

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335377	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/14/2024
NAME OF PROVIDER OR SUPPLIER Troy Victorian Rehabilitation & Nursing Care Cntr		STREET ADDRESS, CITY, STATE, ZIP CODE 100 New Turnpike Road Troy, NY 12182	

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 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 48413</p> <p>Based on observation, record review, and interviews during an abbreviated survey (NY00348162 and NY00348192), the facility did not ensure the provision of sufficient nursing staff to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident throughout the facility. Specifically, the facility's staffing minimum staffing levels were not met each day from 7/01/2024 through 7/16/2024 per facility assessment.</p> <p>This is evidenced by:</p> <p>Upon entrance to the facility on [DATE] there were 113 residents residing on 2 units.</p> <p>The Facility Assessment conducted on 5/14/2024 documented, the facility's staffing plan for direct residential care. The assessment documented that they were to have at a minimum for Licensed Practical Nurses and Certified Nurse Aides for the day, evening, and night shifts. For Licensed Practical Nurses, the facility was to have 6 for the day shift, 6 for the evening shift, and 3 for the night shift. For Certified Nursing Aides, the facility was to have 11 for the day shift, 11 for the evening shift, and 6 for the night shift.</p> <p>A review of staffing sheets provided by the facility from 7/01/2024 through 7/16/2024 documented the following:</p> <p>-7/01/2024: Day Shift (7 AM - 3 PM) had 8 Certified Nurse Aides and the evening shift (3 PM - 11 PM) had 9 Certified Nurse Aides.</p> <p>-7/02/2024: Day Shift (7 AM - 3PM) had 4 Licensed Practical Nurses and 7.5 Certified Nurse Aides, and the evening shift (3 PM - 11 PM) had 6 Certified Nurse Aides.</p> <p>-7/03/2024: Day Shift (7 AM - 3 PM) had 6 Certified Nurse Aides and the evening shift (3 PM - 11 PM) had 9 Certified Nurse Aides.</p> <p>-7/04/2024: Day Shift (7 AM - 3PM) had 4 Licensed Practical Nurses and 7 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 3 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 4 Certified Nurse Aides.</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 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>-7/05/2024: Day Shift (7 AM - 3PM) had 4 Licensed Practical Nurses and 6 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 3 Licensed Practical Nurses and 6 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 3 Certified Nurse Aides.</p> <p>-7/06/2024: Day Shift (7 AM - 3PM) had 4 Licensed Practical Nurses and 6 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 5 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 4 Certified Nurse Aides.</p> <p>-7/07/2024: Day Shift (7 AM - 3PM) had 3 Licensed Practical Nurses and 5 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 5 Licensed Practical Nurses and 5 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 2 Certified Nurse Aides.</p> <p>-7/08/2024: Day Shift (7 AM - 3PM) had 5 Licensed Practical Nurses and 6 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 5 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 4 Certified Nurse Aides.</p> <p>-7/09/2024: Day Shift (7 AM - 3PM) had 4 Licensed Practical Nurses and 4 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 3 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 4 Certified Nurse Aides.</p> <p>-7/10/2024: Day Shift (7 AM - 3PM) had 5 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 4 Licensed Practical Nurses and 6 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 3 Certified Nurse Aides.</p> <p>-7/11/2024: Day Shift (7 AM - 3PM) had 10 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 8 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 4 Certified Nurse Aides.</p> <p>-7/12/2024: Day Shift (7 AM - 3PM) had 7 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 4 Licensed Practical Nurses and 5 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 2 Certified Nurse Aides.</p> <p>-7/13/2024: Day Shift (7 AM - 3PM) had 3 Licensed Practical Nurses and 6 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 7 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 4 Certified Nurse Aides.</p> <p>-7/14/2024: Day Shift (7 AM - 3PM) had 6 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 4 Licensed Practical Nurses and 6 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 4 Certified Nurse Aides.</p> <p>-7/15/2024: Day Shift (7 AM - 3PM) had 4 Licensed Practical Nurses and 7 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 4 Licensed Practical Nurses and 5 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 2 Licensed Practical Nurses and 2 Certified Nurse Aides.</p> <p>-7/16/2024: Day Shift (7 AM - 3PM) had 3 Certified Nurse Aides, evening shift (3 PM - 11 PM) had 4 Licensed Practical Nurses and 2 Certified Nurse Aides, and the night shift (11 PM - 7 AM) had 3 Licensed Practical Nurses and 2 Certified Nurse Aides.</p> <p>(continued on next page)</p>		

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<p>F 0725</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>During an observation on 7/16/2024 at 2:35 PM, there were 6 rooms with call lights activated on the second-floor unit. There were no Certified Nurse Aides present on the unit. The unit manager was in their office, one Licensed Practical Nurse was at their medication cart, another Licensed Practical Nurse was speaking with a resident in the hall and the Assistant Director of Nursing was attending to a resident in their room.</p> <p>During an interview on 7/16/2024 at 2:45 PM, Licensed Practical Nurse Unit Manager #1 was asked where the Certified Nurse Aide Staff were, and they differed to the Assistant Director of Nursing who was standing next to them. They stated the one Certified Nurse Aide scheduled on the unit left at 2:30 PM and they had no other Certified Nurse Aides scheduled, leaving them with no Certified Nurse Aides at that time. They stated they were acting in an aide capacity due to the staffing level.</p> <p>During an interview on 7/16/2024 at 10:19 AM, Director of Nursing #1 stated their staffing levels was an issue they were dealing with. They stated they had an uptake of COVID cases that has affected staffing levels. They stated they have had to come into the facility several times on overtime to fill in and perform the duties of Certified Nurse Aides since they had none. Director of Nursing #1 stated that they had issues with staffing levels being low and the minimal number of nursing staff to resident ratio was low that they needed to come in. They stated they would do whatever was needed to get residents the care they needed and have not had any incidents where residents did not receive the care. They stated the Human Resources Director resigned on 7/03/2023 and they have been having an issue trying to pick up where they left off without guidance to fill the spots needed. The Director of Nursing #1 was asked about staffing with an agency. They stated that the administrator was working on possible negotiations with a staffing agency to bring personnel in but was unsure where they were in the process.</p> <p>During an interview on 7/16/2024 at 2:20 PM, Certified Nurse Aide #1 stated they did not have sufficient staff and that they always felt short-handed. They stated today (7/16/2024) they had an assignment of 40 residents on two floors and that they provided the minimal care that they could as they felt they were constantly busy all day. They stated they made sure that their residents received the care needed such as feeding, cleaning, and change. Certified Nursing Aide #1 stated that the residents assigned to them would get the care needed even though they have been short-staffed. They stated they had seen other residents not receive the appropriate care because of the staffing levels and had spoken to the unit manager.</p> <p>10 New York Code Rules and Regulations 415.13(a)(1)(i-iii)</p>		