

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265559	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 12/18/2024
NAME OF PROVIDER OR SUPPLIER Maples Health and Rehabilitation, The		STREET ADDRESS, CITY, STATE, ZIP CODE 610 West Sunset Street Springfield, MO 65807	

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 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** 34906</p> <p>Based on interview and record review, the facility failed to protect all resident from misappropriation of property, when a facility staff member (Certified Nurse Aide (CNA) A) took one resident's (Resident #1's) bank debit card without permission and made fraudulent purchases totaling over \$90.00 on the resident's card. The facility census was 96.</p> <p>Review of the facility policy titled, Abuse, Neglect, Exploitation or Misappropriation Prevention Program, revised April 2021, showed, in part, the following:</p> <p>-Residents have the rights to be free from abuse, neglect, misappropriation of resident property and exploitation.</p> <p>-The resident abuse, neglect, and exploitation prevention program consists of a facility-wide commitment and resource allocation to support the following objectives including protect residents from abuse, neglect, exploitation, or misappropriation from anyone; develop and implement policies and protocols to prevent and identify theft, exploitation, and misappropriation of resident property; identify and investigate all possible incidents of abuse, neglect, mistreatment, or misappropriation of resident property; investigate and report any allegations within timeframes required by federal requirements; protect residents from any further harm during investigations; and establish and implement a quality assurance and performance improvement (QAPI) review and analysis of reports, allegations or finding of abuse, neglect, mistreatment, or misappropriations or property.</p> <p>1. Review of Resident #1's face sheet showed:</p> <p>-admitted [DATE];</p> <p>-Diagnoses included sepsis, acute respiratory failure, type 2 diabetes mellitus, and history of a stroke.</p> <p>Review of the resident's 5-day Minimum Data Set (MDS - a federally mandated comprehensive assessment completed by facility staff), dated 12/02/24, showed the following:</p> <p>-Cognitively intact;</p> <p>-No behavioral symptoms exhibited;</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 0602</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Functional limitation to range of motion with impairment to upper and lower extremity on one side of the resident's body.</p> <p>Review of the facility's investigation summary submitted to the Department of Health and Senior Services (DHSS), dated 12/06/24, showed the following:</p> <p>-On Tuesday, 12/03/24, the resident reported to the Director of Nursing (DON) that he/she noticed some charges on his/her credit card statement that he/she did not recognize. His/her last charge was to a restaurant delivery service so he/she thought it was possible that the card was compromised through that company. The DON notified the Administrator and the facility began an investigation. After continued research into the situation, the facility uncovered some information that led the facility to believe the misappropriation involved a facility employee;</p> <p>-Coincidentally, the accused employee came to the DON and confessed to taking the resident credit card, By mistake, and when the employee realized he/she had possession of the resident's card, that staff member brought the card back to the resident and reimbursed the resident for all charges;</p> <p>-The facility suspended the employee and re-opened the investigation with the new information that was uncovered. The employee was suspended, and interviews were conducted with all residents on the hall. No other issues were reported at this time.</p> <p>-Based on the information the facility received, and interviews conducted, the facility felt the accused employee made some very wrong decisions, that led to him/her taking a resident's item off premises without the resident's knowledge.</p> <p>Review of the facility investigation into misappropriation of the resident's debit card showed the DON spoke with the resident and they reviewed the charges to his/her online bank account which showed the following charges which the resident said he/she did not make:</p> <p>-On 11/28/24, at a convenience store for \$7.08;</p> <p>-On 11/28/24, at a convenience store for \$7.24;</p> <p>-On 11/28/24, at a convenience store for \$9.17;</p> <p>-On 11/29/24, at a grocery store for \$33.17;</p> <p>-On 11/29/24, at a grocery store for \$30.00;</p> <p>-On 11/29/24, at a convenience store for \$11.02.</p> <p>Review of facility investigation's attached statement from CNA D, dated 12/03/24, showed the following:</p> <p>-On Tuesday, 12/03/24, at around 1:30 P.M., CNA C and CNA D assisted the resident with cares;</p> <p>-During the cares, CNA A came in and assisted with resident cares;</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>-The resident told the CNAs that his/her credit card was hacked and someone spent money on the card and the resident mentioned the stores where the card was used;</p> <p>-After the resident's cares, CNA A told CNA D, he/she (CNA A) must have been the one to use the resident's card;</p> <p>-CNA A said while cleaning up the resident's room CNA A saw the resident's debit card and, Poked it;</p> <p>-CNA D asked for CNA A to explain and CNA A said he/she became sidetracked and forgot about the card until later in the day when he/she found the resident's card in his/her own pocket;</p> <p>-CNA A thought he/she was using a friend's card because the card was tap to pay and did not require a pin number for use;</p> <p>-CNA D told CNA A to report the situation to the DON.</p> <p>During an interview on 12/18/24, at 10:15 A.M., the DON said the following:</p> <p>-On 12/03/24, the resident noted several debits to his/her online bank account for purchases at a convenience store and grocery store that he/she did not make;</p> <p>-The resident showed the DON the online bank statement and explained which purchases he/she did not make or authorize;</p> <p>-This constituted a total of six purchases over a two day period (11/28/24 to 11/29/24) equaling \$97.68;</p> <p>-The DON then reported the theft to the police department and the Department of Health and Senior Services (DHSS) hotline and began an investigation;</p> <p>-On 12/05/24, CNA A reported while the resident was in the hospital during the last part of November, 2024, he/she went into the resident's room to clean up the room;</p> <p>-The CNA observed the resident's debit card had fallen off of the resident's over bed table;</p> <p>-The CNA said he/she inadvertently placed the debit card in his/her pocket;</p> <p>-The CNA said he/she was carrying linens at the time and intended to take the debit card to the nurse on duty, but forgot to do so;</p> <p>-The CNA said he/she thought he/she was using a debit card borrowed from a friend, but overheard the resident telling CNA B and CNA C that his/her debit card was used for purchases at the convenience store and grocery store;</p> <p>-CNA A then realized he/she must have mistakenly used the resident's card for purchases.</p> <p>Observation and interview of the resident on 12/18/24, at 11:27 A.M., showed the following:</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>-The resident sat in his/her wheelchair with his/her left arm supported on a supportive tray;</p> <p>-The resident said the facility sent him/her to the hospital during the last part of November 2024;</p> <p>-After his/her return to the facility, on 12/03/24, he/she checked his/her online bank statement and noticed six charges that he/she could not have made to a convenience store and grocery store for a total amount of approximately \$98.00 dollars;</p> <p>-He/she reported to the DON about the false charges;</p> <p>-He/she did not know who made the charges to his/her account, but initially he/she suspected a food delivery service might have stolen his/her information;</p> <p>-A few days later, the DON told the resident CNA A admitted to using the resident's debit card, but said it was an accident and the CNA brought the money in to the resident;</p> <p>-The resident said he/she did not leave his/her debit card out, because he/she always kept the card in his/her wallet in a drawer.</p> <p>During an interview on 12/18/24, at 11:50 A.M., Registered Nurse (RN) B said the following:</p> <p>-He/she worked as the charge nurse three days per week on the hall where the resident resided;</p> <p>-On 12/03/24, the resident reported he/she was going through his/her online banking statement and discovered someone had used his/her debit card without permission;</p> <p>-The nurse immediately notified the DON of the situation and the DON came directly to the resident's room and started talking with the resident about the issue;</p> <p>-The nurse said he/she was not aware of any other stolen resident items or resident money.</p> <p>During an interview on 12/18/24, at 12:20 P.M., CNA C said the following:</p> <p>-On 12/03/24, he/she and CNA D were standing by the nurses' station and CNA A said he/she took the resident's debit card;</p> <p>-CNA C asked CNA A if he/she reported what had happened and he/she said no. CNA D told CNA A to go to the DON and report what had happened;</p> <p>-CNA C said he/she did not report the conversation immediately to the DON, but he/she should have. He/she talked with the DON about the matter on 12/04 or 12/05 and wrote a statement.</p> <p>During an interview on 12/18/24, at 2:18 P.M., CNA A said the following:</p> <p>-He/she accidentally placed the resident's debit card in his/her pocket while cleaning the resident's room;</p> <p>-He/she intended to give the debit card to the nurse on duty, but forgot about the card;</p> <p>(continued on next page)</p>		

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