

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  185435	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  04/11/2024
NAME OF PROVIDER OR SUPPLIER  Magnolia Village Nursing and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1381 Campbell Lane Bowling Green, KY 42104	

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 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Make sure that a working call system is available in each resident's bathroom and bathing area.</p> <p>47798</p> <p>Based on observation, interview, record review, and review of the facility's policies, it was determined the facility failed to maintain an effective call system to allow residents to call for staff assistance.</p> <p>During an observation of the main shower room on 04/09/2024 at 8:50 AM, revealed the emergency pull cord call light was not functioning.</p> <p>The findings include:</p> <p>Review of the facility's policy titled, Maintenance Services, revised December 2009, revealed maintenance service should be provided to all areas of the building, grounds, and equipment.</p> <p>Review of the facility's policy titled, Answering the Call Light, revised September 2022, revealed the procedure was to ensure timely responses to the resident's requests and needs. The policy listed the following general guidelines: staff should ensure the call light was plugged in and functioning at all times, accessible to the resident when in bed, from the toilet, from the shower or bathing facility and from the floor, and report all defective call lights to the nurse supervisor promptly.</p> <p>Observation on 04/09/2024 at 8:50 AM, revealed the emergency pull cord in the main shower room was not functioning. the Assistant Director of Nursing (ADON) became aware that the facility's call system was not properly operating in the main shower room. The ADON immediately notified the maintenance director to initiate repair of the call system.</p> <p>Observation on 04/09/2024 at 1:31 PM, revealed call lights were not functioning in rooms 101-A and 103-A. Further observation revealed the call light pull cords in the bathrooms 101-A, 102, 106, and 340 were not functioning.</p> <p>During an interview with the Assistant Director of Nursing (ADON) on 04/09/2024 at 8:50 AM, she stated she was not aware the call light pull cord in the main shower room was not functioning and no one had reported it to her. The ADON further stated she did not know if maintenance was aware of the issue. She stated resident's were never left alone in the shower room but if staff needed assistance, they would not be able to pull the cord to alert someone they needed help and would have to open the door and yell for help.</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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NAME OF PROVIDER OR SUPPLIER  Magnolia Village Nursing and Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE  1381 Campbell Lane Bowling Green, KY 42104	
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<p>F 0919</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview with the former Maintenance Director on 04/09/2024 at 12:54 PM, he stated the majority of the call lights and pull cords in the resident's rooms did not work when he worked at the facility. He stated obtaining supplies was difficult due to the facility having outstanding invoices with local supply companies. The former Maintenance Director further stated the call light was a resident's life line and if it was not functioning, they could not notify staff they needed assistance.</p> <p>During an interview with the Maintenance Director on 04/09/2024 at 1:31 PM, he stated he was responsible to ensure the facility had a functioning call system. He stated the ADON notified him this morning of the pull cord in the main shower room not functioning and he replaced the switch. The Maintenance Director stated he had not been made aware of any call lights or pull cords not functioning properly prior to today. He stated he does rounds every day and inspects the rooms and would repair or replace the call lights or pull cords at that time. The Maintenance Director stated if the call system was not working, a resident could not call for help if needed.</p> <p>During an interview with State Registered Nursing Assistant (SRNA) #1 on 04/10/2024 at 1:49 PM, she stated some of the bathroom call lights had not been working but she could not remember which rooms. SRNA #1 also stated on Sunday a call light on the 200 hall would work but the light was not working at the end of the hall. She further stated the main shower room didn't even have a string for the pull cord. SRNA #1 stated if she needed help she would have to open the door and yell for help.</p> <p>During an interview with the Director of Nursing (DON) on 04/11/2024 at 3:16 PM, she stated she was unaware of any call lights not working. She stated she expected the call system to function properly or a need could go unmet.</p> <p>During an interview with the Administrator on 04/11/2024 at 3:29 PM, she stated call lights were very important. She stated if there was a concern with call lights not functioning, she expected maintenance to bring it up during morning stand up meetings and to fix it immediately. The administrator stated she expected the call system to work properly.</p>		