

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 235618	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/12/2025
NAME OF PROVIDER OR SUPPLIER Optalis Health and Rehabilitation of Canton		STREET ADDRESS, CITY, STATE, ZIP CODE 7025 Lilley Road Canton, MI 48187	

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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</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** 41423</p> <p>This citation pertains to intake MI000149346.</p> <p>Based on observation, interview, and record review the facility to provide shower linens (towels and washcloths) for two residents (R112 and R113) resulting in an unclean, uncomfortable environmental where residents went without shower linens and had to purchase and share personal items. This deficient practice affected all 107 residents residing in the facility.</p> <p>Review of an anonymous intake, dated 1/6/25, noted the following on 1/24/25, Complainant states for at least the past 2 weeks the facility has been without towels and washcloths for the residents. The complainant states staff have been instructed to cut up gowns to use to wash and dry residents. Complainant states they have a loved one at the facility and staff left feces on the resident after attempting to clean them up with a gown.</p> <p>On 2/11/2025 at 09:15 am, an observation of the linen closets on each unit revealed the following:</p> <ul style="list-style-type: none"> -Cherry Hill- zero towels and zero washcloths -Medbridge- three towels and zero washcloths -[NAME]- zero towels and zero washcloths <p>The facility is certified for 150 beds. The census at the time of survey was 107. There were not enough linens to provide any care at the time of observation.</p> <p>On 2/12/2025 at 9:25 am, the Housekeeping Director, who was in the laundry room, was interviewed and queried about the availability of towels and washcloths for the residents. The Housekeeping Director pointed to the linen cart that revealed three towels and zero washcloths. The Housekeeping Director was asked if there was additional linen and he stated, We had staff that quit so we are trying to wash as much (shower linen) as we can. The Housekeeping Director was asked if there was an extra supply of linen and stated, This is what I have right now. We are washing now. I have some new ones under the desk. The Housekeeping Director retrieved approximately 50 new towels from an already opened clear package. The Housekeeping Director said that they were also in the process of washing linen. The Housekeeping Director was asked if they had any additional storage of linen and stated, Not at this time.</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 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>On 2/12/2025 at 09:49 am, a Certified Nurse Aide (CNA), who requested to remain anonymous, was interviewed. The CNA was queried about the availability of towels and washcloths and stated, I have to save and hide linen because we never have enough to bathe or clean the residents .We tell the (Administrator/NHA) but she might give us one washcloth and one towel.</p> <p>On 2/12/2025 at 09:55 am, a second anonymous CNA was interviewed and queried about the availability of towels and washcloths and stated, I don't want to get fired, but we never have enough towels and washcloths. Sometimes we have to use pillowcases for wash cloths.</p> <p>On 2/12/2025 at 09:59 am, a third anonymous CNA was interviewed and queried about the availability of towels and washcloths and stated, We have to cut sheets and pillowcases to wash residents.</p> <p>On 2/12/2025 at 10:25 am, the Nursing Home Administrator (NHA) was observed carrying a pack of washcloths. The NHA was queried and said that she was putting out towels and washcloths. The NHA was asked how many washcloths were available and she held up the package that noted 60 washcloths came in the package.</p> <p>On 2/12/2025 at 11:17 am, R112 was observed in bed watching TV. R112 had dressings on both lower legs. R112 stated that they buy their own supplies because there was never enough. It was observed R112 had 11 packs of wet wipes and blue chucks (absorbent pads) they reported they ordered from a (known delivery service.)</p> <p>A review of R112's electronic medical record revealed an admission to the facility on [DATE] with the diagnosis of Pressure Ulcers to the Lower Legs, Anxiety, Muscle Weakness. R112's Brief Interview for Mental Status (BIMS) test indicated 15/15, cognition is intact. A review of the R112's Care Plan dated 6/6/2024 revealed the following:</p> <p>Assist to bathe/shower as needed</p> <p>Assist with daily hygiene, grooming, dressing, oral care and eating as needed .</p> <p>On 2/12/2025 at 11:28 am, R113 was observed sitting in their room in a wheelchair. R113 was asked if they had clean towels and washcloths and stated, I was only given one washcloth and that's from yesterday . They never have enough towels or wash cloths. I have to use the same washcloth for several days.</p> <p>A review of R113's electronic medical record revealed an admission to the facility on [DATE] with the diagnosis of Joint Replacement, Difficulty Walking, and Edema. A review of R113's Brief Interview for Mental Status (BIMS) indicated 14/15, intact cognition. A review of the R113's Care Plan dated 1/23/2025 revealed the following:</p> <p>ADL Assist of x1 for toileting/self-care for safety</p> <p>Assist with daily hygiene, grooming, dressing, oral care and eating as needed</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 - Many</p>	<p>On 2/12/2025 at 3:30 PM the NHA was interviewed and queried about the lack of towels and washcloths needed for each resident's hygiene and personal care. The NHA stated, I was unaware of any linen issues. However, the NHA explained, It's hard to gauge off what is in the linen rooms, they may have to go back to the laundry room to get linens as needed. The NHA said that the CNAs are throwing washcloths in the trash and cutting-up towels. The NHA said she keeps some supplies in her office, but staff did not tell her that they needed linen supplies.</p> <p>The NHA was asked to explain how the linen supply is inventoried to ensure staff and residents had enough shower linen for personal care needs. The NHA explained that when they are low on linen, she will place an order for more. However, the NHA was unable to explain why there was a shortage of shower linens when the shower linens are inventoried.</p> <p>A review of the facility's Linen Supply Guidelines, noted the following:</p> <p>Closets will be replenished DAILY at 6 AM - 10 AM - 2 PM - 6 PM - 11 PM</p> <p>CHERRY HILL (Unit)</p> <p>Provide at least 65 sets of Bed linens a day</p> <p>Provide at least 65 sets of Shower linens every shift</p> <p>MEDBRIDGE (Unit)</p> <p>Provide at least 60 sets of Bed linens a day</p> <p>Provide at least 60 sets of Shower linens every shift</p> <p>[NAME] (Unit)</p> <p>Provide at least 30 sets of Bed linens a day</p> <p>Provide at least 30 sets of Shower linens every shift</p> <p>A review of the facility's policy, Homelike Environment, dated 9.21.2023 documented in part:</p> <p>The facility staff and management maximize, to the extent possible, the characteristics of the facility that reflect a personalized, homelike setting. These characteristics include clean, sanitary, and orderly environment .clean bed and bath linens that are in good condition.</p>		

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from the wrongful use of the resident's belongings or money.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41423</p> <p>This citation pertains to intake MI00149294.</p> <p>Based on interview and record review, the facility failed to ensure that private property was protected from theft by an employee for one resident (R102) of five reviewed for misappropriation of property, resulting in an employee's deliberate removal of R102's earbuds from possession.</p> <p>Findings include:</p> <p>A facility reported incident revealed the following, Facility investigation report received via online submission on: 12/27/24, 10:21 AM</p> <p>Incident Summary Resident [R102] who is with us [Facility]for short-term Rehab care reported to the DON [Director of Nursing] that [R102] left [their] room to go to activities and left [their] apple air pods [wireless earbuds] in [their] room. Upon resident [R102] return to [their] room they were nowhere to be found, and [R102] then activated an app to help [R102] locate them in switch they started to make a tracking noise. Where [R102] tracked to a housekeepers cleaning cart.</p> <p>Investigation Summary Date of Event: 12/23/2024 Resident Name: [R102]. Staff Name: [Housekeeper A]</p> <p>(continued on next page)</p>

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<p>F 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Housekeeping department Investigation: Misappropriation Time of incident: 3:00 PM [R102] is [AGE] year-old who admitted to [Facility] on 12/21/2024 and is currently a resident .is alert and oriented x4 with a BIMs of 15. [R102] has a primary diagnosis of Kidney Transplant. 12/23/2024 On December 23, 2024, the facility DON was notified by the resident [R102] that [their] Apple I pods had gone missing out of [their] room patient gave [Facility] a timeline of when Apple I pods went missing. [R102] left her room at 2:00 PM to go to activities and returned to [their] room at 3:02 PM. However, upon return resident [R102] noticed [their] Apple I pods were missing [R102] used an app on [their] phone to . find [their] missing Apple I pods which were located on the housekeeping cart. The DON then called the administrator at 4:15 PM to inform [the administrator] of the incident [the administrator] intern spoke with both DON and resident [R102] on the phone and apologized and informed [R102] that we [the Facility] would do a thorough investigation into this incident. On December 24, 2024, the administrator came into the building and started the investigation by speaking with the housekeeper employee [Housekeeper A] employee has been employed with [the Facility] since 12/4/2024. [Housekeeper A] who had that housekeeping cart that day and was cleaning that hall. Employee [Housekeeper A] housekeeper was called into the Administrator office along with Human Resources before the start of her shift. During the interview employee [Housekeeper A] was asked about [their] workday on 12/23/2024, in response [Housekeeper A] reported that [they] had a normal day. [Housekeeper A] was then asked if the resident [R102] asked about [R102's] missing Apple I pods. [Housekeeper A] then responded that a resident [R102] did ask about the ear pods and [R102] also informed that the ear pods where (sic) ping (an application used to track/locate a missing electronic device) from [the] housekeeping cart. [R102] reported that [they] looked around on the housekeeping cart and found the ear pods at the bottom of [Housekeeper A] housekeeping cart and returned them to the resident [R102]. The resident also informed [Housekeeper A] to report this to [the] supervisor. [Housekeeper A] also stated that the housekeeping cart [they] was using was not [theirs] but another colleague who was not working the day of the incident. [Housekeeper A] was then explained to by Administrator that [they] would be suspended pending investigation. After a thorough investigation by Administrator and Human resources the allegation of misappropriation is substantiated. Employee [Housekeeper A] was terminated on 12/26/2024 by phone call from Human Resources .</p> <p>Further review of the investigation revealed:</p> <p>On 2/11/2025 at 2:30 PM, an attempt was made to contact R102 for an interview and a voicemail was left for callback without a call back.</p> <p>On 2/11/2025 at 3:15 PM, the Administrator was asked to elaborate on what happened on 12/24/2024 involving R102's ear pods. The Administrator stated the following, The resident (R102) came to my office and informed me that their ear pods were missing from their room and (R102) used the app (Application to locate electronic device) and it pinged to the (Housekeeper A) cleaning cart. The Administrator said that they looked on the facility cameras (Housekeeper A) was seen going into (R102's) room, walked to their cart and placed something at the bottom of the cleaning cart.</p> <p>A review of the facility's policy titled Abuse, updated 5/24/2023, revealed the following:</p> <p>Residents have the right to be free from abuse, neglect, exploitation, mistreatment, and misappropriation of resident property.</p>		