

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 315219	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/02/2025
NAME OF PROVIDER OR SUPPLIER Complete Care at Voorhees, LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 3001 Evesham Road Voorhees, NJ 08043	

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 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Complaint # NJ 00185028 and NJ00185373</p> <p>Based on interviews and record review, as well as a review of pertinent facility documents on 5/2/2025, it was determined that the facility failed to administer the medications in accordance with the acceptable standard of nursing practice and follow the facility policy on Administering Medications for 4 of 7 sampled residents (Resident #2, Resident #3, Resident #4 and Resident #5) reviewed for medication administrations. This deficient practice was evidenced by the following:</p> <p>According to the admission RECORD (AR), Resident #2 was admitted to the facility with diagnoses that included but were not limited to: Multiple Sclerosis (a chronic autoimmune disease that affects the central nervous system (brain and spinal cord)), Neuromuscular Dysfunction of the Bladder (the nerves that carry messages back and forth between the bladder and the spinal cord and brain don't work the way they should), and Calculus of the Kidney (solid masses or crystals that form from substances (like minerals, acids and salts) in the kidneys).</p> <p>A review of Resident #2's Minimum Data Set (MDS), an assessment tool, dated 04/10/25, revealed that the Resident had a Brief Interview for Mental Status (BIMS) score of 06 which indicated severe cognitive impairment and was dependent on staff for Activities of daily living (ADLs).</p> <p>A Review of Resident #2's Order Summary Report (OSR) dated 03/01/2025-03/31/2025, revealed an order for Fosfomycin Tromethamine Oral Packet 3 gram (gm), give 1 packet by mouth one time only for UTI (Urinary Tract Infection), ordered on 3/27/2025 with a start date of 3/28/2025 and end date of 3/29/2025.</p> <p>A review of Resident #2's Medication Administration Record (MAR) confirmed the aforementioned order was to be given one time. The MAR did not indicate the medication was administered.</p> <p>A review of Resident #2's progress notes (PN) from 3/1/25 to 3/31/25, revealed there was no indication that the Resident's Primary Care Physician (PCP) was notified that the aforementioned medication was not administered or if the medication was refused. In addition, there was no documented evidence of harm to the Resident.</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 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>According to the AR, Resident #3 was admitted to the facility with diagnoses that included but were not limited to: Myopathy (any disease or disorder that affects the muscles, specifically the skeletal muscles that control voluntary movement), Injury of the Cervical Spine, Chronic Pain Syndrome, and Constipation.</p> <p>A review of Resident #3's MDS, dated [DATE], revealed that the resident had a BIMS score of 15 which indicated that the resident was cognitively intact and was dependent on staff for ADLs.</p> <p>A review of Resident #3's OSR, dated 5/2/2025 revealed an order for the following medications:</p> <p>Colace capsule 100mg, give 1 capsule by mouth twice a day for Constipation, was ordered on 11/22/2024.</p> <p>Doxycycline Hyclate Oral Tablet 100mg, give 1 tablet by mouth two times a day for Penile Discharge for 7 days, was ordered on 04/09/2025.</p> <p>Ibuprofen 400mg, give 1 tablet by mouth three times a day for Inflammation and Tendinopathy for 7 days, was ordered on 04/23/2025.</p> <p>Senna oral tablet 8.6 mg, give 2 tablets by mouth two times a day for Constipation, ordered on 11/22/2024.</p> <p>Valium Oral tablet 2mg, give 1 tablet by mouth two times a day for Muscle Spasm, ordered on 11/07/2024.</p> <p>A review of Resident #3's MAR and Medication Admin Audit Report (MAAR) from 4/1/2025 to 4/30/2025 confirmed the aforementioned medications were scheduled and administered as follows:</p> <p>Colace capsule 100 mg was scheduled as follows</p> <p>At 9 AM, however, it was administered on 4/1/25 at 11:41 AM, 4/2/25 at 11:52 AM, 4/3/25 at 12:19 PM, 4/4/25 at 10:01 AM, 4/5/25 at 11:56 AM, 4/6/25 at 11:40 AM, 4/7/25 at 11:51 AM, 4/8/25 at 11:55 AM, 4/9/25 at 12:09 PM, 4/10/25 at 11:10 AM, 4/11/25 at 10:33 AM, 4/12/25 at 12:56 PM, 4/13/25 at 10:23 AM</p> <p>4/15/25 at 10:10 AM, 4/19/25 at 11:28 AM, 4/21/25 at 11:54 AM, 4/22/25 at 12:02 PM, 4/23/25 at 11:29 AM, 4/24/25 at 11:19 AM, 4/25/25 at 10:12 AM, 4/26/25 at 12:07 PM, 4/27/25 at 12:45 PM, 4/29/25 at 11:16 AM, and 4/30/25 at 11:58 AM</p> <p>At 5 PM, however, it was administered on 4/3/25 at 6:56 PM, 4/7/25 at 6:53 PM, 4/8/25 at 6:10 PM, 4/11/25 at 9:34 PM, 4/18/25 at 7:46 PM, 4/20/25 at 6:11 PM, 4/24/25 at 6:59 PM, 4/25/25 at 6:02 PM, 4/30/25 at 11:58 AM and 6:51 PM.</p> <p>Doxycycline Hyclate was scheduled as follows.</p> <p>At 9 AM, however, it was administered on 4/9/25 at 12:06 PM, 4/10/25 at 11:10 AM, 4/11/25 at 10:33 AM, 4/12/25 at 12:56 PM, 4/13/25 at 10:24 AM, and 4/15/25 at 10:11 AM.</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>At 9 PM, however, it was administered on 4/13/25 at 10:50 PM.</p> <p>Ibuprofen tablet 400mg was scheduled as follows.</p> <p>At 9 AM, however, it was administered on 4/23/25 at 11:30 AM and 4/24/25 at 11:19 AM, 4/26/25 at 12:07 PM, 4/27/25 at 12:44 PM, 4/29/25 at 11:16 PM,</p> <p>At 9 PM, however, it was administered on 4/26/25 at 10:52 PM, and 4/27/2025 at 10:54 PM.</p> <p>Valium Oral tablet 2mg was scheduled as follows.</p> <p>AT 9 AM, however, it was administered on 4/1/25 at 11:41 AM, 4/2/25 at 11:52 AM, 4/3/25 at 12:19 PM, 4/5/25 at 11:56 AM, 4/6/25 at 11:49 AM, 4/7/25 at 11:51 AM, 4/8/25 at 11:55 AM, 4/9/25 at 12:09 PM, 4/10/25 at 11:10 AM, 4/11/25 at 11:12 AM, 4/12/25 at 12:56 PM, 4/19/25 at 11:29 AM, 4/21/25 at 11:54 AM, 4/22/25 at 12:02 PM, 4/23/25 at 11:29 AM, 4/24/25 at 12:40 PM, 4/26/25 at 12:07 PM, 4/27/25 at 12:46 PM, 4/29/25 at 11:18 AM, and 4/30/25 at 11:59 AM.</p> <p>At 9 PM, however, it was administered on 4/4/25 at 10:40 PM, 4/13/25 at 11:11 PM, 4/26/25 at 10:52 PM, and 4/27/25 at 10:54 PM.</p> <p>A review of Resident #3's PN from 4/1/25 to 4/30/25, there was no indication in the PN that the Resident's PCP was notified that the aforementioned medications were not administered according to the scheduled time, nor was there documentation on why the medications were administered late. In addition, there was no documented evidence of harm to the Resident from the late administration of medications.</p> <p>According to the AR, Resident #4 was admitted to the facility with diagnoses that included but were not limited to: Hypertension (high blood pressure), Polyneuropathy (a condition when multiple peripheral nerves (the nerves that send messages from the brain and spinal cord to the rest of the body) become damaged), Heart Failure, Left and Right Knee Pain</p> <p>A review of Resident #4's MDS dated [DATE], revealed that the resident had a BIMS score of 15 which indicated that the resident was cognitively intact and was set up and clean-up assist with ADLs.</p> <p>A review of Resident #4's OSR, dated 5/2/2025 revealed an order for the following medications:</p> <p>Guaifenesin Extensive Release tablet 600 mg, give 1 tablet by mouth every 12 hours for Cough, ordered 10/18/2024.</p> <p>Metoprolol Tartrate Tablet 25 mg, give 1 tablet by mouth two times a day for Hypertension, ordered 03/12/2025</p> <p>Tylenol with Codeine #3 Oral Tablet 300-30 mg, give 1 tablet by mouth every 12 hours for Chronic Pain, ordered 03/27/2025.</p> <p>A review of Resident #4's MAR and MAAR from 4/1/2025 to 4/30/2025 confirmed the aforementioned medications were scheduled and administered as follows:</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Guaifenesin ER Tablet 600 mg was scheduled as follows</p> <p>AT 8 AM, however, it was administered on 4/2/25 at 10:56 AM, 4/3/25 at 11:13, AM, 4/4/25 at 11:14 AM, 4/5/25 at 10:51 AM, 4/6/25 at 9:39 AM, 4/7/25 at 11:02 AM, 4/8/25 at 11:08 AM, 4/9/25 at 11:22 AM, 4/10/25 at 10:53 AM, 4/11/25 at 9:46 AM, 4/12/25 at 11:15 AM, 4/14/25 at 9:44 AM, 4/15/25 at 9:38 AM, 4/17/25 at 10:08 AM, 4/18/25 at 11:34 AM, 4/19/25 at 12:43 PM, 4/21/25 at 11:25 AM, 4/22/25 at 10:15 AM, 4/23/25 at 11:00 AM, 4/24/25 at 10:17 AM, 4/25/25 at 9:52 AM, 4/26/25 at 11:09 AM, 4/27/25 at 11:09 AM, 4/29/25 at 10:34 AM, 4/30/25 at 11:24 AM</p> <p>AT 8 PM, however, the medication was administered on 4/20/25 at 9:36 PM and 4/23/25 at 9:57 PM</p> <p>Metoprolol Tartrate Tablet 25 mg was scheduled as follows:</p> <p>At 9 AM, however, the medication was administered on 4/2/25 at 10:56 AM, 4/3/25 at 11:13 AM, 4/4/25 at 11:14 AM, 4/5/25 at 10:51 AM, 4/7/25 at 11:02 AM, 4/8/25 at 11:08 AM, 4/9/25 at 11:22 AM, 4/10/25 at 10:50 AM, 4/12/25 at 11:15 AM, 4/18/25 at 11:36 AM, 4/19/25 at 12:43 PM, 4/21/25 at 11:25 AM, 4/23/25 at 11:00 AM, 4/26/25 at 11:09 AM, 4/27/25 at 11:09 AM, 4/29/25 at 10:34 AM, 4/30/25 at 11:24 AM.</p> <p>At 5 PM, however, the medication was administered on 4/7/25 at 6:53 PM, 4/17/25 at 6:37 PM, 4/19/25 at 7:28 PM, 4/23/25 at 9:57 PM, and 4/29/25 at 6:37 PM.</p> <p>Tylenol with Codeine #3 Oral Tablet 300-30 mg was scheduled as follows</p> <p>At 9 AM, however, the medication was administered on 4/2/25 at 10:56 AM, 4/3/25 at 11:13 AM, 4/4/25 at 11:14 AM, 4/5/25 at 10:51 AM, 4/7/25 at 11:01 AM, 4/8/25 at 11:08 AM, 4/9/25 at 11:22 AM, 4/10/25 at 10:53 AM, 4/12/25 at 11:15 AM, 4/18/25 at 11:36 AM, 4/19/25 at 12:43 PM, 4/21/25 at 11:26 AM, 4/23/25 at 11:00 AM, 4/26/25 at 11:09 AM, 4/27/25 at 11:09 AM, and 4/30/25 at 11:24 AM.</p> <p>In a review of Resident #4's PN from 4/1/25 to 4/30/25, there was no indication in the PN that the Resident's PCP was notified that the aforementioned medications were not administered according to the scheduled time, nor was there documentation on why the medications were administered late. In addition, there was no documented evidence of harm to the Resident from the late administration of medications.</p> <p>According to the AR, Resident #5 was admitted to the facility with diagnoses that included but were not limited to: Dementia (a general term for loss of memory, language, problem-solving, and other thinking abilities that are severe enough to interfere with daily life), Chronic Pain, Osteoarthritis (a common joint disease that causes pain, stiffness, and loss of mobility), and Sacral Pressure Ulcer.</p> <p>A review of Resident #5's MDS dated [DATE], revealed that the resident had a BIMS score of 12 which indicated that the resident had mild cognitive impairment, and was dependent on staff for ADLs.</p> <p>A review of Resident #5's care plan (CP), dated 9/28/22, indicated that the Resident was on pain medication therapy related to Arthritis. The CP included interventions included but not limited to Administer Analgesic medications as ordered by Physician.</p> <p>(continued on next page)</p>		

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<p>F 0755</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>A review of Resident #5's OSR from 04/01/2025 to 04/30/2025 revealed an order for the following medications:</p> <p>Ibuprofen Tablet 200 mg, give 1 tablet by mouth three times a day for inflammation of both hands. Please give with food, ordered 12/14/2023.</p> <p>Restasis Ophthalmic Emulsion, instill 1 drop in both eyes two times a day for Dry Eyes, ordered 10/17/2023.</p> <p>Timolol Maleate Ophthalmic Solution 0.5 %, instill 1 drop in both eyes two times a day for Glaucoma, ordered 10/17/2023.</p> <p>A review of Resident #5's MAR and MAAR from 4/1/2025 to 4/30/2025 confirmed the aforementioned medications were scheduled and to be administered as follows:</p> <p>Ibuprofen Tablet 200 mg was scheduled as follows.</p> <p>At 8 AM, however, the medication was administered on 4/4/25 at 9:46, 4/5/25 at 9:46 AM, 4/7/25 at 9:58 AM, 4/12/25 at 10:08 AM, 4/13/25 at 9:52 AM, and 4/30/25 at 10:10 AM.</p> <p>At 12 PM, however, the medication was administered on 4/2/25 at 1:39 PM, 4/5/25 at 2:34 PM, 4/6/25 at 2:57 PM, 4/7/25 at 1:44 PM, 4/9/25 at 1:41 PM, 4/11/25 at 2:04 PM, 4/22/25 at 2:46 PM, 4/24/25 at 2:46 PM, 4/26/25 at 1:50 PM, 4/29/25 at 1:56 PM, and 4/30/25 at 2:13 PM.</p> <p>At 4 PM, however, the medication was administered on 4/1/25 at 5:43 PM, 4/2/25 at 5:38 PM, 4/3/25 at 6:07 PM, 4/12/25 at 6:34 PM, 4/19/25 at 7:43 PM, 4/23/25 at 5:49 PM, 4/24/25 at 6:48 PM, and 4/25/25 at 5:43 PM.</p> <p>Restasis Ophthalmic Emulsion was scheduled as follows</p> <p>At 8 AM, however, the medication was administered on 4/3/25 at 9:39 AM, 4/4/25 at 9:46 AM, 4/5/25 at 9:47 AM, 4/6/25 at 9:32 AM, 4/7/25 at 9:58 AM, 4/12/25 at 10:09 AM, 4/13/25 at 9:52 AM, 4/17/25 at 11:44 AM, 4/18/25 at 11:12 AM, 4/19/25 at 10:12 AM, 4/20/25 at 11:02 AM, 4/21/25 at 9:38 AM, 4/24/25 at 9:38 AM, 4/26/25 at 9:34 AM, 4/29/25 at 9:39 AM, and 4/30/25 at 10:10 AM.</p> <p>At 8 PM, however, the medication was administered on 4/20/25 at 9:39 PM.</p> <p>Timolol Maleate Ophthalmic was scheduled as follows:</p> <p>At 8:10 AM, however, the medication was administered on 4/4/25 at 9:46 AM, 4/5/25 at 9:47, 4/7/25 at 9:58 AM, 4/12/25 at 10:09 AM, 4/13/25 at 9:52 AM, 4/17/25 at 11:44 AM, 4/18/25 at 11:08 AM, 4/19/25 at 10:12 AM, 4/20/25 at 11:02 AM, and 4/30/25 at 10:10 AM.</p> <p>At 8:10 PM, however, the medication was administered on 4/13/25 at 9:52 AM and 4/20/25 at 9:39 PM.</p> <p>(continued on next page)</p>		

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