up for Private Care which resulted in a past due balance of approximately \$10,000 for Room & Board. I never received an invoice, nor was contacted about repaying. My family's Estate Lawyer sent me a Trust Funds check for \$10,000 to which I deposited with my Business Accountant. After a considerable amount of requests for weekly small increments, none came. That is when I discovered the money was misused with no accountability offered. I am seeking assistance for the return of my Trust Funds so my weekly disbursement amounts can return.</p> <p>Email presented dated 07/03/24 08:52 AM document in part: Subject; Previous Facility Owner: Payments Owed to New Owner as of 07/03/24. I have reviewed all funds received by the previous owner and the money owed to the new owner is as of</p> <p>today is \$0.00. Attached is the spreadsheet with details, along with proof of ACH (Automated Clearing House) refund for R1's remaining \$6960 from her check for \$10K.</p> <p>Email presented dated 07/03/24 08:58 AM document in part: Subject; Previous Facility Owner: Payments Owed to New Owner as of 07/03/24. Are the remaining funds be deposited into RFMS (Resident Fund Management Services or the new owner operating account? Remaining \$6960.00 where is it coming from, Inheritance check received? Is this amount due all to resident to keep?</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 07/10/24 at 09:37 AM V1 (Administrator) stated I spoke to R1 and \$6960.00 will be given to her. They had R1 in the system as private pay but that was a mistake and I know it was wrong. It was inaccurate and they realized that. R1 asked me what she should do with the check. On June 4 I informed V4 (Psychiatric Rehabilitation Services Director), and I personally have not spoken to R1 again. R1 copies me on emails but I don't respond to the emails. R1 has emailed the [NAME], state senator and I can't respond to those emails. I have not given her any update since that because I did not have concrete information. I have not because I did not know for sure, and I still don't know but I believe it. R1 did receive a follow-up from V4 but not from me specifically. R1 was given an update on July 2 when I authorized that they could provide her (R1) statement. If they request their statement, it is provided more frequently than quarterly.</p> <p>On 07/10/24 at 10:11 AM V1 (Administrator) stated I will go speak to R1 today. I will educate V16 (Business Office Manager) on better communication with the residents.</p> <p>On 07/10/24 at 12:17 PM V1 (Administrator) stated all of R1 emails were in July. I think I went to see her. I am pretty sure that V4 (Psychiatric Rehabilitation Services Director) made a concern form.</p> <p>On 07/10/24 at 12:19 PM V2 (Director of Nursing) stated if a resident come to me with a concern I do a concern form, go to the administrator and he will direct me.</p> <p>On 07/10/24 at 01:51 PM V1 (Administrator) stated it is possible that V8 (Housekeeping Director) made me aware that R1 wanted to speak to me. I don't recall if I went to speak to R1. For the most part I go up to speak to the residents unless they can come to my office. I have received calls to my office from R1. The calls were concerning the trust fund, the 10,000-dollar check. When I realized, R1 had spoken to social security, that is when I probably went up to talk to her (R1). It could have spoken to R1 twice about the trust fund. I do not recall how many times I saw her (R1) about the trust fund or when I talked to her.</p> <p>On 07/10/24 at 12:35 PM V4 (Psychiatric Rehabilitation Services Director) stated R1 asked why she (R1) is not getting money. I said that I will talk to the business office. There was an issue that corporate was dealing with I relayed that to R1. I don't know when R1 asked me, I don't have an exact date. I told R1 corporate was looking into her funds, having some issue with social security and when we had a final answer, I would let her (R1) know. I went in to speak to R1. R1 asked me about her check in May and what was going on. I got in contact with the Previous Facility Owners to find out what was going on. R1's check was deposited, R1 signed the check over, and it went to room and board because R1 was private pay. R1 was not happy. I went to my administrator and let him know what was going on and I filed out a concern form. I don't know what the administrator did. When we fill out the concern forms, we talk to who would be responsible to get a resolution.</p> <p>(continued on next page)</p>		

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NAME OF PROVIDER OR SUPPLIER Ryze at the Ridge		STREET ADDRESS, CITY, STATE, ZIP CODE 6450 North Ridge Blvd Chicago, IL 60626	
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 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 07/11/24 at 09:30 V1 (Administrator) stated I believe V4 (Psychiatric Rehabilitation Services Director) wrote the concern/compliment form and that is my signature. The concern/compliment form was written on 05/09/24 and I signed it on 05/23/24. I did not go in to see R1 at that time. At the time the Previous Facility Owners said that R1 owed the money. R1 continued to complain after 05/23/24. There were emails back and forth with the previous facility owners and R1's check was deposited in February. We changed ownership on 03/01/24. We were told per R1's account that R1 owed money. R1 was listed as private pay. I don't know who changed it, but when we took a deeper dive, the fact that R1 was not supposed to be private pay. We requested that the Previous Facility Owners refund R1's money and it is in process. R1 is owed even more than it was requested. The request for R1 refund was on 07/02/24. I don't know if R1 was notified that she would be receiving a refund, but I did not personally tell R1. I did not respond to R1 in the emails, but I did go up to see R1. R1 explained that she felt we were wrong, and I told her that I would take a deeper look into it. I don't have the exact date but sometime in the past couple of weeks. R1 should not have been coded as private pay and I have no idea who changed it. If there is a grievance, we try to address the resident concerns. If the resident is not satisfied with the outcome we try to explain depending on the case. I took another look into R1 funds. This particular issue took time and we provided R1 statements that she (R1) did owe the money, but the statement was incorrect. Someone in our corporate team discovered the error.</p> <p>On 07/11/24 at 12:42 PM V1 (Administrator) stated it took a long time to get an answer about R1 funds and I already requested the money a week ago. On 05/23/24 when I signed the concern/compliment form R1 was dissatisfied with the outcome. I did not think it was more merit to it and that it was more of an issue. Once R1 escalated the issue based on the emails that she was sending and cc'd me in, I did not respond to the emails. I went up to speak to R1. After 06/20/24 I did not speak with R1. I was waiting for it to be concrete, and I actually had news for R1. I did not update R1 with every step. R1 was unhappy but I did not feel the need to update R1 every day. I could have given R1 step by step, but I did not. The previous facility owners believed it was their money.</p> <p>On 07/11/24 at 09:46 AM V4 (Psychiatric Rehabilitation Services Director) stated I wrote out the grievance log. Me and V1 (Administrator) went to talk to R1 together and V1 told R1 that he would look into it further. Once we get a concern we direct it to the appropriate department, look into it and come up with a resolution. We keep looking into it until we can come up with a resolution that the residents are happy at the end of it.</p> <p>On 07/11/24 at 10:04 AM V6 (social worker) stated I have worked here for 2 weeks. I started working her on June 20. I am not sure when I spoke to R1. When I went to go see R1 she had concerns about her (R1) trust fund.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>07/11/24 at 11:56 AM V16 (Business Office Manager) stated R1 funds was brought to my attention concerning her (R1) not receiving her trust fund and asset amount that she received, the \$10,000 check. In the middle of May R1 mentioned it to me. R1 shared it with the old business manager and social service. I reached out to social service because I did not have a lot of information. I got with V4 (Psychiatric Rehabilitation Services Director) to asked questions about R1 matter. V4 reached out to the Previous Facility Owners to see what happen to R1 funds. I updated R1 to let her know V4 was reaching out to the Previous Facility Owners. I was working with social service, but I did not follow up with R1. V4 had reached out to give R1 an update in May. I did see R1 one more time and she (R1) was concerned about not being able to provide funds for her kids on 05/07/24. When there is a grievance, we have to make copies of the check, let them know and update them on the policy. It should be documented, and the administrator need to know. If the grievance is not resolved to the resident's satisfaction, we go back and keep searching for the answers that the resident need. According to Social Service R1 was not satisfied with her (R1) funds. I do not feel that we did our due diligence to get her funds. I did not see R1 after 05/07/24. I never asked and I should have followed up when V4 said she (V4) spoke to R1 about the situate but I didn't, I should have.</p> <p>On 07/12/24 at 11:29 AM per telephone interview the surveyor asked V1 (Administrator) Based on the emails that were emailed to me dated 06/20/24 was that the date that you went to speak to R1 about her funds. V1 responded, I went [NAME] speak to R1 and take a second at her finances. The surveyor then asked V1 when you realized there was an error with R1 funds would this be considered misappropriation of the resident funds. V1 responded I personally don't think so. The previous facility owners made a mistake and put R1 under personal pay. I don't think no one intentionally tried to take R1 funds. R1 was misclassified resulting in R1 not being able to use her funds. I knew the previous facility owners had the money. I was told R1 owed the money that's why they took the money. When I look into it more R1 was not private pay. R1 was switch to private pay and we are going to reimburse R1 and back and bill Medicaid. Surveyor asked V1 should you have reported it to IDPH (Illinois Department of Public Health). V1 responded, I don't know I guess not. I was looking into it. At that time, I was under the impression that R1 owed the money. It was a miscalculation. I feel at the time the previous facility owners made a mistake. I don't think a mistake was theft. I don't think they were purposely doing it. Do you think I should be reported it? I don't think it was theft that's why I did not report it.</p> <p>On 07/12/24 at 12:46 PM per telephone interview V1 (Administrator) stated I went ahead and sent a report, you are the first person that said theft and anytime there is theft I report it.</p> <p>Document titled In service Date: undated, Topic: Addressing business office issues timely and professionally.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Admission Packet document in part: 13. Grievance. All residents shall have the right to voice concerns, grievances or complaints which affect their lives at the facility without fear of discrimination, reprisal, coercion, or restraint. Contract Between Resident and Facility: No resident shall be deprived of any rights, benefits, or privileges. 1. The right to live in an environment that promotes and supports each resident's dignity, individuality, independence, self-determination, privacy, and choice and to be treated with consideration and respect: 18. The right to have the resident's family, guardian, representative, conservator and any private or public agency financially responsible for the resident's care be notified immediately whenever unusual circumstances such as accidents, sudden illness, disease, unexplained absences, extraordinary resident charges, [NAME], or related administrative matters arise. 30. The right to a minimum of 30-day notice of any changes in a fee or charge or the availability of service; Our facility makes every attempt to resolve issues at the facility level through our formalized concern/compliment process.</p> <p>Residents' Rights for People in Long-Term Care Facilities document in part: You must not be abused, neglected, or exploited by anyone - financially, physically, verbally, mentally, or sexually. You have the right to complain to your facility and to get a prompt response. Your facility may not threaten or punish you in any way for asserting your rights or contacting outside organizations an advocates.</p> <p>Document titled Facility Reported Incidents dated 07/12/24 document in part: Incident Category: Resident Abuse. Initial</p> <p>Policy:</p> <p>Titled: Abuse Policy and Prevention Program dated 10/22 document in part: this facility affirms the right of our residents to be free from abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff or mistreatment. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by the staff and mistreatment of residents. This will be done by implementing systems to promptly and aggressively investigate all reports and allegations of abuse, neglect, exploitation, misappropriation of property and mistreatment, and making the necessary changes to prevent further occurrences. Misappropriation of resident property means the deliberate misplacement, exploitation, or wrongful temporary, or permanent use of a resident's belongings or money without the residence consent. V. Internal reporting requirements and identification of allegations: employees are required to report any incident, allegation or suspicion of potential abuse, neglect, exploitation, mistreatment, or misappropriation of resident property they observe, hear about, or suspect to the administrator immediately, to an immediate supervisor who must then immediately report it to the administrator or the compliance officer. Any allegation abuse or any incident that results in serious bodily injury will be reported to the Illinois Department of Public health immediately, but not more than two hours after the allegation of abuse. VIII. External reporting: 1. Initial reporting of allegations. When an allegation of abuse, exploitation, neglect, mistreatment, or misappropriation of resident property has been made, the administrator, or designee, shall notify Department of Public health's regional office immediately by telephone or fax.</p>		