

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 405023	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/30/2024
NAME OF PROVIDER OR SUPPLIER Damas Hospital Snf		STREET ADDRESS, CITY, STATE, ZIP CODE 2213 Ponce by Pass Ponce, PR 00717	

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 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>15884</p> <p>Based on Credential file Review (CFR) and interviews with the Associate Director of Nurse (DON) employee #1, it was determined that the facility failed to ensure that the abuse and neglect and the Hand in Hand trainings were provided to all employees of the Skilled Nursing Facility (SNF) and ensure employees are knowledgeable to react and respond appropriately to protect the resident's right to be free from mental abuse. This deficient practice was identified in 7 out of 22 credential files reviewed to investigated compliance with training requirements. (CF # 11,#12,#13,#14,#15, #16, and #17).</p> <p>Findings include:</p> <p>During the review of SNF employee Abuse and neglected and the Hand in Hand Trainings on 10/30/2024 from 1:00 PM till 2:00 PM, 7 out of 22 (31.8%) of nursing personnel working in the SNF did not complete the hand in hand training.</p> <p>1.Review of 22 Credential file Review (CFR) on 10/30/2024 at 2:00 PM it was found that</p> <p>These employees took modules 1, module 2 and module 3; they did not complete module 4 Being with a person with Dementia: Making a Difference and module 5 Preventing and Responding to Abuse. This nursing personnel took these two modules in 2023.</p> <p>The Hand-in- Hand -A training Series for Nursing Home was taken by an e-learning computer training system that individualized virtual training that the personnel take when they have time to complete the module at different times in the years.</p> <p>a.CFR #11 took the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word Dementia: The person and the disease, was taken on 08/17/2024 and take 3 minutes with 30 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking, taken on 08/17/2024 and take 3 minutes with 23 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions on 08/17/2024 and take 3 minutes with 01 seconds to complete them with 100% qualification in the SNF.</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 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Module #4 Being with a person with Dementia: Making Difference, taken on 11/08/2023 and take 2 minutes with 15 seconds to complete them with 100% qualification in the maternal and child floor and Nineth floor that was medicine and isolation.</p> <p>Module #5 Preventing and Responding to abuse taken on 11/08/2023 and takes 2 minutes with 27 seconds to complete them with 100% and qualification in the maternal and child floor and Nineth floor that was medicine and isolation.</p> <p>This employe was transferred from Hospital setting to the SNF on 06/24/2024.</p> <p>b. CFR #12 took the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease, taken on 05/06/2024 and take 2 minutes with 48 seconds to complete them with 90% qualification while at the Hospital Setting.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking, taken on 05/06/2024 and take 2 minutes with 43 seconds to complete them with 80% qualification while at Hospital Setting.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions, taken on 05/06/2024 and take 3 minutes with 38 seconds to complete them with 100% qualification while at Hospital Setting.</p> <p>Module #4 Being with a person with Dementia: Making Difference, taken on 11/29/2023 and take 5 minutes with 11 seconds to complete them with a 75% qualification while at the Hospital Setting.</p> <p>Module #5 Preventing and Responding to abuse, taken on 11/29/2023 and take 2 minutes with 35 seconds to complete them with 87.50% qualification in Hospital Setting.</p> <p>This employe was transferred from Hospital setting to the SNF on 07/09/2024.</p> <p>c. CFR #13 take the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease: taken on 07/20/2024 and take 36 seconds to complete them with a 90% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 07/20/2024 and take 43 seconds to complete them with a 80% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions; taken on 07/20/2024 and take 46 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference taken on 07/29/2023 and take 49 seconds to complete them with a 87.50% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse; taken on 07/29/2023 and take 2 minutes with 36 seconds to complete them with a 100% qualification in the SNF.</p> <p>d. CFR #14 take the Hand -in- Hand -A training Series for Nursing Home</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Module #1 Understanding the word of Dementia: The person and the disease; taken on 04/13/2024 and take 1 minute with 45 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 04/13/2024 and take 2 minutes with 03 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions, taken on 04/13/2024 and take 1 minute with 52 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 03/27/2023 and take 48 seconds to complete them with 100% qualification in the Hospital Setting.</p> <p>Module #5 Preventing and Responding to abuse; taken on 03/27/2023 and take 24 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>This employe was removed from Hospital setting to the SNF on 06/10/2024.</p> <p>e. CFR #15 take the Hand-in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word of Dementia: The person and the disease; taken on 10/16/2024 and take 1 minute with 40 seconds to complete them with 80% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 05/18/2023 and take 1 minute with 15 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions: taken on 05/18/2023 and take 1 minute to complete them with 80% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 12/01/2023 and take 1 minute with 58 seconds to complete with 100% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse, taken on 12/01/2023 and take 6 minutes with 48 seconds to complete them with 100% qualification in the SNF.</p> <p>f. CFR #16 take the Hand -in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word Dementia: The person and the disease; taken on 09/28/2024 and take 6 minutes with 17 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 09/28/2024 and take 3 minutes with 49 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions on 09/28/2024 and take 3 minutes with 43 seconds to complete them and qualification 100% in the SNF.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Module #4 Being with a person with Dementia: Making Difference on 03/22/2023 and taking 7 minutes with 14 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse; taken on 03/22/2023 and take 1 minute with 50 seconds to complete them with 100% qualification in the SNF.</p> <p>g. CFR #17 take the Hand-in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word Dementia: The person and the disease; taken on 09/04/2024 and take 4 minutes with 14 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 09/04/2024 and take 4 minutes with 35 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions; taken on 09/04/2024 and 31 seconds to complete them with 30% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 11/22/2023 and taking 19 minutes with 16 seconds to complete them with 75% qualification in Hospital setting.</p> <p>Module #5 Preventing and Responding to abuse; taken on 11/22/2023 and take 1 minute with 49 seconds to complete them with 87.50% qualification in Hospital setting.</p> <p>This employe was removed from the Hospital setting and transferred to the SNF on 05/25/2024.</p> <p>2.The facility failed to ensure to provide to all employees of the SNF with the Hand -in- Hand -A training Series for Nursing Home 5 module in sequence time during the years and ensure that the employees are knowledgeable to react and respond appropriately to protect the residents' rights.</p> <p>3. During an interview with the associated DON (employee #1) on 10/30/2024 at 3:00 PM she states that the facility provides to the nursing personnel education relates to abuse and neglect by e-learning computer education system and the hand in hand training by e-learning annual. That in September 2024, they provide the abuse and neglect training presential.</p>		

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<p>F 0606</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Not hire anyone with a finding of abuse, neglect, exploitation, or theft.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 15884</p> <p>Based on review of facility Self-Reported incident, interviews with facility nursing supervisor and human resource officials and review of policies and procedures performed on 10/30/2024 at 11:00 AM, it was determined that the facility failed to maintain an exhaustive screening process before an employee is assigned to provide direct care to residents and form part of the facility direct care personnel. This deficient practice was identified in 2 out of 7 complaints investigated with potential abuse and neglect incidents.</p> <p>Findings include:</p> <p>Review of the facility's policy Title Abuse and Neglect effective in May 2023, policy clearly stated that it is the responsibility of the facility to screen all potential employees in relation to abuse and neglect. Policy includes provisions to be followed to ensure that diligent process must be implemented to assure history of the potential employee behavior on previous work scenario is considered before is sent to the area from which is being considered.</p> <p>1. The facility report to the Puerto Rico State Agency(PRSA) Medicare Division an incident related to two suspected abuse and neglect event incidents occurred on 10/20/2024. While investigated on 10/29/2024 this incident at the facility the following was identified:</p> <p>a. Incident reported by facility as occurred on 10/20/2024, involves the participation of a Licensed Practical Nurse (LPN). Accordingly with the information included in the investigation of this incident performed by facility and reported to the PRSA Medicare division on 10/25/2024 the LPN involved in the incident had been previously reoriented in relation to abuse and neglect requirements and protocols.</p> <p>b. When the surveyor asked the facility Director of Nursing (DON) (employee #1) on 10/30/2024 at 10:25 AM, the reason why it is not included in the investigation of this case was that this LPN had been previously reoriented in relation to abuse and neglect requirements and protocols. She explains that this LPN used to work at the facility hospital, (the Skilled Nursing Facility (SNF) is a hospital-based facility) [AGE] years ago and was transferred to the SNF to take part in resident's direct care in June 2024.</p> <p>It was explained by the DON on 10/31/2024 at 11:00 AM that this LPN was involved in 2 incidents related to abuse and neglect while providing services on the maternity ward on January 23, 2018, and July 22, 2023, respectively.</p> <p>The DON explained that both incidents were related to circumstances where the LPN did not maintain emphatic communication and an approach to patients that receive services at the maternity ward.</p> <p>The facility documented both events and re-oriented this LPN in relation to abuse and neglect requirements and protocols. DON stated that in the year 2024 this LPN begins to show interest in being transferred to the SNF to form part of the SNF employee staff.</p> <p>(continued on next page)</p>		

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<p>F 0606</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The surveyors asked the DON if both those incidents occurred previously on January 23, 2018, and July 22, 2023, respectively were taking into consideration before granting the opportunity to this LPN to form part of the SNF employee staff. The DON respond that those incidents were considered before granted the opportunity to this LPN to form part of the SNF employee staff.</p> <p>c. The SNF Nursing Supervisor (employee #2) was interviewed on 10/30/2024 at 10:10 AM and was asked by the surveyor if she knows if the LPN allegedly was involved in the incident that occurred on 10/20/2024 has previous history of non-compliance with abuse and neglect protocol requirements.</p> <p>The SNF Nursing Supervisor stated on 10/30/2024 at 10:12 AM that she believes that there is previous history, but she does not have the details. She stated that she was not consulted, informed or asked previously to transfer this LPN to her employee staff personnel on the month of June 2024. She also stated that when an employee that is working on the hospital is going to be considered to take part in the SNF staff; the screening process is less rigorous that the screening process when new hire personnel is considered to be part of the SNF staff.</p> <p>d. Human Resource official (employee #9) and Director (employee #7) was asked by the surveyor on 10/30/2024 at 10:45 AM if the screening process of potential employees considered to take part of SNF staff when proceed from their same hospital is less rigorous that the screening process performed to potential employees considered to take part of SNF staff when is a new hire.</p> <p>The Human Resource Director stated on 10/30/2024 at 11:05 AM that the screening process varies when the staff proceed from their same hospital, because facility honor seniority who are privileged rank based on continuous employment with the facility. He explains that they consider this personnel interest to take part of facility staff of other areas, and review personnel competence, but it is not so extremely thorough exhaustive than the system when is new hire personnel considered to take part of the SNF staff.</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>20423</p> <p>Develop and implement policies and procedures to prevent abuse, neglect, and theft.</p> <p>Based on Credential file Review (CFR) and interviews with the Associate Director of Nurse (DON) employee #1, it was determined that the facility failed to ensure that the abuse and neglect training and the Hand in Hand training was provided to all employees of the Skilled Nursing Facility (SNF) and ensure employees are knowledgeable to react and respond appropriately to protect the resident's right to be free from mental abuse.</p> <p>Findings include:</p> <p>During the review of SNF employee Abuse and neglected training and the Hand in Hand Training on 10/30/2024 at 1:00 pm, the following was found:</p> <p>1. Review of 22 Credential file Review (CFR) on 10/30/2024 at 2:00 PM it was found that 7 out of 22 (31.8%) of nursing personnel working in the SNF did not complete the hand in hand training.</p> <p>These employees took modules 1, module 2 and module 3; they did not complete module 4 Being with a person with Dementia: Making a Difference and module 5 Preventing and Responding to Abuse. This nursing personnel took these two modules in 2023.</p> <p>The Hand-in- Hand -A training Series for Nursing Home was taken by an e-learning computer training system that individualized virtual training that the personnel take when they have time to complete the module at different times in the years.</p> <p>a. CFR #11 took the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease, was taken on 08/17/2024 and take 3 minutes with 30 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking, taken on 08/17/2024 and take 3 minutes with 23 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions on 08/17/2024 and take 3 minutes with 01 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference, taken on 11/08/2023 and take 2 minutes with 15 seconds to complete them with 100% qualification in the maternal and child floor and Nineth floor that was medicine and isolation.</p> <p>Module #5 Preventing and Responding to abuse taken on 11/08/2023 and takes 2 minutes with 27 seconds to complete them with 100% and qualification in the maternal and child floor and Nineth floor that was medicine and isolation.</p> <p>This employe was transferred from Hospital setting to the SNF on 06/24/2024.</p> <p>b. CFR #12 took the Hand -in- Hand -A training Series for Nursing Home</p> <p>(continued on next page)</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Module #1 Understanding the word of Dementia: The person and the disease, taken on 05/06/2024 and take 2 minutes with 48 seconds to complete them with 90% qualification while at the Hospital Setting.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking, taken on 05/06/2024 and take 2 minutes with 43 seconds to complete them with 80% qualification while at Hospital Setting.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions, taken on 05/06/2024 and take 3 minutes with 38 seconds to complete them with 100% qualification while at Hospital Setting.</p> <p>Module #4 Being with a person with Dementia: Making Difference, taken on 11/29/2023 and take 5 minutes with 11 seconds to complete them with a 75% qualification while at the Hospital Setting.</p> <p>Module #5 Preventing and Responding to abuse, taken on 11/29/2023 and take 2 minutes with 35 seconds to complete them with 87.50% qualification in Hospital Setting.</p> <p>This employe was transferred from Hospital setting to the SNF on 07/09/2024.</p> <p>c. CFR #13 take the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease: taken on 07/20/2024 and take 36 seconds to complete them with a 90% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 07/20/2024 and take 43 seconds to complete them with a 80% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions; taken on 07/20/2024 and take 46 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference taken on 07/29/2023 and take 49 seconds to complete them with a 87.50% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse; taken on 07/29/2023 and take 2 minutes with 36 seconds to complete them with a 100% qualification in the SNF.</p> <p>d. CFR #14 take the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease; taken on 04/13/2024 and take 1 minute with 45 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 04/13/2024 and take 2 minutes with 03 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions, taken on 04/13/2024 and take 1 minute with 52 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>(continued on next page)</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Module #4 Being with a person with Dementia: Making Difference; taken on 03/27/2023 and take 48 seconds to complete them with 100% qualification in the Hospital Setting.</p> <p>Module #5 Preventing and Responding to abuse; taken on 03/27/2023 and take 24 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>This employe was removed from Hospital setting to the SNF on 06/10/2024.</p> <p>e. CFR #15 take the Hand-in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word of Dementia: The person and the disease; taken on 10/16/2024 and take 1 minute with 40 seconds to complete them with 80% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 05/18/2023 and take 1 minute with 15 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions: taken on 05/18/2023 and take 1 minute to complete them with 80% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 12/01/2023 and take 1 minute with 58 seconds to complete with 100% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse, taken on 12/01/2023 and take 6 minutes with 48 seconds to complete them with 100% qualification in the SNF.</p> <p>f. CFR #16 take the Hand -in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word Dementia: The person and the disease; taken on 09/28/2024 and take 6 minutes with 17 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 09/28/2024 and take 3 minutes with 49 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions on 09/28/2024 and take 3 minutes with 43 seconds to complete them and qualification 100% in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference on 03/22/2023 and taking 7 minutes with 14 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse; taken on 03/22/2023 and take 1 minute with 50 seconds to complete them with 100% qualification in the SNF.</p> <p>g. CFR #17 take the Hand-in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word Dementia: The person and the disease; taken on 09/04/2024 and take 4 minutes with 14 seconds to complete them with 90% qualification in the SNF.</p> <p>(continued on next page)</p>		

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<p>F 0607</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 09/04/2024 and take 4 minutes with 35 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions; taken on 09/04/2024 and 31 seconds to complete them with 30% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 11/22/2023 and taking 19 minutes with 16 seconds to complete them with 75% qualification in Hospital setting.</p> <p>Module #5 Preventing and Responding to abuse; taken on 11/22/2023 and take 1 minute with 49 seconds to complete them with 87.50% qualification in Hospital setting.</p> <p>This employe was removed from the Hospital setting and transferred to the SNF on 05/25/2024.</p> <p>2. Facility failed to ensure to provide to all employees of the SNF with the Hand -in- Hand -A training Series for Nursing Home 5 module in sequence time during the years and ensure that the employees are knowledgeable to react and respond appropriately to protect the residents' rights.</p> <p>3. Facility failed to ensure that all employees of the SNF with the abuse and neglect training acquired the knowledge to react and respond appropriately to protect the residents' rights.</p> <p>4. During an interview with the associated DON (employee #1) on 10/30/2024 at 3:00 PM she states that the facility provides to the nursing personnel education relates to abuse and neglect by e-learning computer education system and the hand in hand training by e-learning annual. That in September 2024, they provide the abuse and neglect training presential.</p> <p>15884</p> <p>5. No evidence was found during the compliant investigation survey Medicare Division Surveyors and Federal surveyors for a Resource and Support Survey (RSS) on October 29, 2024, through October 30, 2024, from 8:00 AM through 4:30 PM; that facility establishes and maintains communication and coordination with the Quality Assessment Performance Improvement Program to provide protection of the rights of the residents when alleged incidents of abuse and neglect were suspected, investigated and managed.</p> <p>6. During an interview on 10/30/2024 at 3:00 PM with the coordinator of resident's experience and complaint management officer (employee #6) stated that she reports and response directly to administration in relation of complaints and resident satisfaction.</p>		

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NAME OF PROVIDER OR SUPPLIER Damas Hospital Snf		STREET ADDRESS, CITY, STATE, ZIP CODE 2213 Ponce by Pass Ponce, PR 00717	
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 - Many</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>15884</p> <p>Based on interview with the Director of nursing (employee #1) and Nursing supervisor (employee #2) on 10/29/2024 through 10/30/2024 from 8:00 AM to 4:00 PM, it was determined that the facility failed to provide evidence that have and maintain sufficient nursing staff sets to provide nursing and related services to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care.</p> <p>Findings include:</p> <p>1. Director of Nursing (DON) was interviewed on 10/29/2024 at 1:00 PM and was asked by the surveyor for the categorization of residents admitted to the facility, the day alleged incidents of abuse and neglect occur on 10/20/2024.</p> <p>DON was asked in relation to the quantity of nursing personnel (License Practical Nurse- LPN's & Registered Nurse- RN's) assigned to be in charge of resident's care and distribution accordingly with residents categorization and needs.</p> <p>The DON stated during interview on 10/29/2024 at 1:30 PM that accordingly with resident categorization performed with a nurse leader in charge of this process on Sunday 20, 2024 the quantity of personnel required for a census of 19 residents, it is 3 LPN's to be assigned in charge of vital signs measure, bath assistance, feeding assistance, grooming assistance and other direct care duties and 2 Register nurses to be in charge of residents assessments, implementation of care plans and other skilled services. This implied a total of hours required of 4.5.</p> <p>The DON proceeds to explain that on 10/20/2024 that it was Sunday and on this 7-3 shift and based on needs on the hospital's nine floor that is the medicine ward, one of the LPNs from the SNF was moved to the 9th floor. The general nursing supervisor assigned one of the three nurses that had been planned to provide services to the SNF residents, to the 9th hospital floor medicine ward; the nurse moved to the 9th floor was an LPN nurse.</p> <p>The surveyor asked the DON if the movement of an LPN to the 9th floor did not affect the staffing calculated based on the needs of residents of the SNF. The DON explains that there is occasions were the calculation of staff required, takes up to a number to be sure that provider must comply with provision of services based of residents, but there are occasions in which residents that have advance in outcomes and plan of care goals and are most independent than other residents and this could implied a total of hours required of 3.5, she explain this was not necessarily reflected in the categorization calculus. She stated that there is the possibility that the calculation established be less (3.5).</p> <p>In this case or situation on 10/20/2024 two nurses assigned to provide be assigned in charge of vital signs measure, bath assistance, feeding assistance, grooming assistance and other direct care duties, could be sufficient and there is no difference if the general nurse supervisor assigned one of the nurses to the 9th floor.</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 - Many</p>	<p>No explanation was provided by the DON of the reason why if with two nurses assigned to direct care the residents' needs were satisfied why there are three nurses assigned in some shifts.</p> <p>2. Review of a summary of monthly nursing staffing for year 2024 it was identified that during January, February, March, April, May, June, July, August and September 2024 hours contact by categorization was always 4.5 no matter resident average census fluctuated between 9 and 19 residents.</p> <p>3. The Nursing supervisor of SNF (employee #2) was interviewed on 10/29/2024 at 1:00 PM and was asked by the surveyor for the categorization of residents admitted to the facility, the day alleged incidents of abuse and neglect occurs on 10/20/2024. She was asked in relation to the quantity of nursing personnel (LPN's RN's) assigned to be in charge of residents care and distribution accordingly with residents categorization and needs.</p> <p>The Nursing supervisor stated during interview on 10/29/2024 at 9:30 AM that accordingly with resident categorization performed with a nurse leader in charge of this process on Sunday 20, 2024, the quantity of personnel required for a census of 19 residents, it is 3 LPN's to be assigned in charge of vital signs measure, bath assistance, feeding assistance, grooming assistance and other direct care duties and 2 Register nurses to be in charge of residents assessments, implementation of care plans and other skilled services.</p> <p>The Nursing supervisor proceed to explain on 10/29/2024 at 9:12 AM that 10/20/2024 was Sunday and on this 7-3 shift of 10/20/2024 and based on need on the hospital nine floor who is a medicine ward one LPN was assigned to the 9th floor. The general nursing supervisor assigned one of the three nurses that had been planned to provide services to SNF residents to the 9th hospital floor. The nurse who moved to the 9th floor was an LPN nurse.</p> <p>The surveyor asked the Nursing supervisor on 10/29/2024 at 9:40 AM if the movement of an LPN to the 9th floor affects the staffing requirement calculated based on the needs of residents of the SNF. She explain that if the calculation, establish the required quantity of nursing personnel, leadership must be cautious in assigning those personnel to other area, because no matter there is cases that there are occasions in which residents that have advance in outcomes and plan of care goals and are most independent that other residents this does not reflect on the categorization and there is the possibility that the calculation established be less, this is a process and personnel assigned based on categorization of resident needs could require different approaches to comply with rehabilitation process.</p> <p>The Nursing director stated that the SNF is an outcome goal required rehabilitation scenery, different from an acute care ward.</p> <p>Nursing supervisor (employee #2) stated on 10/29/2024 at 9:50 AM that SNF must comply with the Payroll Based Journal requirement where there is a process to comply with these requirements that acute care hospital does not need to comply, and that this is a method were SNF need to collect audited and verifiable staffing data that need to be reported to CMS. Nursing supervisor (employee #2) stated on 10/29/2024 at 9:59 AM that regardless one LPN was sent to the 9th floor by the Nursing supervisor on 10/20/2024 shift 7-3, the categorization was not changed but two instead of three nurses were assigned to provide services.</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 - Many</p>	<p>4. On year 2024 documentation of the frequency where personnel assigned to the SNF was re-assigned or sent to other hospital areas was requested by the surveyor to the Nursing supervisor (employee #2) on 10/30/2024 at 9:59 AM.</p> <p>The documentation presented was reviewed and analyzed with the Nursing supervisor (employee #2) 10/30/2024 at 11:59 AM, after the analysis it was identified that in the past year nursing personnel from the SNF was re-assigned to other hospital areas on 26 occasions. In all the occasions, this occurred on the 7-3 shift on different days of the weeks. The only time when personnel were re-assigned to other hospital areas on the weekend was on 10/20/2024, the day alleged events took place who was Sunday.</p>		

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<p>F 0940</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>20423</p> <p>Develop, implement, and/or maintain an effective training program for all new and existing staff members.</p> <p>Based on Credential files Reviewed (CFR) and interviews with the Associate Director of Nurse (DON) employee #1, it was determined that the facility failed to ensure that the abuse and neglect training and the Hand in Hand training was provided to all employees of the Skilled Nursing Facility (SNF) and ensure employees are knowledgeable to react and respond appropriately to protect the resident's right to be free from mental abuse.</p> <p>Findings include:</p> <p>During the review of SNF employee Abuse and neglected training and the Hand in Hand Training on 10/30/2024 at 1:00 pm, the following was found:</p> <p>1. Review of 22 Credential file Review (CFR) on 10/30/2024 at 2:00 PM it was found that 7 out of 22 (31.8%) of nursing personnel working in the SNF did not complete the hand in hand training.</p> <p>These employees took modules 1, module 2 and module 3; they did not complete module 4 Being with a person with Dementia: Making a Difference and module 5 Preventing and Responding to Abuse. This nursing personnel took these two modules in 2023.</p> <p>The Hand-in- Hand -A training Series for Nursing Home was taken by an e-learning computer training system that individualized virtual training that the personnel take when they have time to complete the module at different times in the years.</p> <p>a. CFR #11 took the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease, was taken on 08/17/2024 and take 3 minutes with 30 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking, taken on 08/17/2024 and take 3 minutes with 23 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions on 08/17/2024 and take 3 minutes with 01 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference, taken on 11/08/2023 and take 2 minutes with 15 seconds to complete them with 100% qualification in the maternal and child floor and Nineth floor that was medicine and isolation.</p> <p>Module #5 Preventing and Responding to abuse taken on 11/08/2023 and takes 2 minutes with 27 seconds to complete them with 100% and qualification in the maternal and child floor and Nineth floor that was medicine and isolation.</p> <p>This employe was transferred from Hospital setting to the SNF on 06/24/2024.</p> <p>(continued on next page)</p>		

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<p>F 0940</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>b. CFR #12 took the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease, taken on 05/06/2024 and take 2 minutes with 48 seconds to complete them with 90% qualification while at the Hospital Setting.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking, taken on 05/06/2024 and take 2 minutes with 43 seconds to complete them with 80% qualification while at Hospital Setting.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions, taken on 05/06/2024 and take 3 minutes with 38 seconds to complete them with 100% qualification while at Hospital Setting.</p> <p>Module #4 Being with a person with Dementia: Making Difference, taken on 11/29/2023 and take 5 minutes with 11 seconds to complete them with a 75% qualification while at the Hospital Setting.</p> <p>Module #5 Preventing and Responding to abuse, taken on 11/29/2023 and take 2 minutes with 35 seconds to complete them with 87.50% qualification in Hospital Setting.</p> <p>This employe was transferred from Hospital setting to the SNF on 07/09/2024.</p> <p>c. CFR #13 take the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease: taken on 07/20/2024 and take 36 seconds to complete them with a 90% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 07/20/2024 and take 43 seconds to complete them with a 80% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions; taken on 07/20/2024 and take 46 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference taken on 07/29/2023 and take 49 seconds to complete them with a 87.50% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse; taken on 07/29/2023 and take 2 minutes with 36 seconds to complete them with a 100% qualification in the SNF.</p> <p>d. CFR #14 take the Hand -in- Hand -A training Series for Nursing Home</p> <p>Module #1 Understanding the word of Dementia: The person and the disease; taken on 04/13/2024 and take 1 minute with 45 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 04/13/2024 and take 2 minutes with 03 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>(continued on next page)</p>

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<p>F 0940</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Module #3 Being with a person with Dementia: Actions and Reactions, taken on 04/13/2024 and take 1 minute with 52 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 03/27/2023 and take 48 seconds to complete them with 100% qualification in the Hospital Setting.</p> <p>Module #5 Preventing and Responding to abuse; taken on 03/27/2023 and take 24 seconds to complete them with 100% qualification in Hospital Setting.</p> <p>This employe was removed from Hospital setting to the SNF on 06/10/2024.</p> <p>e. CFR #15 take the Hand-in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word of Dementia: The person and the disease; taken on 10/16/2024 and take 1 minute with 40 seconds to complete them with 80% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 05/18/2023 and take 1 minute with 15 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions: taken on 05/18/2023 and take 1 minute to complete them with 80% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 12/01/2023 and take 1 minute with 58 seconds to complete with 100% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse, taken on 12/01/2023 and take 6 minutes with 48 seconds to complete them with 100% qualification in the SNF.</p> <p>f. CFR #16 take the Hand -in- Hand -A training Series for Nursing Home:</p> <p>Module #1 Understanding the word Dementia: The person and the disease; taken on 09/28/2024 and take 6 minutes with 17 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 09/28/2024 and take 3 minutes with 49 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions on 09/28/2024 and take 3 minutes with 43 seconds to complete them and qualification 100% in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference on 03/22/2023 and taking 7 minutes with 14 seconds to complete them with 100% qualification in the SNF.</p> <p>Module #5 Preventing and Responding to abuse; taken on 03/22/2023 and take 1 minute with 50 seconds to complete them with 100% qualification in the SNF.</p> <p>g. CFR #17 take the Hand-in- Hand -A training Series for Nursing Home:</p> <p>(continued on next page)</p>

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<p>F 0940</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Module #1 Understanding the word Dementia: The person and the disease; taken on 09/04/2024 and take 4 minutes with 14 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #2 Being with a person with Dementia: Listening and Speaking; taken on 09/04/2024 and take 4 minutes with 35 seconds to complete them with 90% qualification in the SNF.</p> <p>Module #3 Being with a person with Dementia: Actions and Reactions; taken on 09/04/2024 and 31 seconds to complete them with 30% qualification in the SNF.</p> <p>Module #4 Being with a person with Dementia: Making Difference; taken on 11/22/2023 and taking 19 minutes with 16 seconds to complete them with 75% qualification in Hospital setting.</p> <p>Module #5 Preventing and Responding to abuse; taken on 11/22/2023 and take 1 minute with 49 seconds to complete them with 87.50% qualification in Hospital setting.</p> <p>This employe was removed from the Hospital setting and transferred to the SNF on 05/25/2024.</p> <p>2.The facility failed to ensure to provide to all employees of the SNF with the Hand -in- Hand -A training Series for Nursing Home 5 module in sequence time during the years and ensure that the employees are knowledgeable to react and respond appropriately to protect the residents' rights.</p> <p>3. During an interview with the associated DON (employye #1) on 10/30/2024 at 3:00 PM she states that the facility provides to the nursing personel education relates to abuse and neglect by e-learning computer education system and the hand in hand training by e-learning annual. That in September 2024, they provide the abuse and neglect training presential.</p>		

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<p>F 0942</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Ensure that staff members are educated on resident rights and facility responsibilities to properly care for its residents.</p> <p>20423</p> <p>Based on Credential file Review (CFR) and interviews with the Associate Director of Nurse (DON) employee #1, it was determined that the facility failed to ensure that Residents Right training is provided to all employees of the Skilled Nursing Facility (SNF). This deficient practice could affect all residents admitted at the facility.</p> <p>Findings include:</p> <ol style="list-style-type: none"> 1. Review of 22 Credential file Review (CFR) on 10/30/2024 from 1:00 PM through at 2:00 PM it was found that 22 nursing personnel working in the SNF did not have the Residents Rights training. 2. The Facility failed to ensure to provide all employees of the SNF with the Residents Right, training to ensure that the employees are knowledgeable to react and respond appropriately to protect the residents' rights.

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<p>F 0943</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Give their staff education on dementia care, and what abuse, neglect, and exploitation are; and how to report abuse, neglect, and exploitation.</p> <p>20423</p> <p>Based on Credential file Review (CFR) and interviews with the Associate Director of Nurse (DON) employee #1, it was determined that the facility failed to ensure an effective training program for all staff that includes, abuse, neglect, exploitation, misappropriation of residents property, dementia management, Residents Right and the Hand in Hand at minimum. This deficient practice was identified in 22 out of 22 credential files reviewed to investigate compliance with training requirements. (CFR #1 through #22).</p> <p>Findings include:</p> <p>During the review of SNF employee training on 10/30/2024 from 1:00 PM through 2:00 PM, the following was found:</p> <p>1. Review of 22 Credential file Review (CFR) on 10/30/2024 at 2:00 PM, it was found that 7 out of 22 (31.8%) of nursing personnel working in the SNF did not complete the hand in hand training. 4 out of 22 (22.7%) of nursing personnel working in the SNF did not complete Pain Management. 4 out of 22 (18.2%) of nursing personnel working in the SNF did not complete Resident experience.</p> <p>2. The facility failed to provide all employees of the SNF with abuse and neglect training, Pain Management, Residents, Residents and the Hand -in- Hand -A training Series for Nursing Home 5 module in sequence time during the years and ensure that the employees are knowledgeable to react and respond appropriately to protect the residents' right.</p>		