

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525533	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/11/2024
NAME OF PROVIDER OR SUPPLIER Waterfall Health of Algoma		STREET ADDRESS, CITY, STATE, ZIP CODE 1510 Fremont St Algoma, WI 54201	

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 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 38793</p> <p>Based on staff interview and record review, the facility did not ensure adequate supervision was provided for 1 resident (R) (R1) of 3 residents reviewed for elopement.</p> <p>R1 was assessed to be at risk for elopement after exiting the building without supervision on 3/5/24. A Wanderguard (a security device that triggers an alarm if the wearer exits the facility) was placed on R1's right ankle. On 4/27/24 at 1:35 PM, Housekeeper (HK)-C observed R1 outside the facility near the staff parking lot. Staff were unaware R1 had left the facility and redirected R1 back into the facility. An assessment indicated R1 had no injuries. An investigation determined R1 had exited the facility through a door that did not have a Wanderguard sensor installed. The door through which R1 exited had a door alarm that was not functioning and did not alarm and alert staff when R1 exited the building.</p> <p>The failure to provide adequate supervision for a resident created a finding of immediate jeopardy (IJ) which began on 4/27/24. Surveyor notified Nursing Home Administrator (NHA)-A of the immediate jeopardy on 5/31/24 at 3:00 PM. The immediate jeopardy was removed and corrected on 4/27/24. This deficiency is being cited as past non-compliance.</p> <p>Findings include:</p> <p>The facility's Elopement/Unsafe Wandering policy, with a review date of 3/5/24, indicates: This facility ensures that residents who exhibit wandering behavior and/or are at risk for elopement receive adequate supervision to prevent accidents and receive care in accordance with their person-centered plan of care addressing the unique factors contributing to wandering or elopement risk.</p> <p>On 5/31/24, Surveyor reviewed R1's medical record. R1 was admitted to the facility on [DATE] with diagnoses including history of stroke, vascular dementia, weakness, and dysphasia (difficulty swallowing). R1's Minimum Data Set (MDS) assessment, dated 2/19/24, contained a Brief Interview for Mental Status (BIMS) score of 1 out of 15 which indicated R1 had severely impaired cognition. R1's medical record indicated R1 had an activated Power of Attorney for Healthcare (POAHC).</p> <p>A fall risk assessment, dated 2/12/24, indicated R1 was at high risk for falls due to intermittent confusion, decreased muscular coordination, and predisposing medication and diagnoses. R1 required the use of assistive devices.</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 0689</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>A community survival skills assessment, dated 2/6/24, indicated R1 did not know the facility's address, location, or how to contact the facility in an emergency.</p> <p>R1's care plan, revised on 3/5/24, indicated R1 was at risk for elopement due to attempts to leave the facility unattended. A Wanderguard was placed on R1's right ankle. The care plan also stated R1 had poor impulse control and impaired safety awareness.</p> <p>A skilled nursing note, dated 2/22/24, indicated R1 required extensive assistance from one staff for activities of daily living (ADLs). R1 was impulsive while ambulating and needed frequent reminders to slow down and take time between steps. R1 required cues and reminders to use R1's walker correctly and was able to self-propel throughout the facility in a wheelchair.</p> <p>A skilled nursing note, dated 2/14/24, indicated R1 walked in the hall with the assistance of one staff, a walker, and a gait belt. R1 had a tendency to drag R1's right foot.</p> <p>On 5/31/24, Surveyor reviewed the facility's investigation which indicated on 4/27/24 at 1:35 PM, HK-C visualized R1 outside the facility unsupervised and without R1's wheelchair. R1 was standing three feet from the west exit door. HK-C redirected R1 back into the facility without difficulty. HK-C called Housekeeping and Laundry Supervisor (HLS)-F who brought R1's wheelchair to the door. An assessment was completed. R1 sustained no injuries. R1's physician and POAHC were notified. Prior to the elopement, R1 was last seen in R1's room by Licensed Practical Nurse (LPN)-E at approximately 1:10 PM.</p> <p>According to weatherunderground.com, the temperature at the time was approximately 53 degrees with wind gusts near twenty miles per hour.</p> <p>On 5/31/24, Surveyor reviewed a map of Algoma and noted Lake Michigan was approximately one mile from the facility. A major highway with a speed limit of 45 miles per hour was approximately a quarter of a mile from the facility.</p> <p>The investigation summary indicated staff completed a head count of residents and notified Director of Maintenance (DM)-D and NHA-A of R1's elopement and the failure of the door system to alarm. Staff were assigned to each of the facility's exits to ensure no other residents exited the building. DM-D determined the door system was disarmed and immediately installed motion sensor alarms on each of the exit doors. The company who serviced the door alarm system provided same-day onsite troubleshooting and education to all staff. As of 6:15 PM, both alarm systems (Wanderguard and motion sensor) were armed and working appropriately.</p> <p>The investigation included statements from staff as well as daily audits to ensure functioning of the alarm systems.</p> <p>Although R1 was not injured, a reasonable likelihood for serious harm from falling and from environmental hazards exists when a severely confused resident who is at high risk for falls is outside unsupervised. This created a finding of immediate jeopardy. The facility removed and corrected the jeopardy on 4/27/24 when it completed the following:</p> <ol style="list-style-type: none"> 1. Initiated 1:1 supervision for R1 <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Establish a governing body that is legally responsible for establishing and implementing policies for managing and operating the facility and appoints a properly licensed administrator responsible for managing the facility.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 30571</p> <p>Based on staff interview and record review, the facility's governing body did not ensure safe and efficient management of the facility by ensuring adequate funds were provided to pay vendors who supplied services to the facility. In addition, the facility did not ensure staff received their health insurance benefits and paychecks on a timely basis. This practice had the potential to affect all 34 residents residing in the facility.</p> <p>The governing body did not maintain current payment status with multiple vendors which resulted in past due balances, account holds, disconnection notices, or lapses in service for supplies, food, staff, medical record management, waste removal, lawn maintenance, and the emergency generator. The corporation's failure to keep service vendor contracts in good standing had the potential to negatively impact residents' quality of care and quality of life.</p> <p>In addition, the corporation did not pay employees or their insurance premiums in a timely manner which resulted in overdraft fees and a lapse in coverage.</p> <p>Findings include:</p> <p>The facility's Governing Body Duties and Responsibilities policy, dated December 2019, indicates: The company must have a Governing Body that assumes full legal responsibility for establishing and implementing policies regarding the management and operation of the facility .The Governing Body, in conjunction with regular reporting by the Administrator, should assess on a regular basis that services are being provided in accordance with facility policies .and that there is an efficient use of resources .C. Appointment of Administrator: The Governing Body is responsible for appointing an Administrator who shall: . c. Report to and be accountable to the Governing Body .ii. The Administrator and Governing Body will determine which types of problems and information, including compliance concerns, overpayments and underpayments, and other risk areas should be reported to the Governing Body and the method of communication .g. Have a thorough working knowledge of the overall operation of the facility, including the scope of services provided, policies governing these services, and budgetary and fiscal matters.</p> <p>On 5/31/24, Surveyor toured the facility after receiving financial concerns with the potential to affect day-to-day operations and resident care.</p> <p>On 5/31/24 at 9:55 AM and 1:05 PM, Surveyor interviewed Housekeeping and Laundry Supervisor (HLS)-F who verified HLS-F ordered supplies for the facility, including janitorial supplies, medical supplies, and Wanderguards. HLS-F confirmed the facility's account with Janitorial Supply (JS)-G was on hold due to nonpayment. HLS-F stated HLS-F ordered janitorial supplies from other companies, including Medical Supply (MS)-H. HLS-F confirmed the facility had an account with MS-H, but owed \$29,871.65.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>HLS-F stated the facility bought biohazard bags and rented underpads (used as a barrier for incontinence) from Supply Company (SC)-I and confirmed their account was on hold due to nonpayment and a balance of \$4,518.55. HLS-F stated for the last month, SC-I did not deliver, pick up, or launder underpads. HLS-F stated the facility had a supply of underpads that SC-I did not pick up which the facility laundered and reused.</p> <p>HLS-F stated HLS-F ordered dietary, housekeeping and laundry chemicals from SC-K. HLS-F confirmed the account was on hold in the past; however, HLS-F ordered supplies on 5/28/24 and received them on 5/29/24.</p> <p>HLS-F stated HLS-F ordered Wanderguards through SC-L and confirmed the account was on hold. HLS-F confirmed a resident's Wanderguard stopped working in January of 2024 and the facility didn't have a replacement. HLS-F stated staff completed 15 minute checks for twenty four hours until an overnight shipment of Wanderguards arrived. HLS-F confirmed there were approximately three Wanderguards left as of 5/31/24 and two residents' Wanderguards were due to be changed next week. In order to receive a shipment of Wanderguards, HLS-F used a credit card on 5/31/24 to pay past due invoices from February that totaled \$339.20.</p> <p>When asked if HLS-F received paychecks timely, HLS-F confirmed staff were supposed to be paid on 5/30/24, but paychecks were not deposited until 5/31/24 which caused staff to incur overdraft fees for automatic withdrawals. HLS-F stated the last time paychecks were late (the first pay period in May), Corporate Manager (CM)-M posted a notice by the time clock that stated staff would be reimbursed for overdraft fees.</p> <p>HLS-F confirmed the facility didn't have a working lawn [NAME] and the grass was overgrown until a Certified Nursing Assistant (CNA) cut the grass with their own lawn [NAME] on 5/23/24. HLS-F confirmed staff were begging people to plow the parking lot in the winter because the man who previously plowed wasn't paid.</p> <p>On 5/31/24 at 10:15 AM, Surveyor interviewed Director of Maintenance (DM)-D who verified the facility did not have a working lawnmower. When asked if DM-D was able to order parts and supplies, DM-D stated if DM-D had a concern, DM-D notified the corporate office and they took care of it. DM-D verified DM-D had to use a company credit card for payment or pay upfront at times.</p> <p>On 5/31/24 at 10:20 AM, Surveyor interviewed Dietary Manager (DM)-N who verified the facility had accounts with Food Supply (FS)-O and FS-P. DM-N confirmed the account with FS-O was on hold and estimated the facility owed over \$12,000. DM-N confirmed the account with FS-P was in pending status last week and an order placed on 5/28/24 was on hold until FS-P received a credit card payment of \$14,000. DM-N confirmed part of the order (what the facility needed for the weekend) was delivered on 5/30/24 and the rest was scheduled to arrive on 6/3/24. DM-N verified residents were served three meals and snacks.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>When asked if kitchen equipment was in working order, DM-N confirmed the facility couldn't get contractors to service items in the kitchen, including ovens and air conditioners. DM-N confirmed the oven vendor wouldn't return because he wasn't paid for previous service calls. DM-N stated DM-D recently fixed the cooler and convection oven, but it was likely the facility would switch to pre-made cookies and baked goods in case the oven went out again. DM-N confirmed the convention ovens were old and didn't work efficiently and the air conditioners over the dish room, dry goods area, and kitchen needed service.</p> <p>On 5/31/24 at 10:40 AM, Surveyor interviewed Nursing Home Administrator (NHA)-A and Director of Nursing (DON-B). NHA-A and DON-B stated they were focused on resident care and staff retention. In addition to concerns from staff, NHA-A confirmed NHA-A received approximately five to six calls per day from angry vendors and contractors.</p> <p>When asked about the facility's account with Pharmaceutical Supply (PS)-Q, NHA-A confirmed the account wasn't on hold but had an outstanding balance of approximately \$48,000.</p> <p>When asked about the facility's account with Medical Record Company (MRC)-R, NHA-A confirmed NHA-A was notified by the corporate office that the facility had an outstanding balance and a partial payment was made on 5/30/24. NHA-A was unsure how much was owed and indicated if the account was put on hold or terminated, the facility wouldn't have electronic access to residents' medical records.</p> <p>When asked about the facility's account with Staffing Agency (SA)-S, NHA-A confirmed the facility needed to make a payment on 5/31/24 or the account would switch to pending status (which would be the fourth time since October of 2023) which meant SA-S would honor already scheduled shifts but wouldn't allow the facility to schedule more shifts. NHA-A and DON-B verified the facility used agency staff regularly. DON-B confirmed the facility used to use SA-T but could not longer use them due to nonpayment. When asked if the facility could get by without agency staff, NHA-A and DON-B stated they could but they feared staff burnout.</p> <p>When asked about the building rent, NHA-A stated NHA-A hadn't received calls regarding past due rent and was told the rent was paid. A court filing, dated 4/9/24, documented the amount owed the [NAME] for 2023 was \$120,000. No rent payments were made in 2023. The amount owed the [NAME] for 2024 was also projected at \$120,000. The amount currently owed the [NAME] for January to May of 2024 was \$50,000.</p> <p>When asked about the facility's bed tax status, NHA-A stated NHA-A wasn't sure if the bed tax was paid and was unsure how much was owed. According to information obtained from the State of Wisconsin, the facility owed approximately \$75,015 in bed taxes as of 6/1/24.</p> <p>NHA-A confirmed the facility rented a generator for emergency power, received a disconnection notice for nonpayment, and was told the generator would be repossessed the following week if payment wasn't made. NHA-A confirmed the facility was charged \$2600 per month for the generator and owed approximately \$16,000 on the account. When asked about gas, water, and electric, NHA-A confirmed the facility received disconnection notices in the past from Public Service Company (PSC)-U; however, payments were made at the last minute and service wasn't shut off.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>When asked about garbage pickup, NHA-A confirmed the facility didn't receive garbage pickup for two to three weeks due to nonpayment. NHA-A stated a payment was made and service was resumed; however, the facility received a notice that the account would be suspended again if another payment wasn't made.</p> <p>NHA-A verified there were account concerns with FS-O and FS-P who were the facility's main food suppliers. NHA-A and DON-B stated they tried to prioritize food, payroll and medical record access and indicated the facility frequently changed vendors and contractors which made it difficult. NHA-A and DON-B stated they were concerned if the facility kept taking admissions they wouldn't be able to care for them.</p> <p>When asked if CM-M was active in the building's operation, NHA-A and DON-B indicated CM-M's support and presence in the building had decreased. When asked about payroll, DON-B confirmed paychecks were late multiple times in the last twelve weeks.</p> <p>On 5/31/24 at 2:55 PM, Surveyor interviewed Supply Company I Staff (SCIS)-V who verified the facility had outstanding invoices and indicated their account was on hold. SCIS-V confirmed the facility needed to pay invoices that were at 90 days or more to regain service.</p> <p>On 5/31/24 at 3:31 PM, Surveyor interviewed Garbage and Recycling Staff (GRS)-X who confirmed the facility's garbage and recycling pickup was suspended on 3/28/24 due to nonpayment. GRS-X confirmed a partial payment was received on 4/19/24 and service was restored. GRS-X confirmed a payment of \$1,562.70 was needed as of 5/28/24 or the account would be suspended again in fourteen days.</p> <p>On 5/31/24 at 3:35 PM, Surveyor interviewed Food Service O Staff (FSOS)-Y who confirmed the facility's account was on hold with a balance of approximately \$12,500 from January of 2024 to the present. FSOS-Y confirmed the facility's last delivery was on 4/4/24 and the facility's last payment was on 3/26/24.</p> <p>On 6/3/24 at 10:17 AM, Surveyor interviewed Food Service P Staff (FSPS)-W who stated the facility's account was not on hold but may be in the future due to nonpayment. FSPS-W was unsure of the amount owed.</p> <p>On 6/5/24 at 10:19 AM, Surveyor interviewed NHA-A and DON-B via telephone. NHA-A confirmed NHA-A was informed that morning that employees' health insurance was canceled at the end of April due to nonpayment of the premium. NHA-A notified CM-M who stated CM-M was working on a payment on 6/4/24 and hoped to have the issue resolved by the end of the day. NHA-A confirmed NHA-A became aware of the cancellation after an employee picked up a prescription at the pharmacy and had to pay full price. NHA-A was notified four other employees had insurance issues in May but did not report them to NHA-A until 6/5/24. NHA-A confirmed staff were not given notice that their insurance was canceled and confirmed insurance premiums were still being deducted from their paychecks.</p> <p>NHA-A and DON-B confirmed Medical Director (MD)-J had not been paid since MD-J started in January of 2023. NHA-A and DON-B indicated MD-J was issued a check in November of 2023, but the check bounced. NHA-A confirmed NHA-A sent the corporate office an email on 6/3/24 which was the third or fourth email sent regarding the nonpayment.</p> <p>(continued on next page)</p>		

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<p>F 0837</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>NHA-A confirmed the facility's weekly food order with FS-P was in pending status due to nonpayment. NHA-A was told by corporate staff that a payment was made on 6/4/24; however, NHA-A was waiting to hear from FSPS-W if the facility's order would arrive on 6/6/24. NHA-A confirmed the facility's account with FS-O was still on hold due to nonpayment.</p> <p>NHA-A stated the invoice for the generator was paid and the generator would not be repossessed.</p> <p>On 6/5/24 at 3:45 PM, Surveyor interviewed NHA-A via phone. NHA-A confirmed a payment of \$3,000 was made to FS-P and the facility's food order should arrive on 6/6/24. NHA-A also confirmed NHA-A was told by corporate staff that a spreadsheet of outstanding accounts payable and a plan for payment would be provided to NHA-A by the end of the day.</p> <p>On 6/6/24 at 4:55 PM, Surveyor interviewed NHA-A via phone. NHA-A confirmed the facility's food order did not arrive on 6/6/24 because the facility missed their loading and shipping windows when payment was not received in time. NHA-A stated NHA-A and DM-N purchased enough food with a credit card at FS-P's local store to last until 6/13/24.</p> <p>NHA-A confirmed employees' health insurance was reinstated on 6/6/24 and backdated to 4/30/24. NHA-A also verified NHA-A received a payment plan spreadsheet that included MD-J. NHA-A confirmed MD-J was in the facility on 6/6/24 and NHA-A informed MD-J of the payment plan.</p> <p>On 6/11/24 at 9:55 AM, Surveyor interviewed NHA-A who stated employees' health insurance was not reinstated on 6/6/24 as previously indicated by corporate staff. NHA-A stated employees are still paying out of pocket for medical expenses and were told to save their receipts for reimbursement.</p>		