

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555496	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 05/14/2025
NAME OF PROVIDER OR SUPPLIER Riverwood Health Care		STREET ADDRESS, CITY, STATE, ZIP CODE 5320 Carrington Circle Stockton, CA 95210	
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 0583</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Keep residents' personal and medical records private and confidential.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to ensure safe and secure communication among staff when resident personal health information (PHI) was communicated via a facility approved group messaging platform (GMP, a smart phone (a mobile phone that performs many of the functions of a computer) free messaging application that lets users call and exchange texts, photos audio, and video messages with others across) on facility staff's personal smart phones based on regulatory requirements (HIPAA-Health Insurance Portability and Accountability Act, a set of federal rules requiring appropriate safeguards to protect the privacy of protected health information from disclosure without patient's consent) for a census of 88 residents.</p> <p>This unsafe practice could compromise residents' private medical information and violate residents' health information privacy and confidentiality.</p> <p>Findings:</p> <p>During an interview on 5/13/25, at 2:10 p.m., Licensed Nurse (LN) 1 stated she was told at change of shift that (Resident 1 and Resident 2 who shared a room) had claimed an incident happened over the weekend involving staff.</p> <p>During a concurrent observation and interview on 5/13/25, at 2:31 p.m., Certified Nursing Assistant (CNA) 1, stated she was familiar with Resident 1. CNA 1 stated this morning several CNAs were talking about being scared and something happened with staff. CNA 1 explained the group chat told all staff not to go in the room (Resident 1 and Resident 2's shared room), unless there were two people (staff) present to make sure there was somebody watching. CNA 1 stated staff communicate regarding residents via text message and residents' names, or room numbers were used in the text message thread. CNA 1 stated the group chat staff use was located on her personal phone. CNA 1 stated they (administration) sent a text message on the thread this morning regarding the residents (Resident 1 and Resident 2) room. CNA 1 clarified it was the Director of Nurses (DON) who sent the text message out this morning. Further review of the select group messaging platform via CNA 1's personal smart phone was as follows:</p> <p>Text to [facility name] CNA/RNA [Restorative Nurse Aide] group thread on Friday 5/9/25:</p> <p>1. From [facility staff]: Please get [name and room number redacted, Resident 3] up for meals. I know he is hospice but hes [sic, he is] still active as of now .</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 0583</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>2. From [DON]: Hi Team, Please make sure to bring another staff with you if you are going to provide care to residents in room [room number redacted, Resident 1 and Resident 2's shared room] .</p> <p>During an interview at 2:59 p.m., CNA 2 stated staff normally send out text messages via a messaging app (GMP) on their (facility staff) personal phone regarding resident's care. CNA 2 stated all the staff working at the facility were on the (messaging) thread. CNA 2 explained the messaging thread was used for staff to discuss care provided to the residents.</p> <p>During a concurrent observation and interview at 3:30 p.m., CNA 3 stated any issue the resident had was addressed or shared with the staff through text messaging via a group chat on their personal cell phone. CNA 3 explained the application was called (GMP). CNA 3 stated they used the app to communicate updates on the residents and residents care needs. CNA 3 stated all employees in the facility use the text message application including administrators. CNA 3 explained if there was something going on with the facility or residents they will report it on the message thread. Further review of the select text format communication via CNA 3's personal smart phone was as follows:</p> <p>Text to [facility name] PM [night] Shift group thread on Tuesday, 3/25/25:</p> <p>1.From [facility staff]: PM who ever had [resident first and last name and room number redacted, Resident 4] yesterday complaining that he didn't get shower yesterday and no one offered him he's really disappointed .</p> <p>During a concurrent observation and interview on 5/13/24 at 3:36 p.m., LN 1 stated staff communicate regarding residents through the (GMP) on their personal phone. LN 1 stated the thread was just for licensed nurses. LN 1 explained CNAs have their own (GMP) group chat. LN 1 stated the app (application) does not require a password to access once her phone was opened. Further review of the select text format communication via LN 1's personal smart phone was as follows:</p> <p>Text to [facility name] Nurses Only group thread undated:</p> <p>1.From [DON]: Hi team, I need some help [first and last name redacted, Resident 1] went out on pass yesterday 5/11/25. She returned at 19:40 [7:40 p.m.] But I need to know what time she went out? I don't see any documentation of her leaving OOP [out of place], just returning .</p> <p>2. From [facility staff]: Hall 4 Nurse, [resident first and last name redacted, Resident 5] [medical doctor name, address and phone number redacted] .Appt [appointment] Dates 5/13/2025 Appt Time: 1:50 PM .</p> <p>During a phone interview on 5/13/25, at 4:00 p.m., the Social Services Assistant (SSA) stated staff communication regarding residents was performed through the (GMP) messaging thread. The SSA stated the facility uses the application for teams (facility staff) to communicate and for follow-up of resident's care. The SSA stated there was a management thread and she thought there was a separate thread for CNAs and LNs. The SSA stated she had used the application to communicate for the last three years.</p> <p>(continued on next page)</p>		

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<p>F 0583</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>During an interview on 5/14/25, at 11:30 a.m., with CNA 5, she stated she was added to the facility's (GMP) and group chats when she was first hired. CNA 5 stated the (GMP) was located on her personal phone and was used for nursing staff. CNA 5 stated the facility uses the (GMP) to communicate information everyone needs to know all at once. CNA 5 stated information communicated could include resident names and room numbers.</p> <p>Further review of the select text format communication via CNA 5's personal smart phone was as follows:</p> <p>Text to [facility name] CNA/RNA group thread undated:</p> <ol style="list-style-type: none"> 1. From [facility staff]: Hey team! Mr. [last name redacted, Resident 11] colostomy bags [waste/feces collection in a pouch (or colostomy bag) on the outside of your belly] came in. He has a clip to close his bag . 2. From [facility staff], NO BM [bowel movement] 3d [days]: <p>5/14 [first and last name redacted, Resident 6]</p> <p>5/14 [first and last name redacted, Resident 7]</p> <p>5/14 [first and last name redacted, Resident 8]</p> <p>5/14 [first and last name redacted, Resident 9]</p> <p>5/1 [first and last name redacted, Resident 10]</p> <p>If no BM for the patient above in your shift, please kindly do stop & [and] watch and inform your assigned LN. [NAME] [thank you] .</p> <p>During an interview on 5/14/25, at 11:41 a.m., CNA 4 stated she has the (GMP) on her personal phone. CNA 4 stated the (GMP) was used to communicate resident names who had not had bowel movements in so many days or if a resident needed a shower. CNA 4 stated the (GMP) was started about a year ago or longer. The CNA stated she thought it was a secure (phone) application because staff like the DON, Director of Staff Development (DSD), and the Administrator (ADM) have access to it.</p> <p>Further review of the select text format communication via CNA 4's personal smart phone was as follows:</p> <p>Text to [facility name] CNA/RNA group thread undated:</p> <ol style="list-style-type: none"> 1. From [facility staff], NO BM [bowel movement] 3d [days]: <p>5/12 [first and last name redacted, Resident 12]</p> <p>5/11 [last name redacted, Resident 13]</p> <p>(continued on next page)</p>		

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<p>F 0583</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Many</p>	<p>Review of facility policy and procedure (P & P) titled, Protected Health Information (PHI), Management and Protection, revised 4/2014, indicated, .Protected Health Information shall not be used or disclosed except as permitted by current federal and state laws .It is the responsibility of all personnel who have access to resident and facility information to ensure that such information is managed and protected to prevent unauthorized release or disclosure .Each resident will be given a Privacy Notice outlining the uses and disclosures of PHI that may be made and notifying him/her of his/her rights and our legal duties with respect to PHI .Protected Health Information (PHI) may or shall be disclosed as follows .To the resident .pursuant to and in compliance with current and valid authorization .As may be otherwise permitted under current HIPAA regulations .</p> <p>Review of facility P & P titled, Resident Rights, revised 12/2016, indicated, .Employees shall treat all residents with kindness, respect, and dignity .Federal and state laws guarantee certain basic rights to all residents of the facility. These rights include the resident's rights to .a dignified existence .privacy and confidentiality .The unauthorized release, access, or disclosure of resident information must be in accordance with current laws governing privacy of information issues. All inquiries concerning the release of resident information should be directed to the HIPAA Compliance Officer .</p> <p>Review of an online article posted by the HIPAA Journal titled Is [GMP facility used] HIPAA Compliant?, dated 9/12/23, last accessed on 6/23/25, indicated, .[GMP] is not HIPAA compliant and should not be used for receiving, storing, or sending Protected Health Information (PHI) . the platform should not be used to communicate PHI because it lacks the capabilities to support compliance with the HIPAA Security Rule . there are no capabilities to terminate an individual's access to PHI stored on their device, monitor logins, or support emergency access to PHI if the account owner is unavailable. The article further indicated [GMP] will not enter into an Agreement, and notes in its Business Terms We make no representations or warranties that our services meet the needs of entities regulated by laws and regulations with heightened confidentiality requirements for personal data, such as healthcare, financial, or legal services entities . Even though all messages are encrypted, WhatsApp is not HIPAA compliant because it lacks other capabilities covered entities and business associates need to comply with the HIPAA Security Rule. It is important to note encryption alone does not make any software HIPAA compliant. The capabilities of the software, how they are configured, and how they are used determines compliance .</p> <p>(https://www.hipaajournal.com/whatsapp-hipaa-compliant/)</p>		