

Agency for Health Care Administration

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>AL11966853</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____                    |                                                                                                                          | (X3) DATE SURVEY<br>COMPLETED<br><br><b>08/11/2020</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>JORGE'S HOME INC</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>15172 SW 13TH TERRACE<br/>MIAMI, FL 33194</b> |                                                                                                                          |                                                        |
| (X4) ID<br>PREFIX<br>TAG                                    | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                | ID<br>PREFIX<br>TAG                                                                       | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) |                                                        |
| A 000                                                       | Initial Comments<br><br>A Focused COVID-19 Control/<br>Generator assessment visit was conducted at<br>Jorge's Home Inc. on . Deficiencies<br>were identified at the time of visit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                | A 000                                                                                     |                                                                                                                          |                                                        |
| A 030<br>SS=G                                               | 59A-36.007(6) FAC; 429.28( ) FS 429.27<br>Resident Care - Rights & Facility Procedures<br><br>59A-36.007<br>(6) RESIDENT RIGHTS AND FACILITY<br>PROCEDURES.<br>(a) A copy of the Resident Bill of Rights as<br>described in section 429.28, F.S., or a summary<br>provided by the Long-Term Care Ombudsman<br>Program must be posted in full view in a freely<br>accessible resident area, and included in the<br>admission package provided pursuant to rule<br>59A-36.006, F.A.C.<br>(b) In accordance with section 429.28, F.S., the<br>facility must have a written grievance procedure<br>for receiving and responding to resident<br>complaints and a written procedure to allow<br>residents to recommend changes to facility<br>policies and procedures. The facility must be able<br>to demonstrate that such procedure is<br>implemented upon receipt of a complaint.<br>(c) The telephone number for lodging complaints<br>against a facility or facility staff must be posted in<br>full view in a common area accessible to all<br>residents. The telephone numbers are: the<br>Long-Term Care Ombudsman Program,<br>1(888)831-0404; , Rights Florida,<br>1(800)342-0823; the Agency Consumer Hotline<br>1(888)419-3456, and the statewide toll-free<br>telephone number of the Florida Hotline,<br>1(800)96- or 1(800)962-2873. The<br>telephone numbers must be posted in close<br>proximity to a telephone accessible by residents<br>and the text must be a minimum of 14-point font. |                                                                                | A 030                                                                                     |                                                                                                                          |                                                        |

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

Agency for Health Care Administration

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| A 030                                                       | Continued From page 1<br><br>(d) The facility must have a written statement of its house rules and procedures that must be included in the admission package provided pursuant to rule 59A-36.006, F.A.C. The rules and procedures must at a minimum address the facility's policies regarding:<br>1. Resident responsibilities;<br>2. _____ and tobacco use;<br>3. Medication storage;<br>4. Resident elopement;<br>5. Reporting resident _____, neglect, and _____;<br>6. Administrative and housekeeping schedules and requirements;<br>7. _____ control, sanitation, and universal precautions; and,<br>8. The requirements for coordinating the delivery of services to residents by third party providers.<br>(e) Residents may not be required to perform any work in the facility without compensation. Residents may be required to clean their own sleeping areas or apartments if the facility rules or the facility contract includes such a requirement. If a resident is employed by the facility, the resident must be compensated in compliance with state and federal wage laws.<br>(f) The facility must provide residents with convenient access to a telephone to facilitate the resident's right to unrestricted and private communication, pursuant to section 429.28(1)(d), F.S. The facility must allow unidentified telephone calls to residents. For facilities with a licensed capacity of 17 or more residents in which residents do not have private telephones, there must be, at a minimum, a readily accessible telephone on each floor of each building where residents reside.<br>(g) In addition to the requirements of section 429.41(1)(k), F.S., the use of physical _____ | A 030                                                                          |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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| A 030                                                       | <p>Continued From page 2</p> <p>by a facility on a resident must be reviewed by the resident's physician annually. Any device, including half-bed rails, which the resident chooses to use and can remove or avoid without assistance, is not considered a physical . . . . .</p> <p>429.28 Resident bill of rights.-</p> <p>(1) No resident of a facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, the Constitution of the State of Florida, or the Constitution of the United States as a resident of a facility. Every resident of a facility shall have the right to:</p> <p>(a) Live in a safe and decent living environment, free from . . . . . and neglect.</p> <p>(b) Be treated with consideration and respect and with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(c) Retain and use his or her own clothes and other personal property in his or her immediate living quarters, so as to maintain individuality and personal dignity, except when the facility can demonstrate that such would be unsafe, impractical, or an infringement upon the rights of other residents.</p> <p>(d) Unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visiting with any person of his or her choice, at any time between the hours of 9 a.m. and 9 p.m. at a minimum. Upon request, the facility shall make provisions to extend visiting hours for caregivers and out-of-town guests, and in other similar situations.</p> <p>(e) Freedom to participate in and benefit from community services and activities and to pursue the highest possible level of independence, autonomy, and interaction within the community.</p> <p>(f) Manage his or her financial affairs unless the</p> | A 030                                                                          |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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| A 030                                                       | Continued From page 3<br><br>resident or, if applicable, the resident's representative, designee, surrogate, guardian, or attorney in fact authorizes the administrator of the facility to provide safekeeping for funds as provided in s. 429.27.<br>(g) Share a room with his or her spouse if both are residents of the facility.<br>(h) Reasonable opportunity for regular exercise several times a week and to be outdoors at regular and frequent intervals except when prevented by inclement weather.<br>(i) Exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, nor any attendance at religious services, shall be imposed upon any resident.<br>(j) Assistance with obtaining access to adequate and appropriate health care. For purposes of this paragraph, the term "adequate and appropriate health care" means the management of medications, assistance in making . . . . . for health care services, the provision of or arrangement of transportation to health care . . . , and the performance of health care services in accordance with s. 429.255 which are consistent with established and recognized standards within the community.<br>(k) At least 45 days' notice of relocation or termination of residency from the facility unless, for medical reasons, the resident is certified by a physician to require an emergency relocation to a facility providing a more skilled level of care or the resident engages in a pattern of conduct that is harmful or offensive to other residents. In the case of a resident who has been adjudicated mentally . . . , the guardian shall be given at least 45 days' notice of a nonemergency relocation or residency termination. Reasons for relocation shall be set forth in writing. In order for | A 030                                                                          |                                                                                                                          |                          |                                                        |

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| A 030                                                       | <p>Continued From page 4</p> <p>a facility to terminate the residency of an individual without notice as provided herein, the facility shall show good cause in a court of competent jurisdiction.</p> <p>(I) Present grievances and recommend changes in policies, procedures, and services to the staff of the facility, governing officials, or any other person without interference, coercion, discrimination, or reprisal. Each facility shall establish a grievance procedure to facilitate the residents' exercise of this right. This right includes access to ombudsman volunteers and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups.</p> <p>(2) The administrator of a facility shall ensure that a written notice of the rights, , and prohibitions set forth in this part is posted in a prominent place in each facility and read or explained to residents who cannot read. The notice must include the statewide toll-free telephone number and e-mail address of the State Long-Term Care Ombudsman Program and the telephone number of the local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and, if applicable, Rights Florida, where complaints may be lodged. The notice must state that a complaint made to the Office of State Long-Term Care Ombudsman or a local long-term care ombudsman council, the names and identities of the residents involved in the complaint, and the identity of complainants are kept confidential pursuant to s. 400.0077 and that retaliatory action cannot be taken against a resident for presenting grievances or for exercising any other resident right. The facility must ensure a resident's access to a telephone to call the State Long-Term Care Ombudsman</p> | A 030                                                                          |                                                                                                                          |  |                                                        |

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| A 030                                                       | <p>Continued From page 5</p> <p>Program or local ombudsman council, the Elder Hotline operated by the Department of Children and Families, and _____, Rights Florida.</p> <p>429.27 Property and personal affairs of residents.-</p> <p>(1)(a) A resident shall be given the option of using his or her own belongings, as space permits; choosing his or her roommate; and, whenever possible, unless the resident is adjudicated _____ or _____ under state law, managing his or her own affairs.</p> <p>(b) The admission of a resident to a facility and his or her presence therein shall not confer on the facility or its owner, administrator, employees, or representatives any authority to manage, use, or dispose of any property of the resident; nor shall such admission or presence confer on any of such persons any authority or responsibility for the personal affairs of the resident, except that which may be necessary for the safe management of the facility or for the safety of the resident.</p> <p>This Statute or Rule is not met as evidenced by: Based on observation and interview, the facility failed to safeguard five out of five sampled residents' well-being by failing to follow current _____ control standards related to COVID-19 and Florida Governor's emergency orders DEM Order 20-006, dated _____, delineating minimum screening standards for persons entering identified residential facilities (Resident # 1 - 5). The facility put the all of the residents at risk for _____ COVID-19 by not screening essential visitors before entering the facility.</p> <p>Findings Included:</p> | A 030                                                                          |                                                                                                                          |                          |                                                        |

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| A 030                                                       | <p>Continued From page 6</p> <p>The COVID-19 is a transmissible that presents severe risk to persons who are aged, infirm, or suffer from co-including, but not limited to, system deficiency, and. See generally, Publications of the Centers for Control (CDC).</p> <p>On , the Governor of the State of Florida issued Executive Order 20-51 designating a Public Health Emergency as a result of COVID-19 and its impact. Pursuant to that authority, emergency orders have been issued by the Florida Division of Emergency Management to implement the protections necessary to assure the health, safety, and well-being of Florida's citizenry, including those most to the effects of . Among those emergency orders was DEM Order 20-006, dated , delineating minimum screening standards for persons entering identified residential facilities.</p> <p>The Agency for Health Care Administration (AHCA) has issued guidance and clarification on DEM Order 20-006 to providers, and on , issued an alert notifying nursing homes that all staff or other individuals admitted to a residential facility must don masks and that caregivers must wear gloves when providing resident care. While the treatment and management of residents with and the implementation of isolation precautions for such events are a long-standing health care issues faced by residential facilities, the ease of contagion and the effects of presented by COVID-19 mandate that providers exert meticulous practice and procedure to identify resident symptoms and take immediate</p> | A 030                                                                          |                                                                                                                          |  |                                                        |

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>JORGE'S HOME INC</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>15172 SW 13TH TERRACE<br/>MIAMI, FL 33194</b> |                                                                                                                          |                                                        |
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| A 030                                                       | <p>Continued From page 7</p> <p>... procedures to both assure appropriate treatment of a potentially resident and protect the remainder of a facility's population from the risk of spread of the</p> <p>According to the CDC a person with COVID-19 can present symptoms from mild to severe illness from days after being exposed to</p> <p>According to the World Health Organization, older people, and those with underlying medical problems like high , , and problems, , or , are at higher risk of developing serious illness experiencing and/or associated with difficulty breathing/ /pressure, or loss of speech or movement.</p> <p>During observation on at 9:15 am, Staff B opened the front door, asked visitors where's there coming from, called the administrator, and let the visitors in the facility. Staff did not screen the visitors with COVID-19 questionnaire, instruct the visitors to sign in visitor's log that was placed on the desk by door, or took the visitor's temperature.</p> <p>In an interview with administrator stated, on at 11:39 am " She didn't screen you guys?! She must had forgotten but I will have talk to her about it".</p> <p>In a further interview on at 11:45 am administrator stated, "Yes, I will have her retrained on how to screen visitors".</p> <p>Class II</p> | A 030                                                                                     |                                                                                                                          |                                                        |



Agency for Health Care Administration

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| A 078<br><br>A 078<br>SS=D                                  | Continued From page 8<br><br>59A-36.010(2) FAC Staffing Standards - Staff<br><br>(2) STAFF.<br>(a) Within 30 days after beginning employment,<br>newly hired staff must submit a written statement<br>from a health care provider documenting that the<br>individual does not have any signs or symptoms<br>of communicable . The examination<br>performed by the health care provider must have<br>been conducted no earlier than 6 months before<br>submission of the statement. Newly hired staff<br>does not include an employee transferring without<br>a break in service from one facility to another<br>when the facility is under the same management<br>or ownership.<br>1. Evidence of a negative<br>examination must be documented on an annual<br>basis. Documentation provided by the Florida<br>Department of Health or a licensed health care<br>provider certifying that there is a shortage of<br>... testing materials satisfies the annual<br>... examination requirement. An<br>individual with a positive ... test must<br>submit a health care provider's statement that the<br>individual does not constitute a risk of<br><br>2. If any staff member has, or is suspected of<br>having, a communicable , such individual<br>must be immediately removed from duties until a<br>written statement is submitted from a health care<br>provider indicating that the individual does not<br>constitute a risk of transmitting a communicable<br>...<br>(b) Staff must be qualified to perform their<br>assigned duties consistent with their level of<br>education, training, preparation, and experience.<br>Staff providing services requiring licensing or<br>certification must be appropriately licensed or<br>certified. All staff must exercise their | A 078<br><br>A 078                                                                        |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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| A 078                                                       | <p>Continued From page 9</p> <p>responsibilities, consistent with their qualifications, to observe residents, to document observations on the appropriate resident's record, and to report the observations to the resident's health care provider in accordance with this rule chapter.</p> <p>(c) All staff must comply with the training requirements of rule 59A-36.011, F.A.C.</p> <p>(d) An assisted living facility . . . . . to provide services to residents must ensure that individuals providing services are qualified to perform their assigned duties in accordance with this rule chapter. The contract between the facility and the staffing agency or contractor must specifically describe the services the staffing agency or contractor will provide to residents.</p> <p>(e) For facilities with a licensed capacity of 17 or more residents, the facility must:</p> <ol style="list-style-type: none"> <li>1. Develop a written job description for each staff position and provide a copy of the job description to each staff member; and,</li> <li>2. Maintain time sheets for all staff.</li> </ol> <p>(f) Level 2 background screening must be conducted for staff, including staff by the facility to provide services to residents, pursuant to sections 408.809 and 429.174, F.S.</p> <p>This Statute or Rule is not met as evidenced by: Based on observations, record review and interview the facility failed to ensure qualified staff have proof of a negative . . . . . examination documented on an annual basis for of one out of two (Staff B) sampled staff. The facility also failed to ensure that two out of two sampled staff (Staff A and B) were able to exercise their responsibilities to perform their assigned duties consistent with their level of education, training, preparation, and experience and the two staff were unable to start the alternate power source (portable generator) that would be used to cool</p> | A 078                                                                          |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**JORGE'S HOME INC**

**15172 SW 13TH TERRACE  
MIAMI, FL 33194**

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| A 078                    | <p>Continued From page 10</p> <p>the facility in the event of a loss of primary power.</p> <p>Findings included:</p> <p>1.</p> <p>On _____ at (:00 AM Staff B was observed in facility alone with five residents. Record review of the employee files found Staff B did not have proof of an updated negative examination in her file available for review. The last results were dated _____ and had expired on _____. On _____ at 10:32 AM the Administrator arrived.</p> <p>On _____ at 11:30 AM with the Administrator acknowledged Staff B did not have her _____ results and needs to schedule her for it.</p> <p>2.</p> <p>On _____ at 9:15 AM the caregiver asked to test portable generator and stated, she can not because "it is too heavy and would have to wait for owner to take it outside to test it."</p> <p>On _____ the Administrator asked to test generator from 11:00 am to 12:30 am observed Administrator made an attempt and struggled with dragging the generator from the garage to the side of the house for 30 minutes, then tried to read about and connect the appropriate wires from plug to generator to propane tank unsuccessfully. After an hour of trying to connect generator unsuccessfully. The administrator was asked, When was the last time you tested the generator and had you physically tested it before? "It was tested every seven months. No, a guy comes and test it for me. I have never done it</p> | A 078               |                                                                                                                          |                          |

Agency for Health Care Administration

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| A 078                                                       | Continued From page 11<br><br>myself. No the other staff does not know how to<br>test it. The next time the man comes I will have to<br>have him show us how to do it."<br><br>I want to clarify with you, if there is a power<br>outage today or tomorrow you and your staff will<br>not be able to turn on the generator correct? "yes,<br>we will not be able to."<br><br>Class III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | A 078                                                                          |                                                                                                                          |                          |                                                        |
| A 083<br>SS=D                                               | 59A-36.011(5) FAC Training - First Aid and<br><br>(5) FIRST AID AND . . . . .<br>( ). A staff member who<br>has completed courses in First Aid and . . . and<br>holds a currently valid card documenting<br>completion of such courses must be in the facility<br>at all times.<br>(a) Documentation that the staff member possess<br>current certification that requires the student<br>to demonstrate, in person, that he or she is able<br>to perform . . . and which is issued by an<br>instructor or training provider that is approved to<br>provide training by the American Red Cross,<br>the American . . . Association, the National<br>Safety Council, or an organization whose training<br>is accredited by the Commission on Accreditation<br>for Pre-Hospital Continuing Education satisfies<br>this requirement.<br>(b) A nurse shall be considered as having met the<br>training requirement for First Aid. An emergency<br>medical technician or paramedic currently<br>certified under chapter 401, Part III, F.S., shall be<br>considered as having met the training<br>requirements for both First Aid and C.P.R.<br><br>This Statute or Rule is not met as evidenced by: | A 083                                                                          |                                                                                                                          |                          |                                                        |

Agency for Health Care Administration

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| A 083                                                       | <p>Continued From page 12</p> <p>Based on record review and interview the facility failed to have an updated First Aid and certification training and holds a currently valid card documenting completion of such courses must be in the facility at all times for one out of two (Staff C) sampled staff.</p> <p>Findings included:</p> <p>Observations made on _____ at 9:00 AM there were five residents found with one staff member (Staff C). The staffing pattern posted for the month of _____ showed Staff B works 7 AM to 7 PM Monday through Saturday.</p> <p>On _____ at 9:10 AM Staff B acknowledged she was working in the at the facility alone and that she would call the Administrator to come now.</p> <p>Interview on _____ at 12:00 PM with Administrator acknowledged Staff B did not have the _____ and First Aid training and updated card. He stated, "With the COVID it is hard to get the training completed at this time."</p> <p>Class III</p> | A 083                                                                          |                                                                                                                          |                          |                                                        |