

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265456	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  11/21/2024
NAME OF PROVIDER OR SUPPLIER  Abode Health and Wellness Center		STREET ADDRESS, CITY, STATE, ZIP CODE  17451 Medical Center Parkway Independence, MO 64057	

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 0569</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Notify each resident of certain balances and convey resident funds upon discharge, eviction, or death.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on interview and record review, the facility failed to account for one sampled resident (Resident #1) funds within 30 days of the resident's death and to return the funds to the designated family members out of three sampled residents. The facility census was 55 residents.</p> <p>Review of the facility's Resident Trust Policy and Procedures dated 3/23 showed:</p> <p>-The following must be adhered to by the resident trust clerk upon the death of a resident who received aid or assistance from the Department of Social Services:</p> <p>-The operator shall submit in writing on form MO [PHONE NUMBER] a complete accounting of the resident remaining personal funds. This must be submitted within 30 days from the date of the resident's death; and also included on this form should be the name and address of the resident's guardian, conservator, legal representative or fiduciary of the resident's estate.</p> <p>-None of the resident's funds shall be distributed or spent until the operator has fully complied, except funeral expenses may be paid from a resident's personal funds held by the facility if no other funds are available to cover the cost.</p> <p>-The operator should provide the fiduciary of the resident's estate, at his/her request, all personal possessions and funds along with their complete accounting records. This must be submitted within 30 days of the resident's death, and included on this form should be the name and address of the resident's guardian, conservator, legal representative or fiduciary of the resident's estate.</p> <p>1. Review of Resident #1's admission Record face sheet showed the resident was admitted to the facility on [DATE].</p> <p>Review of Business Office Manager (BOM) A's written statement dated [DATE] showed:</p> <p>-Back in possibly [DATE] a refund was due for the resident of \$7279.74.</p> <p>-He/She made the resident's Durable Power of Attorney (DPOA) aware of this.</p> <p>-The resident's DPOA wanted the money donated to the facility.</p> <p>-He/She explained the money would go to the whole company and not just that facility location.</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 0569</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-He/She advised the DPOA he/she could always cash it and bring the cash in.</p> <p>-The DPOA allowed him/her to have the money as a donation because he/she had spent so much time with the resident.</p> <p>Review of the Administrator's investigation account of events dated [DATE] showed:</p> <p>-On [DATE] at approximately 1:00 P.M., BOM A came into his/her office and shut the door to speak to him/her.</p> <p>-BOM A said, I need to come clean about something. The resident passed away in February and had an overpayment on his/her account. The family wanted to donate the money, but since it would not go directly to this facility, the family member said for BOM A to keep it because he/she spent a lot of time with the resident and the resident family. BOM A wrote the check out to his/herself.</p> <p>During a telephone interview on [DATE] at 11:00 A.M., BOM A said:</p> <p>-He/She had an attorney who did not want him/her to talk to anyone.</p> <p>-He/she was unwilling to discuss his/her responsibilities and or expectations referencing his/her attorney had advised him/her to say no more.</p> <p>During an interview on [DATE] at 10:30 A.M., the Administrator said:</p> <p>-The resident died in February 2024.</p> <p>-The money was a refund, so it should have been sent to the family within 30 days per the facility policy. It was an overpayment.</p> <p>-BOM A's position was oversight of the residents' money. His/her direct supervisor was the Administrator-In-Training (AIT).</p> <p>-BOM A stated the family wanted him/her to have the money.</p> <p>-The resident's statement dated [DATE] showed the money was still owed to the family.</p> <p>During an interview on [DATE] at 11:55 A.M., the AIT said:</p> <p>-He/She was the Administrator with a temporary license from June until [DATE].</p> <p>-Facilities were responsible for managing their own books.</p> <p>-He/She had never dealt with business office duties before.</p> <p>-BOM A was the business office manager at the time.</p> <p>-Every month the BOM was responsible to go through and audit accounts payable. When the audit was completed it was sent to the the corporate office.</p> <p>(continued on next page)</p>

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<p>F 0569</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-The resident money had been in the account since February 2024.</p> <p>-He/she did not know why the money had not been noticed.</p> <p>-BOM A was supposed to send a request to the corporate office for a refund to be sent to the resident's family within 30 days after the resident's death and that was not done.</p> <p>-He/She did not know if anyone had contacted the family or not.</p> <p>-Families were not allowed to give staff money or gifts.</p> <p>During a telephone interview on [DATE] at 4:47 P.M., the DPOA said:</p> <p>-He/She got a phone call from BOM A on [DATE] telling him/her about the money.</p> <p>-He/She was not sure where the money came from at the time.</p> <p>-BOM A suggested the money be donated to the facility or given to him/her.</p> <p>-He/She never told BOM A either to donate the money to the facility or keep the money. When BOM A suggested it, he/she said nothing, because he/she was not sure what the laws and procedures would be for this.</p> <p>-The family had still not received their money or heard from the facility.</p> <p>During an interview on [DATE] at 10:53 A.M., the [NAME] President of Health Care Administration said:</p> <p>-The refund was due back to the family within 30 days after the resident's death. The money would have been in the operations account, not the resident trust account.</p> <p>-He/She did not oversee that facility until [DATE]. For the first 30 days he/she was trying to sort out the finances. He/She reported to the company Chief Financial Officer (CFO).</p> <p>-At the end of every month, the facilities were supposed to run their own financial's.</p> <p>-He/She would review the statements and the business software information to see if they matched. They had to do transactional analysis. Any discrepancies had to be accounted for. Everything had to have matching numbers.</p> <p>-He/She could not get deposit details from BOM A for several months. He/She asked numerous times and the Administrator was included on these conversations.</p> <p>-BOM A's direct supervisor would have been the Administrator.</p> <p>-Starting with the end of [DATE], he/she could not get answers from BOM A, so he/she spent 45 days teaching him/her what was needed, and even spent time with him/her at the facility to help him/her.</p> <p>(continued on next page)</p>

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<p>F 0569</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-He/She did not know if BOM A had gotten any other resident's money, as he/she is still going back through resident's accounts.</p> <p>-Refunds were to be processed within 30 days. [NAME] was sent for pre-billing for the next month's room and board. The check would go into the operations account.</p> <p>-If a resident died, it took about 5 days to make sure they had all the charges and those got posted to the account. The BOM should send a copy of the statement, transaction report and check request for the refund and all the amounts should match. If there were no issues, it would be sent on the AP to send the refund.</p> <p>-Check requests should go through AP, but he/she did not know if the facility followed this.</p> <p>-If the process was not followed, he/she could not monitor the accounts.</p> <p>-When he/she tried to get account information from BOM A, he/she either did not take calls, constantly delayed or canceled meetings.</p> <p>MO00244744</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><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> Based on interview and record review, the facility failed to prevent the misappropriation of one sampled resident's (Resident #1) monies when Business Office Manager (BOM) A wrote a check in the amount of \$7279.74 to him/herself from the resident trust account out of three sampled residents. The facility census was 55 residents.</p> <p>Review of the facility's Check Signing and Management Policy dated 8/23 showed:</p> <ul style="list-style-type: none"> <li>-All checks and orders for the payment of money greater than \$5000.00 must be signed by 2 approved signers as designated by board resolution.</li> <li>-In no case may one of the signatures be the same as the payee.</li> </ul> <p>Review of the facility's Resident Trust Policy and Procedures dated 3/23 showed:</p> <ul style="list-style-type: none"> <li>-The following must be adhered to by the resident trust clerk upon the death of a resident who received aid or assistance from the Department of Social Services: <ul style="list-style-type: none"> <li>-The operator shall submit in writing on form MO [PHONE NUMBER] a complete accounting of the resident remaining personal funds. This must be submitted within 30 days from the date of the resident's death; and also included on this form should be the name and address of the resident's guardian, conservator, legal representative or fiduciary of the resident's estate.</li> <li>-None of the resident's funds shall be distributed or spent until the operator has fully complied, except funeral expenses may be paid from a resident's personal funds held by the facility if no other funds are available to cover the cost.</li> <li>-The operator should provide the fiduciary of the resident's estate, at his/her request, all personal possessions and funds along with their complete accounting records. This must be submitted within 30 days of the resident's death, and included on this form should be the name and address of the resident's guardian, conservator, legal representative or fiduciary of the resident's estate.</li> </ul> </li> <li>1. Review of Resident #1's admission Record face sheet showed the resident was admitted to the facility on [DATE].</li> </ul> <p>Review of the [NAME] County Medical Examiner's Report of Death dated [DATE] showed he/she died on [DATE].</p> <p>Review of facility check #2139 dated [DATE] in the amount of \$7279.74 showed:</p> <ul style="list-style-type: none"> <li>-The check payee was originally made out to the resident's Designated Power of Attorney (DPOA) with the residents' name in the memo.</li> <li>-The check had white out and the payee name was changed to BOM A.</li> <li>-The check was endorsed on back by BOM A.</li> </ul> <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>Review of the facility's statement dated [DATE] showed:</p> <ul style="list-style-type: none"> <li>-The resident had a credit of \$7279.74.</li> <li>-The resident was due a refund effective [DATE] for overpayment in the amount of \$7,279.74.</li> </ul> <p>Review of the Police Report dated [DATE] showed:</p> <ul style="list-style-type: none"> <li>-The president of the facility contacted the police.</li> <li>-BOM A and had written a check to him/herself in the amount of \$7,279.74 and cashed it.</li> <li>-The money was to have been paid to the family of the resident who had died the previous February.</li> <li>-The check had the signature of the retired vice president (VP) on it, who said he/she did not recall signing it and would not have, because it was made out to an employee.</li> <li>-BOM A was confronted with the theft and claimed the check was authorized via the deceased resident's family, and he/she would pay it back by Friday [DATE].</li> <li>-The Administrator stated check #2139 was caught as an out of sequence check and was written to BOM A as the Director of Business and Accounts Receivable. BOM A was authorized to write checks, however was not authorized to write them to him/herself. BOM A admitted to having written and cashed the check. BOM A told the Administrator the resident's family wanted BOM A to have the money and authorized it.</li> <li>-The Administrator informed the officer of laws governing nursing homes and that BOM A was not allowed to accept monies from clients, and stated they wanted to prosecute for the theft.</li> <li>-The content of the check showed it to be dated [DATE] and made payable to BOM A. There was an authorizing signature from the VP on it. It was endorsed on the back by BOM A with a signature matching the signature on his/her driver's license.</li> <li>-In comparing the writing on the check for the vice president's signature with BOM A's signature on his/her driver's license, the writing appeared to match which would indicate BOM A forged the signature on the check.</li> <li>-BOM A's office was near the facility's main entrance. A facility staff person took the officer to BOM's office where he/she was supposed to be working. They unlocked the door and on the floor was a letter written by BOM A where BOM A admitted to receiving the monies as a donation because BOM A had spent so much time with the resident that had passed away. It also stated the family wanted the money donated to the business and allowed BOM A to keep it when BOM A explained the money would go to other locations if donated to the business.</li> <li>-BOM A had left the facility unexpectedly after the officers arrived on the scene.</li> </ul> <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>-BOM A's spouse also worked at the facility as the activities director. He/she contacted BOM A by telephone and convinced him/her to return to the facility. He/She claimed they had separate financial institutions and he/she was unaware of the theft.</p> <p>-BOM A returned to the facility and was taken into custody without incident and taken to detention and placed on a 24-hour hold.</p> <p>-The retired VP was contacted by telephone, and stated he/she had retired on [DATE] which was a Sunday. He/She would not have signed the check because he/she was out of town that day and not on-site. He/She also was positive he/she would not have signed the check because it was written out to an employee and that was a huge violation for them. A screen shot of the check was mailed to him/her and he/she confirmed it was not his/her signature.</p> <p>Review of BOM A's written statement dated [DATE] showed:</p> <p>-Back in [DATE] a refund was due for the resident of \$7279.74.</p> <p>-He/She made the resident's DPOA aware of this and the resident's DPOA wanted the money donated to the facility.</p> <p>-He/She explained the money would go to the whole company and not just that facility location.</p> <p>-He/She advised the DPOA he/she could always cash it and bring the cash in.</p> <p>-The DPOA allowed him/her to have the money as a donation because he/she had spent so much time with the resident.</p> <p>-He/She took pride in watching over the resident.</p> <p>-The money would be returned to the facility on [DATE].</p> <p>Review of the facility's Disciplinary Action Report dated [DATE] for BOM A showed he/she was terminated on that date for violation of the facility's gratuity gift policy, and he/she was expected to not accept gratuities from residents or families and not to embezzle funds from the corporation or residents.</p> <p>Review of the Administrator's investigation dated [DATE] showed:</p> <p>-On [DATE] at approximately 1:00 P.M., BOM A came into his/her office and shut the door to speak to him/her.</p> <p>-BOM A said, I need to come clean about something. A resident had passed away in February with an overpayment on his/her account. The family wanted to donate the money, but since it would not go directly to this facility, the family member said for him/her to keep it because he/she spent a lot of time with the resident and his/her family. He/she wrote the check out to him/herself and the VP signed the check after he/she explained the situation to him/her.</p> <p>-He/She questioned BOM A if he/she realized it was against policy to accept this from the family.</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>-BOM A stated he/she did know it was against policy, which was why he/she decided to come clean about it that day. He/She said he/she could bring the money back in a few days.</p> <p>-He/She asked if the VP signed it without questioning it, and the VP was ok with the check made out to BOM A.</p> <p>-He/She called the president, which happened at the same time the corporate office found out about the situation. He/She explained the conversation and was sent a copy of the check so he/she could see who signed the check. He/She then pulled BOM A and his spouse's signatures from their driver's licenses. The signature was an exact match to BOM A's.</p> <p>-On [DATE] he/she received a call from the president and was asked to pull the Administrator-In-Training (AIT) to the call. Other corporate officers were on the call and advised the police had been called and would be to the facility shortly. The VP had stated he/she did not sign the check, so the situation had escalated.</p> <p>-He/She had accompanied the police officers to BOM A's office, which was locked. He/She got the master key and unlocked it, where they found a note, which he/she took for his/her personnel records and gave a copy to the police.</p> <p>During a telephone interview on [DATE] at 11:00 A.M., BOM A said:</p> <p>-He/She had an attorney who did not want him/her to talk to anyone.</p> <p>-He/She thought the bank took the money back and gave it to the facility the next day, so now he/she owed the money to his/her bank.</p> <p>During an interview on [DATE] at 10:30 A.M., the Administrator said:</p> <p>-The resident died in February 2024.</p> <p>-The money was a refund, so it should have been sent to the family. It was an overpayment.</p> <p>-BOM A's position was oversight of residents' money. His direct supervisor was the AIT.</p> <p>-He/She got a call from the corporate office that a check had cleared the bank that was made out to BOM A.</p> <p>-Accounts payable reached out to BOM A and this was when BOM A called back with his/her side of the story.</p> <p>-BOM A said he/she was going to fess up, he/she was bringing the money back and would give his/her two-week notice on [DATE].</p> <p>-BOM A stated the family wanted him/her to have the money. BOM A told accounts payable he/she accidentally wrote BOM A's name on the check instead of the family's name.</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>-He/She got a phone call from BOM A on [DATE] telling him/her about the money.</p> <p>-He/She was not sure where the money came from at the time.</p> <p>-BOM A suggested the money be donated to the facility or given to him/her.</p> <p>-He/She never told BOM A either to donate the money to the facility or keep the money. When BOM A suggested it, he/she said nothing, because he/she was not sure what the laws and procedures would be for this.</p> <p>-BOM A confessed to him/her that he/she had white out the name on the check and written it to him/herself.</p> <p>-The family had still not received the money or heard from the facility.</p> <p>During an interview on [DATE] at 10:53 A.M., the [NAME] President of Health Care Administration said:</p> <p>-The refund was due back to the family within 30 days after the resident's death. The money would have been in the operations account, not the resident trust account.</p> <p>-He/She did not oversee the facility until [DATE]. For the first 30 days he/she was trying to sort out the finances. He/She reported to the company Chief Financial Officer (CFO).</p> <p>-At the end of every month, the facilities were supposed to run financial's.</p> <p>-He/She would review the statements and the business software information to see if they matched. They had to do transactional analysis. Any discrepancies had to be accounted for. Everything had to have matching numbers.</p> <p>-He/She could not get deposit details from BOM A for several months. He/She asked numerous times and the administrator was included on the conversations.</p> <p>-BOM A's direct supervisor would have been the administrator.</p> <p>-At the end of [DATE], he/she could not get answers from BOM A, so he/she spent 45 days teaching BOM A what was needed, and even spent time with BOM A at the facility to help him/her.</p> <p>-Refunds were to be processed within 30 days. [NAME] was sent for pre-billing for the next month's room and board. The check would go into the operations account.</p> <p>-If a resident died, it took about 5 days to make sure they had all the charges and those got posted to the account. The BOM should send a copy of the statement, transaction report and check request for the refund and all the amounts should match. If there were no issues, it would be sent on the accounts payable to send the refund.</p> <p>-Check requests should go through accounts payable.</p> <p>(continued on next page)</p>		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265456	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  11/21/2024
NAME OF PROVIDER OR SUPPLIER  Abode Health and Wellness Center		STREET ADDRESS, CITY, STATE, ZIP CODE  17451 Medical Center Parkway Independence, MO 64057	

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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>-If the process was not followed, he/she could not monitor the accounts.</p> <p>-When he/she tried to get account information from BOM A, BOM A did not take calls, delayed or canceled meetings.</p> <p>MO00244744</p>