STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	275126	A. Building B. Wing	11/07/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Riverside Health & Rehabilitation	1301 E Broadway Missoula, MT 59802

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)
F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. 48261 Based on interviews and record review, the facility failed to honor a resident's right to privacy by entering the residents' room without consent and going through residents' items for 2 (#s 6 and 14), and the practice upset the two residents involved; and the facility failed to ensure residents had the opportunity to engage in political voting for 2 [#s 5 and 19] of 24 sampled residents, and #5 and 19 wanted to vote if able. Findings include: RIGHT TO PRIVACY: During an interview on 11/5/24 at 9:27 a.m., resident #6 stated staff member K went through her drawers without permission, and she entered her room to find staff member K standing in her room with two knives in the air saying, Look what I found. Resident #6 stated, She was snooping in our drawers while we were out of the room. They were buried in a drawer. We used to cut fresh fruit like apples and such but haven't used the knives in a long time, so they have just stayed in the drawer. Resident #6 stated, A shouting match started, there's no respect, she (staff member K) said she was doing a deep clean. No one asked us or told us about a deep clean. During an interview on 11/5/24 at 10:31 a.m. resident #14 stated he had returned from lunch and found staff member K going through his dresser drawers. Resident #14 stated, They have no right to come in our room and go through our drawers without asking and without us present, and stuff always seems to happen when we go to appointments, out of the building, stuff just disappears. No respect. We have told them to stay out of our room when we are not here. During an interview on 11/5/24 at 12:32 p.m., staff member C stated she was not aware of a screaming match between resident #6 and staff member K. Staff member C stated she had heard resident #6 was refusing services from staff member K and staff member K was told to discuss the refusal with staff member I. During an interview on 11/5/24 at 4:01 p.m., staff member A stated she had interviewed resident #6, and resident #6 was now stating the screaming was on her part and staff member K did not scream back. Staff member A stated resident #6 and resident #14 agreed with a plan to allow all housekeeping staff to enter the room, if both residents were present. (continued on next page)

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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F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	During an interview on 11/6/24 at 8:30 a.m., resident #6 stated she did not agree to allow staff member K into her room. Resident #6 stated, I do not want (staff member K) in our room at all, and no male housekeepers, as females are better cleaners. I did not agree to all housekeeping staff in here (her room). During an interview on 11/6/24 at 9:00 a.m., with staff members K and L, staff member L stated she had told residents #6 and #14 the week prior to the scheduled deep cleaning, but had no documentation of notifications or consents. Staff member L stated staff member K did enter the room on 10/10/24 to complete the deep cleaning as scheduled. A review of a facility-reported incident, dated 11/5/24 - 11/6/24 reflected: - Resident #6 stated she did not want staff member K in her room; - Resident #6 and resident #14 will be notified in advance of a deep cleaning schedule, so the residents could be present. A review of the facility's, Deep Clean Training Module, no date, reflected: 1. Always knock, wait and announce who you are, let them know your deep cleaning. . 9. With personal items, pick up, wipe, and put back in place. 10. We do not go through their [residents] stuff unless they are there going through it with you. RIGHT TO VOTE: a. During an interview on 11/4/24 at 1:08 p.m., resident #19 stated she had not received her ballot to vote. Resident #19 stated she told the activities staff she had not received her absentee ballot, but staff had not followed-up with her to assist her with voting. Staff member A was notified by the State Survey Agency surveyor that resident #19 was requesting to vote. b. During an interview on 11/5/24 at 8:20 a.m., staff member A reported staff member E would obtain an absentee ballot for resident #19 so she could vote. During an interview on 11/5/24 at 11:01 a.m., staff member B stated staff member E interviewed residents when they admitted to the facility, in order to determine the resident's interest in voting. Staff member E was to also determine if the resident voted absentee or at their voting location. Staff member B stated she was not aware of any follow-up completed to ensure those residents who reported a desire to use the absentee ballot received one. Staff member B stated an audit was currently in progress after resident #19's voting and ballot concern was brought to the facility's attention. 44770 c. During an interview on 11/5/24 at 10:20 a.m., resident #5 stated she did not get to vote but she wanted to. It was election day, and her roommate was able to vote by mail. Resident #5 said she did not get a ballot in the mail, but she would love to vote if it was still possible. (continued on next page)

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F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Review of the facility's policy, Resident Rights, dated 1/11/24, reflected, . The resident has a right to participate in other activities, including social, religious, and community activities that do not interfere with the rights of other residents in the facility .