

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265477	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/12/2024
NAME OF PROVIDER OR SUPPLIER Springfield Skilled Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 2401 West Grand Springfield, MO 65802	

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 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>28865</p> <p>Based on interview and record review, the facility failed to ensure that all abuse allegations were reported to the State Survey Agency (Department of Senior Services -DHSS) within two hours of staff being made aware of the allegation when the facility failed to report an anonymous allegation of possible verbal/mental abuse by a staff member to DHSS. The facility census was 110.</p> <p>Record review of the facility's protocol titled, Abuse Prevention, dated 08/30/18 and last revised 10/21/22, showed the following information:</p> <ul style="list-style-type: none"> -Staff members, volunteers, family members, and others shall be encouraged to report incidents of abuse; -The Administrator and Director of Nursing (DON) must be promptly notified of suspected abuse or incidents of abuse; -Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, mental anguish, or emotional distress. This includes the deprivation by an individual, including a caretaker of goods or services that are necessary to attain or maintain physical, mental and psychosocial well-being. Abuse may be resident-to-resident, staff-to-resident, family-to-resident, or visitor-to-resident. -Mental Abuse is the use of verbal or nonverbal conduct which causes or has the potential to cause the resident to experience humiliation, intimidation, fear, shame, agitation, or degradation. -If incidents occur or are discovered after hours, the Administrator and DON must be called at home or must be paged and informed of such incident; -Alleged violations involving abuse, neglect, exploitation or mistreatment, are reported immediately, but not later than two hours after the allegation is made. <p>1. Review of the facility's email communication from their corporate office to the Administrator, dated 09/09/24, showed the following:</p> <ul style="list-style-type: none"> -Please see the anonymous hotline regarding Certified Nurse Aide (CNA) A smoking while working and not being respectful to residents. <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 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-There was also another hotline that just came in as well about CNA A and his/her interactions with residents;</p> <p>-Please investigate;</p> <p>-The following report was submitted to the facility's corporate website;</p> <p>-Individual involved was CNA A;</p> <p>-The incident occurs all the time;</p> <p>-Did the incident occur more than once, yes multiple times;</p> <p>-CNA A smokes a weed pen on duty while clocked in;</p> <p>-CNA A is highly verbal with residents to the extent of calling them a waste of space and picks on and belittles the residents who are non-verbal.</p> <p>Review of DHSS records showed the home did not self-report the allegation of possible verbal and/or mental abuse to DHSS.</p> <p>Review of the facility's partial investigation, provided by facility staff, dated 09/09/24 showed the following:</p> <p>-Interviews were completed with seven residents;</p> <p>-One resident said the CNA could be goofy at time;</p> <p>-One resident said comments like he had to go smoke the crazies.</p> <p>During an interview on 09/10/24, at 10:25 A.M., CNA B said the following:</p> <p>-All allegations of possible abuse have to be reported immediately to the charge nurse;</p> <p>-The charge nurse then reports to the Director of Nursing and/or the Administrator;</p> <p>-An investigation is started;</p> <p>-When a staff member is accused of abuse that staff member is suspended pending the investigation;</p> <p>-The administrator reports all allegations of abuse to DHSS within two hours.</p> <p>During an interview on 09/10/24, at 3:18 P.M., CNA A said the following:</p> <p>-All allegations of abuse should be reported to the charge nurse;</p> <p>-All allegations of abuse of abuse should be reported to DHSS within 24 hours;</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Calling a resident names or belittling a resident would be verbal abuse.</p> <p>During an interview on 09/12/24, at 1:50 P.M., Certified Medication Technician (CMT) C said the following:</p> <p>-All allegations of abuse should be reported to the charge nurse and then the charge nurse reports to the DON and the Administrator;</p> <p>-The Administrator and/or the DON report all allegations of abuse to DHSS within two hours;</p> <p>-If staff called a resident names or belittled a resident in any way this would be verbal abuse and should be reported as abuse.</p> <p>During an interview on 09/12/24, at 1:18 P.M., Licensed Practical Nurse (LPN) D said the following:</p> <p>-All allegations of abuse are to be reported immediately to the DON and the Administrator;</p> <p>-All allegations of abuse have to be reported to DHSS within two hours.</p> <p>-Calling names or belittling a resident is verbal abuse and should be reported and investigated.</p> <p>During an interview on 09/12/24, at 11:15 A.M., the DON said the following:</p> <p>-All allegations of abuse should be reported to DHSS within two hours;</p> <p>-The report that came from the corporate office would be considered verbal abuse.</p> <p>-She suspended CNA A pending the investigation;</p> <p>-She was not sure if the Administrator reported the allegations of abuse to DHSS.</p> <p>-Any report that alleges abuse should have been reported to DHSS within the two required frame time.</p> <p>During an interview on 09/12/24 at 2:45 P.M., the Administrator said the following:</p> <p>-The facility's corporate office sent him a hotline regarding CNA A and they have completed their investigation;</p> <p>-He reports all abuse within the two hour required time frame.</p> <p>-He said he had the two hours to investigate whether there was abuse or not;</p> <p>-The facility's investigation showed no abuse;</p> <p>-He did not report to the allegations from corporate as abuse to DHSS.</p> <p>MO00241764</p>		