

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555630	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/07/2024
NAME OF PROVIDER OR SUPPLIER Hillcrest Heights Healthcare Center		STREET ADDRESS, CITY, STATE, ZIP CODE 4033 Sixth Avenue Ext San Diego, CA 92103	

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 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.</p> <p>47956</p> <p>Based on interview and record review, the facility failed to develop a comprehensive care plan for one of two residents (Resident 1).</p> <p>This failure had the potential to cause psychosocial harm because Resident 1 was unable to understand instructions and explanations of treatments and care that was being given by the facility staff.</p> <p>Findings:</p> <p>On 11/7/24 at 10:30 A.M. Resident 1 was interviewed with the assistance of a translator, (Resident 1 communicates primarily in Spanish). Resident 1 stated she had used the call light to ask for assistance when using a bedside commode. Resident 1 stated she was unable to communicate in English with CNA 1, who had answered her call light to provide assistance. Resident 1 explained she was not able to use her hands to care for herself and was not able to communicate this in English to CNA 1. Resident 1 stated CNA 1 did not seem to understand her and started to shake the bedside commode and continued to give directions to Resident 1 in English. Resident 1 stated she was unsure about CNA 1's instructions.</p> <p>Certified Nursing Assistant 2 was interviewed on 11/7/2024 at 11:57 A.M. CNA 2 stated the facility's procedure for a resident who speaks another language would be to utilize the language line. CNA 2 stated a miscommunication could lead to not knowing a resident's needs or resident pain issues. CNA 2 stated, the facility would not be providing quality care if there was a miscommunication due to a language barrier.</p> <p>LN 1 (Licensed Nurse 1) was interviewed on 11/7/2024 at 12:05 P.M. LN 1 stated, the facility's policy was to use the language line. LN 1 stated I speak Spanish, so I would not use the language line for Spanish. LN 1 also stated if the language line is not used, there could have been miscommunication or assumptions about care related to Resident 1. LN 1 stated, quality of care could not be provided with poor communication. LN 1 stated Resident 1's anxiety could have increased with poor communication.</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 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The Director of Nursing (DON) was interviewed on 11/7/24 at 12:12 P.M. The DON stated when the language is Spanish, the staff could have utilized a Spanish speaking co-worker, a communication board, an on-line translator, or the staff could have used the language line. The DON stated to not receive instructions or care in the language Resident 1 understands could make Resident 1 uncomfortable and anxious.</p> <p>A concurrent interview and record review with the Director of Nursing (DON) on 11/7/2024 at 1:08 P.M was conducted. Per Resident 1's admission Minimum Data Set (MDS, a standardized tool to identify a resident's health needs and strengths to develop an individualized care plan) indicated that Resident 1's primary language was Spanish and that Resident 1 desired to have a translator when instructions were given, or when care was provided. The DON stated the MDS assessment triggered the need to create a communication care plan. The DON continued to state, the resident care plans were created by the MDS nurse and there should have been a care plan for communication and the need for a translator for Resident 1. Resident 1's active care plans were reviewed and there were no care plans for a Spanish language speaker. The DON stated, There is no care plan because it was probably missed. The DON stated, if a care plan had been in place there would have been better communication, understanding, and quality of care.</p> <p>Record Review of the facility's policy titled Care Plans, Comprehensive-Person Centered revised December 2016, the policy indicated .the care plan interventions are derived from a thorough analysis of the information gathered as part of the comprehensive assessment.</p>