

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 395344	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/03/2025
NAME OF PROVIDER OR SUPPLIER Edenbrook of Greenwood Hill		STREET ADDRESS, CITY, STATE, ZIP CODE 420 Pulaski Drive Pottsville, PA 17901	

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 - Some</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** 48276</p> <p>Based on a review of clinical records, select facility policy, grievances filed with the facility, and resident and staff interviews, it was determined the facility failed to provide care in a manner that promotes each resident's quality of life by failing to respond timely to residents' requests for assistance, including experiences reported by seven residents out of 18 residents sampled (Residents 3, 4, 6, 7, 8, 9, and 11).</p> <p>Findings include:</p> <p>A review of the facility policy titled Call Light Use and Response, last reviewed by the facility on September 26, 2024, revealed it is the facility's policy that facility staff will respond promptly to the residents' calls for assistance and ensure the call system is functioning. The policy indicates facility personnel will be aware of all call lights, answer call lights promptly, and answer call lights in a calm and courteous manner.</p> <p>A review of clinical records revealed Resident 3 was admitted to the facility on [DATE], with diagnoses that include heart failure (a condition that develops when the heart doesn't pump enough blood to meet the body's needs).</p> <p>A review of an admission Minimum Data Set assessment (MDS-a federally mandated standardized assessment process conducted periodically to plan resident care) dated February 7, 2025, revealed that Resident 3 is cognitively intact with a BIMS score of 14 (Brief Interview for Mental Status- a tool within the Cognitive Section of the MDS that is used to assess the resident's attention, orientation, and ability to register and recall new information; a score of 13-15 indicates cognition is intact).</p> <p>During an interview conducted on April 3, 2025, at 10:10 AM, Resident 3 stated that he often waits 30 minutes or longer for staff to respond after activating his call light for assistance. He further explained that staff frequently sit in the nurses ' station and do not respond when residents request help. Resident 3 reported that, on one occasion last week, he waited over four hours for staff assistance. He stated that he often uses his call light to request pain medication and becomes upset when staff fail to respond in a timely manner.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>A review of clinical records revealed Resident 4 was admitted to the facility on [DATE], with diagnoses that include major depressive disorder (a mood disorder characterized by a persistently low or depressed mood, decreased interest in pleasurable activities, feelings of worthlessness, lack of energy, poor concentration, appetite changes, sleep disturbances, or suicidal thoughts) and agoraphobia (an anxiety disorder characterized by intense fear and anxiety of situations where escape might be difficult or help unavailable, often leading to avoidance of public places or situations).</p> <p>A review of an admission MDS assessment dated [DATE], revealed that Resident 4 is cognitively intact with a BIMS score of 13 (a score of 13-15 indicates cognition is intact).</p> <p>During an interview conducted on April 4, 2025, at 10:20 AM, Resident 4 stated that on many occasions, he has waited up to an hour for staff to respond to his call light. He explained that, on average, he typically waits about 30 minutes for assistance. Resident 4 further reported that when he uses his call light to request medications or fresh water, he often experiences delays of approximately 30 minutes, which he attributed to a lack of available staff</p> <p>A review of clinical records revealed Resident 6 was admitted to the facility on [DATE], with diagnoses that include diabetes (a chronic disease that occurs either when the pancreas does not produce enough insulin or when the body cannot effectively use the insulin it produces) and morbid obesity (a chronic disease that's characterized by a body mass index of 40 or higher, or a body mass index of 35 or higher with obesity-related health issues).</p> <p>A review of a quarterly MDS assessment dated [DATE], revealed that Resident 6 is cognitively intact with a BIMS score of 15 (a score of 13-15 indicates cognition is intact).</p> <p>During an interview on April 4, 2025, at 10:25 AM, Resident 6 stated that she sometimes waits between 30 minutes to an hour and a half for staff assistance. She explained that she is dependent on staff to help her to the bathroom and to provide care if she soils herself. Resident 6 reported that a few weeks ago she filed a grievance after staff left her sitting on the toilet for over an hour. She stated that waiting so long for assistance is painful and uncomfortable.</p> <p>A review of grievances filed with the facility revealed a grievance form dated March 4, 2025, submitted by Resident 6. The grievance indicated that she rang her call bell before breakfast to request assistance to use the toilet. Resident 6 reported that staff told her she would not receive help until after breakfast. She stated she rang her call bell again, and although three different staff members responded, none provided care. The grievance indicated that Resident 6 waited two hours before staff assisted her. The grievance form documented that staff were provided education on care and responding to call bells for resident assistance.</p> <p>A review of clinical records revealed Resident 7 was admitted to the facility on [DATE], with diagnoses that include chronic obstructive pulmonary disease (COPD is a condition caused by damage to the airways or other parts of the lung that blocks airflow and makes it difficult to breathe).</p> <p>A review of an admission MDS assessment dated [DATE], revealed that Resident 7 is moderately cognitively impaired with a BIMS score of 12 (a score of 8-12 indicates moderate cognitive impairment).</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 - Some</p>	<p>During an interview on April 4, 2025, at 10:30 AM, Resident 7 stated that he shares a room with his wife, Resident 6. He reported that many times she waits over 30 minutes for assistance after activating her call bell, and he becomes frustrated because he is unable to help her. Resident 7 explained that after waiting 15 to 20 minutes, he often goes into the hallway to look for staff, but there is frequently limited staff available to provide care.</p> <p>A review of clinical records revealed Resident 8 was admitted to the facility on [DATE], with diagnoses that include acute respiratory failure (a condition where the lungs fail to oxygenate the blood adequately or remove carbon dioxide, leading to insufficient oxygen to meet the body's needs).</p> <p>A review of an annual MDS assessment dated [DATE], revealed that Resident 8 is cognitively intact with a BIMS score of 15 (a score of 13-15 indicates cognition is intact).</p> <p>During an interview on April 4, 2025, at 10:35 AM, Resident 8 stated that while the facility has improved somewhat with care, she usually waits about 30 minutes for staff to respond after activating her call bell. She reported that, many times during the night shift, staff do not provide incontinence care, and she wakes up saturated in urine. Resident 8 stated that the longest wait times for care typically occur during the night shift.</p> <p>A review of clinical records revealed Resident 9 was admitted to the facility on [DATE], with diagnoses that include peripheral vascular disease (a condition in which narrowed arteries reduce blood flow to the arms or legs).</p> <p>A review of an annual MDS assessment dated [DATE], revealed that Resident 9 is moderately cognitively impaired with a BIMS score of 10 (a score of 8-12 indicates moderate cognitive impairment).</p> <p>During an interview on April 3, 2025, at 10:40 AM, Resident 9 stated that she often waits a long time for staff assistance. She explained that she needs help to get to the bathroom but frequently waits one to two hours for assistance. Resident 9 reported that, as a result, she often soils herself while waiting. She stated that the delays occur on all shifts. Resident 9 explained that she has discussed this concern with staff in the past, but nothing seems to have changed.</p> <p>A review of clinical records revealed Resident 11 was admitted to the facility on [DATE], with diagnoses that include chronic obstructive pulmonary disease (COPD is a condition caused by damage to the airways or other parts of the lung that blocks airflow and makes it difficult to breathe).</p> <p>A review of an admission MDS assessment dated [DATE], revealed that Resident 11 is cognitively intact with a BIMS score of 15 (a score of 13-15 indicates cognition is intact).</p> <p>During an interview on April 3, 2025, at 10:55 AM, Resident 11 stated that she typically waits 20 to 30 minutes for staff assistance. She explained that she knows this is unsafe, but she often transfers herself to the toilet because she would rather not soil herself while waiting for help. Resident 11 reported that she has only been at the facility for about a month but has already waited over an hour for assistance to the toilet on several occasions.</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 - Some</p>	<p>During an interview on April 3, 2025, at approximately 1:00 PM, the Nursing Home Administrator (NHA) confirmed that all residents at the facility should be treated with dignity and respect and provided care in a manner that promotes each resident's quality of life. The NHA was unable to explain why residents are reporting untimely staff responses to residents' requests for assistance and care.</p> <p>28 Pa. Code 201.18(e)(1) Management.</p> <p>28 Pa. Code 201.29 (a) Resident rights.</p> <p>28 Pa. Code 211.12 (d)(4) Nursing services.</p>		