

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 235706	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/26/2024
NAME OF PROVIDER OR SUPPLIER Regency at Lansing West		STREET ADDRESS, CITY, STATE, ZIP CODE 12200 Broadbent Lansing, MI 48917	

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 0582</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.</p> <p>45038</p> <p>Based on interview and record review the facility failed to ensure that the Notice of Medicare Non-Coverage (NOMNC) and a Skilled Nursing Facility Advance Beneficiary Notice of Non-Coverage (SNFABN) were provided and completed for three Resident Residents (#43, #53, and #91) out of three reviewed for Beneficiary Notification.</p> <p>Findings Included:</p> <p>Resident #43 (R43)</p> <p>Review of the medical record revealed R43 was admitted to the facility 12/01/2022 with diagnoses that included cerebral atherosclerosis (arteries in brain become hard, thick, and narrow due to build up of plaque), pain in left wrist, anxiety, dementia, delusional disorders, emphysema, polyneuropathy, atrial fibrillation, communication deficits, chronic obstructive pulmonary disease (COPD), depression, stroke, and hypertension. The most recent Minimum Data Set (MDS), with an Assessment Reference Date (ARD) of 07/15/2024, revealed R43 had a Brief Interview of Mental Status (BIMS) of 8 (moderately impaired cognition) out of 15.</p> <p>Review of R43's medical record revealed she had been discharged from the facility on 05/19/2024, related to recent hospitalization , and had returned to the facility 05/23/2024 with Medicare A Services. Review of R43's medical record demonstrated Medicare A Services were ended on 06/20/2024 and that Medicaid Services were started on 06/21/2024.</p> <p>Review of R43's Notice of Medicare Non-Coverage (NOMNC) revealed that her services would end 06/20/2024. The NOMNC did not demonstrate a signature and date which would verify receipt of the NOMNC.</p> <p>Review of 43's Skilled Nursing Facility Advance Beneficiary notice of Non-Coverage (SNFABN) did not have a signature and date which would verify receipt of the SNFABN.</p> <p>Resident #53 (R53)</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 0582</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the medical record revealed R53 was admitted to the facility 06/09/2024 with diagnoses that included pneumonia, muscle weakness, chronic kidney disease, insomnia, obstructive sleep apnea, hyperthyroidism (high thyroid hormone), atrial fibrillation, type 2 diabetes, end stage renal disease, dependence of renal dialysis, osteoarthritis (flexible tissue at the end of bones wears down), hyperlipidemia (high fat content in blood), and restless leg syndrome. R53's Minimum Data Set (MDS), with an Assessment Reference Date (ARD) of 06/15/2024, revealed a Brief Interview of Mental Status (BIMS) of 15 (cognitively intact) out of 15. R53's medical record revealed he was discharged from the facility 07/16/2024.</p> <p>Review of R53's medical record did not demonstrate that he had been provided a Skilled Nursing Facility Advance Beneficiary notice of Non-Coverage (SNFABN) prior to the completion of his Medicare A Services.</p> <p>Resident #91 (R91)</p> <p>Review of the medical record revealed R91 was admitted to the facility 01/11/2024 with diagnoses that included dementia, type 2 diabetes, hypertension, hyperlipidemia (high fat content in blood), and Transient Cerebral Ischemic Attack (a brief stroke like attack). Review of R91's most recent Minimum Data Set (MDS), with an Assessment Reference Date (ARD) of 04/18/2024, revealed a Brief Interview of Mental Status (BIMS) of 6 (severe cognitive impairment) out of 15.</p> <p>Review of R91's medical record demonstrated that Medicare A Services were discontinued on 03/01/2024 and Medicaid Services were started on 03/02/2024.</p> <p>Review of R91's Skilled Nursing Facility Advance Beneficiary notice of Non-Coverage (SNFABN) demonstrated a signature date of 02/28/2024. R91's SNFABN did not demonstrate any option that had been selected to appeal the discussion or desire to receive the same level of care and be responsible for payment or if she did not want the same level of care to be provided.</p> <p>In an interview on 07/25/2024 at 12:57 p.m. Nursing Home Administrator (NHA) A explained that a Skilled Nursing Facility Advance Beneficiary notice of Non-Coverage (SNFABN) had not been completed for R53. NHA A reviewed 43's Skilled Nursing Facility Advance Beneficiary notice of Non-Coverage (SNFABN) but could not explain why a signature was not present. NHA A also reviewed R43's Notice of Medicare Non-Coverage (NOMNC) but could not explain why a signature was not present. NHA A reviewed R91's Skilled Nursing Facility Advance Beneficiary notice of Non-Coverage (SNFABN) but could not explain why R91's SNFABN did not demonstrate any option that had been selected to appeal the discussion or desire to receive the same level of care and be responsible for payment or if she did not want the same level of care to be provided.</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 46954</p> <p>Based on observation, interview, and record review, the facility failed to ensure the necessary services were provided for Activities of Daily Living (ADL) for three out of four residents (Resident #9, 71, and 83) resulting in the potential for care needs not being met. Findings include:</p> <p>Resident #9 (R9)</p> <p>Review of the medical record revealed R9 was admitted to the facility on [DATE] with diagnoses which included chronic obstructive pulmonary disease (chronic inflammatory lung disease that causes obstructed airflow from the lungs), hemiplegia and hemiparesis following cerebral infarction (one sided weakness caused by a stroke), glaucoma (condition that causes damage to the optic nerve, and dry eye syndrome of bilateral lacrimal glands (gland that produces tears). The Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 6/11/24 revealed R9 scored 14 out of 15 (cognitively intact) on the Brief Interview for Mental status. Review of R9's Care Plan reflected R9 required the assistance of one staff member for personal hygiene and was dependent for toileting with the use of a bed pan and briefs.</p> <p>On 7/23/24 at 3:02 PM, R9 was observed in her bed wearing a hospital gown. R9's hospital gown had food debris on it. R9's left eye was crusted shut. R9 had long, uneven fingernails and caked in dark debris was observed under her thumbnails. R9's call light was out of reach and R9 did not have any water available for her. R9 stated that her eye had been crusted shut for over a day and that she had been wearing the same hospital gown for days. R9 reported that she was currently sitting in a wet brief and would like to be changed. R9 stated that her water pill (diuretic) made her urinate often and felt that she often had to wait too long to be changed into a clean, dry brief, especially after lunch. R9 asked for assistance with obtaining her call light stating that she wanted some water because she felt so dry, having water is important to me. When asked about her bathing and assistance needs for her hygiene, R9 asked this surveyor if I could assist her with obtaining her tweezers to help pluck out her chin hairs. R9 had several longer chin hairs which she stated have been bothering her for quite some time.</p> <p>On 7/24/24 on 3:43 PM, R9 was observed in bed, resting. R9 did not speak when greeted. R9 had an intravenous catheter in her right hand and intravenous fluids running. R9's wore a clean gown but the rest of R9's appearance appeared the same.</p> <p>In an interview on 07/26/24 at 9:39 AM, Director of Nursing (DON) B stated that R9 will often refuse showers, however, the expectation would be to ensure that despite R9 not receiving a shower, staff should still be completing grooming and hygiene for R9.</p> <p>45038</p> <p>Resident #83 (R83)</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the medical record revealed R83 was admitted to the facility 01/17/2023 with diagnoses that included chronic obstructive pulmonary disease (COPD), depression, insomnia, anorexia, dementia, pulmonary fibrosis (lungs become scarred over time), chronic kidney disease, gastro-esophageal reflux, dysphagia (difficulty swallowing), type 2 diabetes, tachycardia (fast heart rate), peripheral vascular disease (PVD), stroke, hypertension, hyperlipidemia (high fat content in blood), and anemia (low red blood cells). The most recent Minimum Data Set (MDS), with an Assessment Reference Date (ARD) of 04/25/2024, revealed R83 had a Brief Interview of Mental Status (BIMS) of 15 (cognition is intact) out of 15.</p> <p>During observation on 07/23/2024 12:20 p.m. R 83 was observed lying down in bed. R83 was observed to be in a hospital gown and hair appeared to be unkept and a strong foul odor was smelled. R83 was observed to be sleeping.</p> <p>During observation and interview on 07/24/2024 at 07:47 a.m. R83 was observed lying down in bed. He was observed to have the same style of hospital gown on, and hair appeared to be unkept and a strong foul odor was smelled. R83 explained that he was supposed to have a shower twice per week and explained that he did not get them also twice per week. R83 also could not explain the last day of his shower.</p> <p>During observation and interview on 07/25/2024 at 08:44 a.m. R83 was observed lying down in bed. He was observed to have the same style of hospital gown on, and hair appeared to be unkept and a strong foul odor was smelled. A wash basin, in a tied clear bag, was observed to be on R83's over bed table. R83 explained that the staff does not always provide him with assistance of cleaning up daily. R83 explained that he was supposed to have a shower today and he wanted a shower. R83 explained that he did not want a bed bath but wanted to have a shower today.</p> <p>Review of R83's medical record demonstrated that R83 was care planned to receive a shower/bath/bed bath twice per week. R83's Point of Care (POC) documentation, which is used by direct care staff to determine a resident's plan of care, demonstrated that R83 was scheduled to receive a shower/bath/bed bath on Sunday day shift and Thursday day shift. Review of the past thirty-day POC documentation revealed that R83 did not have a shower/bath/bed bath completed 07/04/2024 and 07/14/2024.</p> <p>Review of R83's plan of care revealed R83 required assistance of staff with selfcare and that he was dependent for bath/shower. R83's plan of care revealed that R83 required partial to moderate assistance of one person for personal hygiene.</p> <p>Review of R83's Point of Care Documentation of ADL Documentation (activities of daily living- including hygiene), for the last 30 days, revealed no documentation for the day shifts of 07/05/2024, 07/09/2024, 07/24/2024/ and 07/19/2024.</p> <p>(continued on next page)</p>		

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>In an interview on 07/25/2024 at 09:03 a.m. Director of Nursing (DON) B explained that it is the expectation that care givers provide ADL Care (activities of daily living) each shift for all residents. DON B explained that ADL Care included personal hygiene. DON B explained that residents are given bath/shower/bed bath as listed by their plan of care. DON B explained that frequency of the bath/shower/bed bath was determined at the request of the resident. DON B reviewed R83's Point of Care (POC) documentation for shower/bath/bed bath and confirmed documentation was not present for the dates and times as listed above. DON B reviewed R83's POC documentation for ADL care and confirmed that documentation was not present for the dates and times as listed above. DON B could not explain why R83 had not received ADL care as required and why shower/bath/bed bath was not completed as required in R83's plan of care.</p> <p>45135</p> <p>Resident #71 (R71)</p> <p>Review of the medical record reflected R71 was an initial admission to the facility on [DATE] with a readmission on 06/25/24. Diagnoses of after care of joint replacement, need for assistance with personal care, displaced fracture of base of the neck of left femur, muscle weakness, dysphagia, cognitive communication deficit, aphasia following stroke, weight loss, and difficulty with walking.</p> <p>The most recent Minimum Data Set (MDS), with an Assessment Reference Date (ARD) of 07/01/2024, revealed R71 had a Brief Interview of Mental Status (BIMS) of 00 (severely impaired) out of 15. Under section G0100, Activities of Daily Living (ADL) assessment revealed R71 requires substantial/maximal assistance with eating, oral hygiene. R71 is dependent on toileting, shower/bathing, getting dressed, repositioning in bed, and sit to stand.</p> <p>During an interview and observation on 07/23/24 at 01:34 PM, R71's husband stated she needed her nails cleaned and trimmed. R71's toenails were uneven and unkept. Fingernails are long, half painted, uneven and unkept. R71's husband stated he had tried getting her nails addressed and got nowhere.</p> <p>Record review revealed nail care was on R71's care plan. o Keep fingernails trimmed and clean. Date Initiated: 06/26/2024.</p> <p>Record review revealed on 7/19/2024 at 10:21. Social Services Note Late Entry: Note Text: Resident scheduled to be seen by podiatry services 7/19/2024.</p> <p>Resident refused.</p> <p>During an interview and observation on 07/25/24 at 08:27 AM, R71 was attempting to eat breakfast independently with her fingers. Sign above her bed stated she is a 1:1 to be assisted/supervise during meals. R71 had approximately 75% of her breakfast still on the tray.</p> <p>During an interview and observation on 07/25/24 at 08:38 AM, R71 was attempting to eat breakfast independently. R71 was eating some scrambled eggs with her fingers.</p> <p>During an interview and observation on 07/25/24 at 08:48 AM, R71 was attempting to eat breakfast independently. R71 was eating some mandarin oranges one piece at a time. R71 had approximately 50%-60%% of her breakfast still on the tray.</p> <p>(continued on next page)</p>

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<p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an interview and observation on 07/25/24 at 09:06 AM, R71's breakfast tray was no longer in her room on the over the bed table. R71's fingernails and toenails had not been filed, cleaned, or trimmed.</p> <p>During an interview on 07/25/24 at 09:56 AM, Social Worker (SW) X stated on the resident refusal note, the podiatrist documented that the resident refused without asking a staff member to make the rounds with him, or knowing he was in the building. SW X also stated noted this problem and have addressed this issue with him and working on a resolution.</p> <p>During an interview on 07/25/24 at 10:34 AM, Director of Nursing (DON) B stated R71 was care planned for nail care. Writer asked DON B if she was aware of the problem with podiatry not seeing this resident. DON B stated no, but she would address it after this interview. Writer also asked DON B about staff not completing nail care or showers marked as refused. DON B stated R71 is not as cooperative when her husband is not here. DON B stated that R71 can be a totally different person when he is here with her. DON B added that R71's husband comes in every afternoon from 1:00pm to 3:30 pm.</p> <p>During this same interview, DON B stated the sign above R71's bed met that Certified Nursing Assistances (CNA's) were to sit with her while she is eating and to supervise R71's food intake as she is marked for weight loss. Writer shared during three observations during breakfast, that nobody was in the room with R71 while she was attempting to feed herself with her fingers.</p> <p>During an interview and observation on 07/26/24 at 08:55 AM, R71 was sitting up in her bed playing with a fidget blanket. Noted her fingernails are trimmed and neatly painted. Also noted that her toenails appeared to have been cleaned, trimmed, not painted.</p> <p>Record review of policy titled Routine Resident Care last updated on 03/07/2023 stated Residents receive the necessary assistance to maintain good grooming and personal/oral hygiene. Steps are taken to ensure that a residents capacity for self-performance of these activities does not diminish .</p>		

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<p>F 0770</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide timely, quality laboratory services/tests to meet the needs of residents.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 27446</p> <p>Based on interview and record review the facility failed to ensure laboratory blood tests were provided and completed timely and as ordered for one out of one residents (Resident #11).</p> <p>Findings Included:</p> <p>Per the facility face sheet R11 had an initial admitted [DATE], and a readmitted [DATE].</p> <p>Record review of R11's Physician's orders dated 1/6/2024, revealed R11 was to have a CBC (complete blood count) CMP (comprehensive metabolic profile), and Liver tests done annually. A BMP basic metabolic panel), lipids, TSH (thyroid stimulating hormone) test perform every six months, and an HgbA1c (measures average blood sugar levels over the past three months) performed every three months.</p> <p>Review of R11's pharmacy medication review recommendations (MRR) dated 1/9/2024, and signed by Director of Nursing (DON) B on 1/11/2024, revealed R11 was ordered to have the CBC, CMP, Lipid, Liver, BMP, and HgbA1c performed, but the Pharmacist noted, at the time of the MRR, the labs were not available.</p> <p>Review of an MRR dated 7/3/2024, and signed by DON B on 7/3/2024, revealed the Pharmacist documented that at the time of the MRR the results of R11's HGBA1C was not available.</p> <p>Review of the same MRR dated 7/3/2024, and again signed by the DON on 7/5/2024, revealed the Pharmacist documented that at the time of the MRR the results of R11's HGBA1C was not available.</p> <p>Review of a laboratory report revealed R11's CBC, CMP, Lipid, Liver, BMP labs were not performed until 1/12/2024.</p> <p>Review of a laboratory report revealed R11's HGBA1C lab blood test was not performed until 7/5/2024.</p> <p>In an interview on 7/25/2024 at 9:16 AM, DON B stated that the facility had changed to a new laboratory on 12/21/2023 and had put all lab orders into the new lab system. DON B R11's lab orders were put into the system incorrectly and no one noticed. DON B said all of R11's labs were not ordered at the time the Physician ordered them 1/6/2024, but were instead ordered a year, six months, and three months out so R11's labs were never done.</p>