

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 555894	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/17/2024
NAME OF PROVIDER OR SUPPLIER Foothill Heights Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1515 North Fair Oaks Ave Pasadena, CA 91103	

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 0732</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Post nurse staffing information every day.</p> <p>45456</p> <p>Based on observation, interview, and record review, the facility failed to ensure to post the accurate and complete Census and Direct Care Service Hours Per Patient Day (DHPPD, refers to the actual hours of work performed per patient day by a direct caregiver) in accordance with the facility's policy and procedure by:</p> <ol style="list-style-type: none"> 1. Facility did not post the DHPPD on 9/16/2024 in a prominent place readily accessible to resident and visitors. 2. Facility failed to ensure the posted DHPPD for 9/8/2024 to 9/12/2024 were complete and indicated the total number and actual hours of licensed and unlicensed nursing staff who worked and directly responsible for resident care. <p>These deficient practices had the potential for the Nurse Staffing Information not to be available to the residents and visitors at any given time.</p> <p>Findings:</p> <p>During an observation at the facility entrance on 9/16/2024 at 11:21 AM, there was no DHPPD Form posted by the entrance.</p> <p>During a concurrent record review of the DHPPD Form dated 9/11/2024 and interview with the Director of Staff Development (DSD) on 9/16/2024 at 11:22 AM, DHPPD Projected hours dated 9/11/2024 was the one posted on the wall at the facility entrance. DSD stated, DHPPD form was not updated, and she was not able to create and post the DHPPD form for 9/16/2024. DSD stated, she is responsible in posting the DHPPD form at the facility entrance and not anywhere else in the facility to ensure it is visible to residents and visitors.</p> <p>During an observation and record review of the DHPPD Forms dated 9/8/2024 to 9/12/2024 posted at the entrance of the facility on 9/16/2024 at 11:35 AM, DHPPD forms dated 9/8/2024 to 9/12/2024 in the posting were incomplete. The DHPPD forms only indicated the projected hours of the DHPPD forms posted on the wall with the following dates: 9/8/2024, 9/9/2024, 9/10/2024, 9/11/2024, and 9/12/2024.</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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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0732</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>During a concurrent record review of the DHPPD Forms dated 9/8/2024 to 9/12/2024 and interview with DSD Consultant (DSDC) on 9/16/2024 at 11:38 AM, DSDC verified the DHPPD Forms dated 9/8/2024 to 9/12/2024 were incomplete, the actual direct service hours were not added. DSDC stated, The DHPPD projected forms should be completed within 24 hours, after the staff completed the working hours.</p> <p>During a concurrent record review of the DHPPD Form dated 9/11/2024 and interview with Accounts Payable and Payroll Director (APPD) on 9/16/2024 at 11:40 AM, APPD stated, The actual DHPPD dated 9/11/2024 was not completed after 24 hours. I was sick. I was working remotely. I need to get the staff hours to complete the time for the actual DHPPD. I was not able to do the actual DHPPD form for 9/11/2024 and the other dates (9/8/2024-9/12/2024). I have until today (9/16/2024) to complete it.</p> <p>During an interview with the DSD on 9/16/2024 at 11:47 AM, DSD stated she is the one responsible for the posting of the DHPPD Projected hours of staffing, but the APPD is the one who completes the Actual DHPPD Form because APPD collects the hours of the staff who worked from the previous day.</p> <p>During a concurrent record review of the facility's policy and procedure titled, Posting Direct Care Daily Staffing Numbers revised date on 7/2016, and interview with the DSD on 9/16/2024 at 12:35 PM, DSD stated the DHPPD Form is posted within two (2) hours at the beginning of each shift. DSD stated, I am the one responsible for posting that (DHPPD form). I was not able to do it today because I was busy to help with issue in the kitchen. The purpose of the posting was for the staff to see if we have enough staffing for the whole shift, and for the family/visitors to see and assuring them we have enough staff. If the APPD is sick, I have to be the one who covers her. She informed us that she was sick, but she did not endorse the completion of the actual DHPPD form. DSD stated, the DSD was busy with other residents that is why DSD was not able to complete the DHPPD Form for 9/16/2024.</p> <p>During an interview with APPD on 9/16/2024 at 1:05 PM, APPD stated, Actual DHPPD Form is part of my daily responsibility. We complete the actual NHPPD daily unless it is holiday/weekend. If I am sick no one has access to payroll, they need must have the actual hours. The DSD can do it and they can use the sign in sheet to compute the actual hours. The purpose of staffing to inform the staff that we have enough coverage for the staffing.</p> <p>During a concurrent record review of the facility's policy titled, Posting Direct Care Daily Staffing Numbers revised on 7/2016 and interview with the DSD on 9/16/2024 at 1:11PM, the policy indicated within two (2) hours of the beginning of each shift, the number of licensed nurses (RNs, LPNs, and LVNs) and the number of unlicensed nursing personnel (CNAs) directly responsible for resident care will be posted in a prominent location(accessible to residents and visitors) and in a clear and readable format. Within two (2) hours of the beginning of each shift, the shift supervisor shall compute the number of direct care staff and complete the Nursing Staff Directly Responsible for Resident Care Form. DSDC stated, the policy indicated the posting of DHPPD has to be 2 hours at the beginning of each shift and it is the DSD's responsibility. DSDC stated we missed it today (9/16/2024) and the purpose of staffing is to inform everyone that we have enough coverage for the staffing.</p> <p>During a review of the facility's policy and procedure titled, Posting Direct Care Daily Staffing Numbers revised on 07/2016, indicated the previous shift's forms shall be maintained with the current shift form for a total of 24 hours of staffing information in a single location. Once a form is removed, it shall be forwarded to the director of nursing services' office and filed as a permanent record.</p>		