

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265749	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/17/2025
NAME OF PROVIDER OR SUPPLIER Woodland Manor		STREET ADDRESS, CITY, STATE, ZIP CODE 1347 East Valley Watermill Road Springfield, MO 65803	

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 - Few</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45176</p> <p>Based on interview and record review, the facility failed to ensure all residents were treated in a dignified manner when one staff member (Licensed Practical Nurse (LPN) A) made disrespectful comments and spoke in a harsh tone to three residents (Resident #1, Resident #2 and Resident #3). The facility census was 86.</p> <p>Review of the facility's policy titled Dignity and Quality of Life Policy, undated, showed the following:</p> <ul style="list-style-type: none"> -The facility will promote care for residents in a manner and in an environment that maintains and enhances each resident's dignity, quality of life and respect in full recognition of his or her individuality; -Staff will provides services in a manner which enhances/maintains a dignified existence for the residents; -Staff will respect resident's social status, speaking respectfully, listen carefully, treating residents with respect at all times. <p>1. Review of Resident #1's face sheet (a document that gives a resident's information at a quick glance) showed the following:</p> <ul style="list-style-type: none"> -admitted [DATE]; -Diagnoses included parkinsonism (progressive brain disorder that causes movement problems, stiffness and tremors), depression (feelings of sadness), and neurocognitive disorder with lewy bodies (progressive form of dementia that causes a decline in thinking abilities). <p>Review of the resident's care plan, last revised 08/03/24, showed the following information:</p> <ul style="list-style-type: none"> -Resident required set-up and supervision assistance with transfers and activities of daily living (ADLs - dressing, grooming, bathing, eating, and toileting); -Monitor for signs and symptoms of anxiety. <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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the resident's admission Minimum Data Set (MDS - a federally mandated assessment instrument completed by facility staff), dated 11/15/24, showed the following:</p> <ul style="list-style-type: none"> -No cognitive impairment; -No behaviors. <p>Review of the facility's grievance record, dated 01/03/25, showed the following:</p> <ul style="list-style-type: none"> -The resident reported to the Social Services Director (SSD) that he/she was sitting in his/her doorway, waiting on his/her medications, and LPN A was rude and said what are you doing sitting here, trying to make someone have pity for you, and help you. <p>Review of the resident's progress note, dated 01/11/25, showed the following:</p> <ul style="list-style-type: none"> -Resident had been complaining of fatigue and weakness and very emotional, crying and saying others are mean to him/her, but can't tell what occurred or what was said; -Resident accused others of coming into his/her room and stealing his/her things and had very fixed ideas about his/her family and staff. <p>Review of the resident's progress note, dated 01/15/25, showed the following:</p> <ul style="list-style-type: none"> -LPN A received a call from C wing due to the resident at nurses' station with attention seeking behaviors; -LPN A went to retrieve the resident as residents were supposed to remain on their floors during sleeping hours to minimize disruptions to other residents; -When LPN arrived to get the resident, he/she said come on lets go back to your room; -Resident was agitated and threatened to call the police, stating your don't know anything and you don't care. You're a horrible nurse and need to find a different line of work; -LPN A tried to keep the resident calm while transporting back to B hall; -Once back to B hall the resident threatened to call the state on the nurse, secondary to this nurse watching the resident take medications due to resident having recent history of hoarding medications; -Tried to talk resident into going back to his/her room, but resident continued with argumentative behaviors; -Nurse walked away into the charting room. <p>During an interview on 01/17/25, at 10:09 A.M., the resident said the following:</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 - Few</p>	<p>-He/she was not certain of the date, but a few weeks ago, he/she was sitting in his/her doorway crying due to being in pain, and LPN A came to the resident's door and said, what are you doing sitting there feeling sorry for yourself, want someone to take pity on you;</p> <p>-He/she feels like each LPN A is going to smart off something each time he/she sees LPN A after the incident.</p> <p>During an interview on 01/17/25, at 11:25 A.M., Certified Nurse Aide (CNA) B said the resident said LPN A had made hateful comments to the resident and doesn't help the resident. He/she reported this to the SSD one to two weeks ago.</p> <p>During an interview on 01/17/25, at 2:30 P.M., Registered Nurse (RN) D said the following:</p> <p>-The resident was telling a story but he/she had a difficult time following the resident's story, but it was something about LPN A saying the resident needed to stop whining;</p> <p>-The resident's mood has been down since Christmas when the family went out to dinner and did not invite the resident;</p> <p>-He/she was not told anything about LPN A being disrespectful towards the resident;</p> <p>-The resident has been asking LPN A a lot if he/she is mad at the resident.</p> <p>During an interview on 01/17/25, at 3:45 P.M., LPN A said the following:</p> <p>-He/she had an incident with the resident where the resident had gone to another wing around 3:30 A.M. and he/she had to get the resident and bring him/her back to his/her wing;</p> <p>-While bringing the resident back, the resident went off on LPN A and said he/she was going to call the police on LPN A, and that LPN A was a horrible nurse;</p> <p>-He/she never said to the resident, what are you doing sitting there feeling sorry for yourself, want someone to take pity on you;</p> <p>-He/she said that would be disrespectful;</p> <p>-The resident had been emotional since Christmas.</p> <p>During an interview on 01/17/25, at 3:05 P.M., the SSD said the following:</p> <p>-The resident told him/her, not sure of the date, that he/she was sitting in his/her chair in the doorway of his/her room and LPN A asked what are you doing sitting there, you want someone to feel sorry for you and help you;</p> <p>-He/she knows LPN A was spoken to about the situation, but he/she didn't know the outcome;</p> <p>-If staff says something like that to a resident it would be disrespectful.</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 - Few</p>	<p>During an interview on 01/17/25, at 4:15 P.M., the Administrator said he/she had not heard that LPN A said to the resident, what are you doing sitting there feeling sorry for yourself, want someone to take pity on you. That would be disrespectful and he/she would expect staff to not talk to residents like that.</p> <p>2. Review of Resident #'2's face sheet showed the following:</p> <ul style="list-style-type: none"> -admitted [DATE]; -Diagnoses included of dementia without behavioral disturbances (loss of memory). <p>Review of the resident's admission MDS, dated [DATE], showed the resident had no cognitive impairment.</p> <p>Review of the resident's care plan, revised on 01/17/25, showed staff assist resident with ADLs.</p> <p>Review of the facility's grievance record, dated 01/13/25, showed the following:</p> <ul style="list-style-type: none"> -On the night of 01/13/25, the SSD received a text from the resident's family member; -The text read we need to talk, you have a nurse over here that is out of control with his/her attitude; -The family member reported he/she went to LPN A and asked LPN A about the resident getting something for pain; -The family member stated LPN A rudely said, I have 30 some other residents to care for when I am done with them, I'll get to him/her; -The family member said when LPN A did come in the room with the Tylenol, the resident asked what it was, and LPN A stated rudely, it's your pain medicine you asked for and stormed out of the room. <p>During an interview on 01/17/25, at 3:05 P.M., the SSD said the following:</p> <ul style="list-style-type: none"> -On 1/13/25, the resident's family member texted him/her and said the family member was at the facility and LPN A was out of control with the family member and had an attitude; -The SSD called the family member and then SSD came to the facility; -The resident had fallen earlier in the day and when the family member had gotten to the facility, the resident was miserable with pain; -The family member asked LPN A for pain medication for the resident and LPN A said he/she had 30 residents to care for and LPN A would get to the resident when he/she gets done taking care of the others; -When LPN A did bring in the pain meds, which wasn't very much later. The resident asked LPN A what the medications are for and LPN A said rudely, it's your pain medication that you asked for. <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 - Few</p>	<p>-If resident needed to go to the bathroom and staff tells the resident to pull themselves together before the staff would help the resident, that would be disrespectful</p> <p>During an interview on 01/17/25, at 2:40 P.M., Nurse's Aide (NA) E said it would be disrespectful to tell a resident to pull themselves together before the staff would help the resident use the bathroom.</p> <p>During an interview on 01/17/25, at 3:45 P.M., LPN A said the following:</p> <p>-He/she believes on 01/14/25, the resident had his/her call light on, and the aide was in with another resident, and he/she was knee deep in something else;</p> <p>-He/she told the resident that CNA B was in with another resident and would be with him/her shortly, The resident said you didn't have to say it like that;</p> <p>-LPN A didn't know what the resident meant by that, and the resident said it was LPN A's tone;</p> <p>-Later in the evening the resident was sitting in the room crying. LPN A said are you ready for help now and the resident said yes. LPN A said he/she needed the resident to calm so LPN A and CNA B could transfer the resident and no one would get hurt;</p> <p>-LPN A said the resident was in hysterics, because the resident had been waiting for someone to help him/her and the resident needed to calm down;</p> <p>-He/she didn't know how long the resident had been waiting for and aide to help him/her;</p> <p>-Telling a resident they need to calm down before staff would assist with toileting would be disrespectful.</p> <p>During an interview on 01/17/25, at 2:30 P.M., RN D said it would be disrespectful to tell a resident to pull themselves together before the staff would help the resident to the bathroom.</p> <p>4. During an interview on 01/17/25, at 2:40 P.M., NA E said it would be disrespectful to be rude or hateful with a resident. He/she would tell the charge nurse if he/she witnessed staff being disrespectful.</p> <p>During an interview on 01/17/25, at 8:30 P.M., CNA B said he/she would tell the charge nurse if he/she witnessed staff being disrespectful to residents.</p> <p>During an interview on 01/17/25, at 3:45 P.M., LPN A said if he/she was aware of staff being disrespectful, he/she documented that in the resident's chart.</p> <p>During an interview on 01/17/25, at 2:30 P.M., RN D said he/she would tell the Director of Nursing (DON) if he/she witnessed staff being disrespectful, or was told about a situation of staff being disrespectful.</p> <p>During an interview on 01/17/25, at 3:05 P.M., the SSD said he/she took care of any grievances filed by residents and their families. There had been two grievances filed on LPN A.</p> <p>(continued on next page)</p>		

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