

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  235310	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/24/2025
NAME OF PROVIDER OR SUPPLIER  Porter Hills Health Center		STREET ADDRESS, CITY, STATE, ZIP CODE  3600 Fulton St E Grand Rapids, MI 49546	

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

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0583  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	Keep residents' personal and medical records private and confidential.  (continued on next page)

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 0583</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Based on observation, interview, and record review the facility failed to ensure personal resident information was kept private for 20 (Resident #5, #19, #32, #22, #37, #21, #20, #28, #10, #26, #14, #34, #12, #36, #9, #27, #29, #38, #17, &amp; #8) of 37 residents reviewed for privacy resulting in the feeling of being uncomfortable with others having access to their personal information and the potential for further personal information to be accessed by unauthorized persons. Findings include: Resident #5: Review of Resident #5's brief interview for mental status, dated 6/19/25, was scored 15 which reflected intact cognition. During an observation and interview on 07/22/2025 at 10:34 AM, in Resident #5's room there was an approximately 8 inches by 11 inches piece of paper, untitled and undated, with various pieces of information on 20 residents (Resident #5, #19, #32, #22, #37, #21, #20, #28, #10, #26, #14, #34, #12, #36, #9, #27, #29, #38, #17, &amp; #8) facing up with the information visible. This document was on an approximately thigh high table next to the window in Resident #5's room. This document included columns titled Resident (the residents' last name), Room (resident room number), Size (incontinence brief size; which indicated the residents were incontinent of bowel (feces) and/or bladder (urine)), Underwear, Brief (incontinence brief), or [Brand Name] Pads (type of incontinence pads for bladder leaks) and noted Residents #37, 34, and 38 were on hospice services. Resident #5 was in bed but reported he would get up in his wheelchair at various times during the day and would have been able to view the information on the paper when he was out of bed. Resident #5's Family Member R was visiting and saw the paper/resident information and reported the information appeared to be personal resident information. During an observation on 07/22/2025 at 3:09 PM, the document from the observation on 07/22/2025 at 10:34 AM remained in the same place in Resident #5's room, with personal resident information visible. During an observation on 07/23/2025 at 9:01 AM, the document from the observation on 07/22/2025 at 10:34 AM and 07/22/2025 at 3:09 PM remained in the same place in Resident #5's room. During an interview on 07/24/2025 at 7:57 AM, Certified Nurse Aide (CNA) E reported staff will do Brief rounds (incontinence brief inventory) on Tuesdays and Thursdays and take the list with them for documentation. CNA E reported it would bother her if she was on the list and people had access to her incontinence, brief size, or hospice information. During an interview on 07/24/2025 at 8:04 AM, Certified Nurse Aide (CNA) K confirmed normally when she is done with the incontinence brief inventory sheet, she gives it to a nurse but forgot to do that this time. CNA K reported she usually takes the sheet with her from the resident room and if she has to put it down, she puts it face down so information would not be viewable. CNA K reported if she was on a list like the one being discussed she would not want people (unauthorized persons) to know she was incontinent, knowing her hospice status, and it was a dignity issue having that information viewable to another resident or visitors. During an interview on 07/24/2025 at 10:13 AM, Social Services Coordinator G confirmed Resident #5 gets up into his wheelchair around lunch and dinner time. Resident #19: During an interview on 07/24/2025 at 9:20 AM, Resident #19 was sitting upright in his wheelchair in his room and reported it made him uncomfortable knowing non-staff members had access to information regarding his incontinence status, brief use, and brief size. Review of the facility's Safeguarding of Resident Identifiable Information policy, revised 3/2025, stated, It is the community's policy to implement reasonable and appropriate measures to protect and maintain the safety and confidentiality of the resident's identifiable information and to safeguard against destruction or unauthorized release of information and records. Medical records will not be left in open areas where unauthorized persons could access identifiable resident information. Paper notes or reminders with resident's personal or medical information will not be left unattended or viewable by unauthorized persons. These paper notes and reminders will be disposed of in a way that will not compromise resident's personal or medical information. Applying the reasonable person concept, regarding residents on the incontinence brief list with cognitive deficits who were unable to answer questions, one likely would not desire other residents or visitors to have information about their incontinence, brief use, brief size, or hospice status.</p>		