

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265877	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/15/2024
NAME OF PROVIDER OR SUPPLIER Westgate		STREET ADDRESS, CITY, STATE, ZIP CODE 3130 John Duffy Dr Joplin, MO 64804	

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 0559</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 share a room with spouse or roommate of choice and receive written notice before a change is made.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 41559</p> <p>Based on interview and record review, the facility failed to ensure residents' right to share a room with his or her roommate of choice and the right to receive written notice of the room change, including the reason, were protected when staff moved one resident (Resident #1) to a room on a different hall without a written notice issued or documentation of the resident's consent to the change. The facility had a census of 105.</p> <p>Review of the facility's policy titled, Room Change/Roommate Assignment, revised March 2021, showed the following information:</p> <ul style="list-style-type: none"> -Resident room or roommate assignments may change if the facility deems it necessary. Resident preferences are taken into account when such changes are considered; -Room changes initiated by the facility are limited to moves within the same building in which the resident currently resides, unless the resident voluntarily agrees to move to another building within the same facility; -Residents have the right to share a room with their roommate of choice, including a spouse, domestic partner, or friend, as long as both parties live in the same facility, and consent to the arrangement; -Residents may not demand to displace a current roommate to accommodate a roommate request; -Prior to changing a room or roommate assignment all parties involved in the change are given a verbal notice of such change; -Verbal notice of a roommate change includes why the change is being made and any information that will assist the roommate in becoming acquainted with his/her new roommate; -Residents have the right to refuse to move to another room in the facility if the purpose of the move is to relocate the resident from a skilled nursing unit within the facility to one that is not a skilled nursing unit and to relocate the resident from a nursing unit within the facility to one that is a skilled nursing unit; -Documentation of a room change is recorded in the resident's medical record; <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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: Facility ID: 265877	If continuation sheet Page 1 of 7

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<p>F 0559</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Inquiries concerning room changes should be referred to social services or designated staff.</p> <p>(The policy did not address the requirement of a written notice to be provided.)</p> <p>1. Review of Resident #1's face sheet (basic information sheet) showed the following:</p> <p>-admitted [DATE];</p> <p>-Diagnoses including Alzheimer's disease (a progressive disease that destroys memory and other important mental functions), dementia (a group of thinking and social symptoms that interferes with daily functioning) without behavioral disturbance, anxiety disorder (a mental health disorder characterized by feelings of worry, anxiety, or fear that are strong enough to interfere with one's daily activities), major depressive disorder (a mental health disorder characterized by persistently depressed mood or loss of interest in activities, causing significant impairment in daily life), and mild cognitive impairment.</p> <p>Review of the resident's Durable Power of Attorney (DPOA -a written authorization of an appointed individual to represent or act on another's behalf in private affairs, business, or some other legal matter that includes the appointed individuals ability to maintain their role as power of attorney in the event the initial individual is incapacitated and unable to make decisions for themselves) paperwork, dated 03/29/13, showed the two individuals were designated as DPOA for the resident.</p> <p>Review of the resident's record showed the facility did not provide documentation the resident was deemed incapacitated or unable to make his/her own decisions. The record did not indicate the DPOA was enacted.</p> <p>Review of the resident's annual Minimum Data Set (MDS - a federally mandated assessment instrument completed by facility staff), dated 03/14/24, showed the following:</p> <p>-Moderate cognitive impairment;</p> <p>-Mild depression;</p> <p>-Verbal and physical behaviors indicated one to three days;</p> <p>-Rejection of care four to six days.</p> <p>Review of the resident's care plan, current as of 03/15/24, showed the following:</p> <p>-At times resident may have delusions and/or hallucinations and may exhibit behaviors that are inappropriate for the situation at hand. Physician is aware of these behaviors.</p> <p>-Socially inappropriate/disruptive behavior. The resident will tell staff his/her medications are not what they are supposed to be. Two staff when giving medication. Resident also has conflicts with neighbors if he/she feels they do not give him/her the attention he/she wants and will cry and yell to anyone who will listen. He/She has difficulty maintaining healthy relationships with peers. Remind resident when behavior is not appropriate;</p> <p>(continued on next page)</p>		

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<p>F 0559</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-He/She was brought into the ADON office a few days ago to speak to the ADON and SSD;</p> <p>-The ADON and SSD told him/her that he/she had been rude to staff and they wanted to move him/her to 100 hall;</p> <p>-He/She told the ADON and SSD that he/she did not want to move rooms;</p> <p>-He/She was roommates with Resident #2;</p> <p>-He/She was moved to 100 hall with another resident.</p> <p>2. Review of Resident #2's face sheet showed the following:</p> <p>-admitted [DATE];</p> <p>-Diagnoses including Alzheimer's disease and dementia;</p> <p>-The resident is responsible for himself/herself.</p> <p>Review of the resident's annual MDS, dated [DATE], showed the resident was cognitively intact.</p> <p>Review of the resident's departmental notes showed the following:</p> <p>-On 02/14/24, at 9:14 A.M., the SSD documented he/she visited with the resident at length regarding a report from hospice that he/she complained to them about his/her roommate. The resident said he/she got along with his/her roommate and reported he/she does not want to move and wanted his/her roommate to remain his/her roommate.</p> <p>During an interview on 03/14/24, at 1:02 P.M., Resident #2 said the following:</p> <p>-He/She has resided at the facility for approximately one year;</p> <p>-Resident #1 was his/her roommate until one to two weeks ago;</p> <p>-He/She did not know why Resident #1 was moved to another room;</p> <p>-He/She did not request Resident #1 to be moved to another room;</p> <p>-He/She did not know how Resident #1 felt about moving rooms;</p> <p>-He/She did not have issues with Resident #1 being his/her roommate.</p> <p>3. During an interview on 03/14/24, at 2:36 P.M., Certified Nurses Assistant (CNA) A said the following:</p> <p>-Resident #1 used to reside on 400 hall, but was moved approximately one month ago;</p> <p>-Resident #1 did not want to move off 400 hall and was upset about the room change;</p> <p>(continued on next page)</p>		

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