

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 505413	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/15/2024
NAME OF PROVIDER OR SUPPLIER Colonial Vista Post-Acute & Rehab Center		STREET ADDRESS, CITY, STATE, ZIP CODE 625 Okanogan Ave Wenatchee, WA 98801	

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 0560</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Protect a residents' right to refuse some types of non-requested transfers within the nursing home.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45939</p> <p>Based on interview and record review, the facility failed to honor residents' right to refuse a room transfer when their payor source changed for 1 of 2 residents (Resident 1) reviewed for choices. This deficient practice placed residents at risk for feeling vulnerable, disheartened and powerless.</p> <p>Findings included .</p> <p>Review of the undated facility policy, titled Room Change/Roommate Assignment, showed residents had the right to refuse a room transfer if the purpose was to relocate a resident from a Skilled Nursing unit (a living unit with the focus of regaining strength, endurance and independence through the skilled services of nursing and therapy) to a Long-Term Care (LTC) unit [a living unit with the focus of being a home with staff assistance to complete Activities of Daily Living (ADLs) ongoing].</p> <p><Resident 1></p> <p>Review of the medical record showed Resident 1 admitted to the facility on [DATE] with diagnoses of respiratory failure, diabetes (a condition that happens when the body can't use glucose [a type of sugar] normally), and chronic kidney disease (occurs when the kidneys are damaged and can't filter blood properly, which can lead to a buildup of waste in the body). Review of the comprehensive assessment, dated 09/04/2024, showed Resident 1 was cognitively intact and required the assistance of two people for dressing, toileting, transfers, hygiene, and bathing.</p> <p>Review of the care plan, dated 09/06/2024, showed Resident 1 was participating in skilled therapy services with the goal of regaining strength to discharge home with their family.</p> <p>Review of an insurance coverage notification document, dated 10/22/2024, showed Resident 1 no longer met the guidelines for inpatient coverage at the facility (insurance was no longer going to pay for their stay and/or services).</p> <p>Review of the Progress Note (PN), dated 10/22/2024 at 11:17 AM, showed facility staff notified Resident 1 of the insurance denial, and Resident 1 stated they wanted to appeal (a formal request that a decision be changed) the decision. The PN showed facility staff initiated this on Resident 1's behalf.</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 0560</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of the PN, dated 10/23/2024 at 11:30 AM, showed Staff A, Administrator and Staff B, Social Services Assistant, met with Resident 1 to establish next steps, and Resident 1 stated they could not pay the private pay rate or discharge home safely. The PN showed Staff A and Staff B stated Resident 1 would need to move to a semiprivate room, which had a lower cost. The PN showed Resident 1 stated .due to a previous bad experience with a roommate on (the LTC hall), they did not want to move .</p> <p>Review of the PN, dated 10/24/2024 at 1:14 AM, showed Resident 1 .was very tearful tonight about having to move to other unit tomorrow .</p> <p>Review of the PN, dated 10/24/2024 at 10:18 AM, showed Resident 1 expressed being upset about room transfer and reported the situation to the state agency. The PN documented .we (the facility) are moving them to help avoid potential financial distress ., and Resident 1 stated they understood, .but I don't want to be on that side (LTC hall) .</p> <p>Review of the census tab in the Electronic Health Record (EHR) showed Resident 1 was moved on 10/24/2024, from a private room on the Rehabilitation Hall (Skilled Nursing) to a semiprivate room on the East Hall (LTC).</p> <p>During an interview, on 11/15/2024 at 12:30 PM, Staff B stated Resident 1 was very upset about having to move rooms, and the facility offered many other accommodations in an attempt to offset Resident 1's frustrations. Staff B stated due to the heightened emotions of Resident 1, their personal belongings were moved to the new room while Resident 1 was out at an appointment. Staff B stated they did not know who made that decision.</p> <p>During an interview, on 11/15/2024 at 1:15 PM, Resident 1 stated they wanted to wait until their appeal results of the insurance coverage declination came back before moving rooms, but the facility forced them to do it sooner. Resident 1 stated they did not have a choice in the matter as the facility moved their personal belongings to the new room while they were out at an appointment. Resident 1 stated they felt their rights were violated.</p> <p>During an interview, on 11/15/2024 at 1:45 PM, Staff A stated Resident 1 was going to accrue a large private pay bill, and their intention was to lessen the burden by putting them in a cheaper room. Staff A stated, after reading their policy on room changes, they realized Resident 1 had the right to refuse the room transfer, and the facility did not honor that.</p> <p>Reference: WAC 388-97- 0600 (1-3)</p>		