

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  235625	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  08/20/2025
NAME OF PROVIDER OR SUPPLIER  West Woods of Bridgman		STREET ADDRESS, CITY, STATE, ZIP CODE  9935 Red Arrow Hwy Bridgman, MI 49106	
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 0550</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 dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> This citation pertains to Intake 1210578. Based on interview and record review, the facility failed to provide care and services to promote dignity and respect in 4 of 5 residents (Resident #31, #3, #17, #16) reviewed for dignity/respect, and 7 of 12 residents from the confidential group meeting, resulting in the potential for unmet care needs and feelings of diminished self-worth, sadness, and frustration. Findings include: Resident #31</p> <p>Review of an "admission Record" revealed Resident #31 was a male, with pertinent diagnoses which included: need for assistance with personal care; major depressive disorder, recurrent severe without psychotic features; difficulty walking, not elsewhere classified; and muscle weakness (generalized).</p> <p>Review of a Minimum Data Set (MDS) assessment for Resident #31, with a reference date of 6/17/25 revealed a Brief Interview for Mental Status (BIMS) score of 13, out of a total possible score of 15, which indicated Resident #31 was cognitively intact. Further review of said MDS revealed Resident #31 was "always incontinent of bowel and bladder" and required "substantial/maximal assistance" (Helper does more than half the effort. Helper lifts or holds trunk or limbs and provides more than half the effort.) for "toileting hygiene" (The ability to maintain perineal hygiene, adjust clothes before and after voiding or having a bowel movement&amp;hellip;)</p> <p>In an interview on 8/18/25 at 2:10 PM Resident #31 reported call light wait time was at least a half hour and sometimes the wait had been up to 2-3 hours. Resident #31 reported he has had to wait extended periods for staff to change his brief after having a bowel movement and "it is uncomfortable to say the least."</p> <p>In an interview on 8/19/25 at 11:59 AM, "Licensed Practical Nurse" (LPN) "D" reported residents have complained to her about long call light wait times.</p> <p>In an interview on 8/20/25 at 9:01 AM, "Certified Nurse Aide" (CNA) "X" reported residents complained to her about long call light wait times.</p> <p>In an interview on 8/20/25 at 9:02 AM, CNA "FF" reported residents sometimes complained about long call light wait times.</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:	Facility ID: 235625
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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>According to <a href="https://journals.lww.com/">https://journals.lww.com/</a> regarding call light use, "It is one of the few means by which patients can exercise control over their care on the unit. When patients use the call light, it is usually to summon the nurse&amp;hellip;Patients expect that when they push the call light button, a nursing staff member will answer or come to them.&amp;rdquo;</p> <p>Resident #3:</p> <p>Review of an admission Record revealed Resident #3 was a female with pertinent diagnoses which included paralysis affecting right dominant side, need for assistance with personal care, weakness, and difficulty in walking.</p> <p>In an interview on 08/18/2025 at 12:11 PM, Resident #3 reported "things haven't changed. &amp;rdquo; Resident #3 reported over the weekend she had to wait from 6:15 PM to 8:00 PM for them to come and answer the call light. Resident #3 reported she knew the times because the long call light waits happened "quite a bit&amp;rdquo; and she wanted to make sure she had the time down on how long it took</p> <p>Resident #17:</p> <p>Review of an admission Record revealed Resident #17 was a male with pertinent diagnoses which included paraplegia (affects all or part of the trunk area, legs, and pelvic organs), and need for assistance with personal care.</p> <p>In an interview on 08/18/2025 at 3:59 PM, Resident #17 reported he had concerns with call lights times being usually 45 minutes to an hour. Resident #17 reported he had the most issues with his call light being answered during the evening and nighttime shifts. Resident #17 reported at night the staff were not emptying his urinal. Resident #17 reported a few nights ago the urinal was not emptied from 10:00 PM until 4:30 AM and it was full. Resident #17 reported he had [NAME] his concerns with call light wait times to the previous two nursing home administrators and he felt they tried to placate him and nothing changed.</p> <p>Resident #16:</p> <p>Review of an admission Record revealed Resident #16 was a male with pertinent diagnoses which included muscle weakness, and cognitive communication deficit (communication impairment stemming from difficulties with thinking processes like attention, memory, and reasoning, and problem solving).</p> <p>In an interview on 08/18/2025 at 1:45 PM, Family Member (FM) "OO" reported waiting long periods of time for call lights to be answered and when staff do respond, the staff would turn off the call light prior to completing the request. FM "OO" reported sometimes the staff would forget to come back. FM "OO" reported the call light had been turned on at 1:20 PM today, the CNA came in and turned it off and reported she would be back with someone to assist. FM "OO" reported Resident #16 had a bowel movement and had been sitting in it since then (25 minutes upon my entry to the room, no staff entered the room when this writer was present approximately 10 minutes). FM "Betty" expressed worry the staff would return as the door was closed and she wanted to ensure Resident #3 would get his brief changed.</p> <p>(continued on next page)</p>		

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<p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>In an interview on 08/20/2025 at 1:57 PM, Certified Nursing Assistant (CNA) K reported she attempted to answer the call light as soon as possible. CNA K reported if unable to complete the requested task she would tell the resident she would return to assist them. CNA K reported she does turn off the light but does return to the resident as soon as she was able to. u</p> <p>In an interview on 08/20/2025 at 2:01 PM, [NAME] President of Clinical Services JJ reported the staff were educated during orientation to leave the light on until the need was met.</p> <p>Review of "Call Lights" received on 08/20/25 from employee orientation, revealed, "Response to Call Lights: If you see an activated red light in the hall, you are expected to answer the call light Assist with the need if it is within your scope or to advise the resident you will get assistance, do not turn off the call light unless you have met the resident's need";</p>		