Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11965713	A. BUILDING: _____ B. WING _____	C 10/18/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE HIGHLANDS	4250 LAKELAND HIGHLANDS RD LAKELAND, FL 33813

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A 000	Initial Comments A complaint investigation (complaint number: 2023015490) and a generator monitoring were conducted at Brookdale Highlands on [redacted]. Deficiencies were identified at the time of survey.	A 000		
A 081 SS=D	429.52(1 & 7) FS; 59A-36.011( ) FAC Training - Staff In-Service 429.52(1) (1) Each new assisted living facility employee who has not previously completed core training must attend a preservice orientation provided by the facility before interacting with residents. The preservice orientation must be at least 2 hours in duration and cover topics that help the employee provide responsible care and respond to the needs of facility residents. Upon completion, the employee and the administrator of the facility must sign a statement that the employee completed the required preservice orientation. The facility must keep the signed statement in the employee's personnel record. (7) Facility staff shall participate in inservice training relevant to their job duties as specified by agency rule. Topics covered during the preservice orientation are not required to be repeated during inservice training. A single certificate of completion that covers all required inservice training topics may be issued to a participating staff member if the training is provided in a single training course. 59A-36.011 (2) STAFF PRESERVICE ORIENTATION. (a) Facilities must provide a preservice orientation of at least 2 hours to all new assisted living facility employees who have not previously	A 081		

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A 081	Continued From page 1 completed core training as detailed in subsection (1). (b) New staff must complete the preservice orientation prior to interacting with residents. (c) Once complete, the employee and the facility administrator must sign a statement that the employee completed the preservice orientation which must be kept in the employee's personnel record. (d) In addition to topics that may be chosen by the facility administrator, the preservice orientation must cover: 1. Resident's rights; and, 2. The facility's license type and services offered by the facility. (3) STAFF IN-SERVICE TRAINING. Facility administrators or managers shall provide or arrange for the following in-service training to facility staff: (a) Staff who provide direct care to residents, other than nurses, certified nursing assistants, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive a minimum of 1 hour in-service training in control, including universal precautions and facility sanitation procedures, before providing personal care to residents. The facility must use its control policies and procedures when offering this training. Documentation of compliance with the staff training requirements of 29 CFR 1910.1030, relating to borne , , may be used to meet this requirement. (b) Staff who provide direct care to residents must receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects: 1. Reporting adverse incidents. 2. Facility emergency procedures including	A 081		

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A 081	Continued From page 2 chain-of-command and staff roles relating to emergency evacuation. (c) Staff who provide direct care to residents, who have not taken the core training program, shall receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects: 1. Resident rights in an assisted living facility. 2. Recognizing and reporting resident . . . . ., neglect, and , . The facility must use its . . . . . prevention policies and procedures when offering this training. (d) Staff who provide direct care to residents, other than nurses, CNAs, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive 3 hours of in-service training within 30 days of employment that covers the following subjects: 1. Resident behavior and needs. 2. Providing assistance with the activities of daily living. (e) Staff who prepare or serve food, who have not taken the assisted living facility core training must receive a minimum of 1-hour-in-service training within 30 days of employment in safe food handling practices. (f) All facility staff shall receive in-service training regarding the facility's resident elopement response policies and procedures within thirty (30) days of employment. 1. All facility staff shall be provided with a copy of the facility's resident elopement response policies and procedures. 2. All facility staff shall demonstrate an understanding and competency in the implementation of the elopement response policies and procedures.	A 081		

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A 081	Continued From page 3 This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to provide direct care staff with training regarding activities of daily living and behavioral needs, incident reporting, adverse incident reporting, and emergency procedures within thirty days of employment for five employees (Staff A, B, C, D, and E) of six sampled employees. Findings Included: An employee record review for Staff A, conducted on . . . . . , revealed that Staff A's employee record contained a training certificate dated . . . . . for 0.5-hour of the three hours required regarding activities of living and behavioral needs. Staff A was hired on . . An employee record review for Staff B, conducted on . . . . . , revealed that Staff B's employee record contained a training certificate dated . . . . . for 1-hour training and . . . . . for 0.5-hour of the three hours required regarding activities of living and behavioral needs. Staff B was hired on . An employee record review for Staff C, conducted on . . . . . , revealed that Staff C's employee record contained a training certificate dated . . . . . for 1-hour of the three hours required regarding activities of living and behavioral needs. Staff C was hired on . . . . . . An employee record review for Staff D, conducted on , revealed that Staff D's employee record contained a training certificate dated for 1-hour of the three hours required	A 081		

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A 081	Continued From page 4 regarding activities of living and behavioral needs. Staff D was hired on . An employee record review for Staff E, conducted on , revealed that Staff E's employee record contained a training certificate dated for 1-hour training and for 0.5-hour of the three hours required regarding activities of living and behavioral needs. Staff E did not have a certificate of training for reporting major and adverse incidents, emergency procedures, and incident reporting. Staff E was hired on . During an interview with the Business Office Manager, conducted on at 02:30pm, the Business Office Manager agreed that Staff A, B, C, D, and E's employee records did not contain training certificates for three-hours of activities of daily living and behavioral needs. The Business Office Manager agreed that Staff E's employee record did not contain a training certificate for reporting major and adverse incidents, emergency procedures, and incident reporting. Class III	A 081		
A 086 SS=D	59A-36.011(10) FAC Training - ADRD (10) AND RELATED ("ADRD") TRAINING REQUIREMENTS. Facilities which advertise that they provide special care for persons with ADRD, or who maintain secured areas as described in Chapter 4, Section 464.4.6 of the Florida Building Code, as adopted in rule 61G20-1.001, F.A.C., Florida Building Code Adopted, must ensure that facility staff receive the following training. (a) Facility staff who interact on a daily basis with	A 086		

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A 086	Continued From page 5 residents with ADRD but do not provide direct care to such residents and staff who provide direct care to residents with ADRD, shall obtain 4 hours of initial training within 3 months of employment. Completion of the core training program between , , and , shall satisfy this requirement. Facility staff who meet the requirements for ADRD training providers under paragraph (g) of this subsection, will be considered as having met this requirement. Initial training, entitled " and Related Level I Training," must address the following subject areas: 1. Understanding 's and related ; 2. Characteristics of ; 3. Communicating with residents with 's ; 4. Family issues; 5. Resident environment; and, 6. Ethical issues. (b) Staff who have successfully completed both the initial one hour and continuing three hours of ADRD training pursuant to sections 400.1755, 429.917 and 400.6045(1), F.S., shall be considered to have met the initial assisted living facility and Related Level I Training. (c) Facility staff who provide direct care to residents with ADRD must obtain an additional 4 hours of training, entitled " and Related Level II Training," within 9 months of employment. Facility staff who meet the requirements for ADRD training providers under paragraph (g) of this subsection, will be considered as having met this requirement. and Related Level II Training must address the following subject areas as they apply to these :	A 086		

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A 086	Continued From page 6 1. Behavior management, 2. Assistance with ADLs, 3. Activities for residents, 4. Stress management for the care giver; and, 5. Medical information. (d) A detailed description of the subject areas that must be included in an ADRD curriculum which meets the requirements of paragraphs (a) and (b) of this subsection, can be found in the document "Training Guidelines for the Special Care of Persons with 's and Related ," dated , incorporated by reference, available from the Department of Elder Affairs, 4040 Esplanade Way, Tallahassee, Florida 32399-7000. (e) Direct care staff shall participate in 4 hours of continuing education annually as required under section 429.178, F.S. Continuing education received under this paragraph may be used to meet 3 of the 12 hours of continuing education required by section 429.52, F.S., and subsection (1) of this rule, or 3 of the 6 hours of continuing education for extended congregate care required by subsection (7) of this rule. (f) Facility staff who have only incidental contact with residents with ADRD must receive general written information provided by the facility on interacting with such residents, as required under section 429.178, F.S., within three (3) months of employment. "Incidental contact" means all staff who neither provide direct care nor are in regular contact with such residents. (g) Persons who seek to provide ADRD training in accordance with this subsection must provide the department or its designee with documentation that they hold a Bachelor's degree from an accredited college or university or hold a license as a registered nurse, and: 1. Have 1 year teaching experience as an	A 086		

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A 086	Continued From page 7 educator of caregivers for persons with or related , or 2. Three years of practical experience in a program providing care to persons with or related , or 3. Completed a specialized training program in the subject matter of this program and have a minimum of two years of practical experience in a program providing care to persons with or related . (h) With reference to requirements in paragraph (g), a Master's degree from an accredited college or university in a subject related to the content of this training program can substitute for the teaching experience. Years of teaching experience related to the subject matter of this training program may substitute on a year-by-year basis for the required Bachelor's degree referenced in paragraph (g). This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to obtain four-hours training regarding and related (ADRD) Level-I training within three months of employment for four employees (Health and Wellness Director and Staff A, B, and D) of six sampled employees. Furthermore, the facility failed to obtain four-hours of training regarding ADRD Level-II training within nine months of employment for two employees (Health and Wellness Director and Staff A) of six sampled employees. Findings Included: An employee record review for the Health and Wellness Director, conducted on , revealed that the Health and Wellness Director's employee record did not contain a certificate of	A 086		

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A 086	Continued From page 8 training for a four-hours ADRD level-I training within three months of employment. The Health and Wellness Director's employee record did not contain a certificate of training for a four-hours ADRD level-II training within nine months of employment. The Health and Wellness Director was employed with the company on . . . . . . An employee record review for Staff A, conducted on , revealed that Staff A's employee record did not contain a certificate of training for a four-hours ADRD Level-I training within three months of employment. Staff A's employee record did not contain a certificate of training for a four-hours ADRD Level-II training within nine months of employment. Staff A was hired on . . . . . . An employee record review for Staff B, conducted on , revealed that Staff B's employee record did not contain a certificate of training for a four-hours ADRD Level-I training within three months of employment. Staff B was hired on . An employee record review for Staff D, conducted on . . . . . , revealed that Staff D's employee record did not contain a certificate of training for a four-hours ADRD Level-I training within three months of employment. Staff D was hired on . . . . . . During an interview with the Business Office Manager, conducted on at 02:30pm, the Business Office Manager agreed that the Health and Wellness Director and Staff A, B, and D's employee records did not contain a training certificate for a four-hours ADRD Level-I training within three months of their employment. The Business Office Manager agreed that the Health	A 086		

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A 086	Continued From page 9 and Wellness Director and Staff A's employee records did not contain a training certificate for a four-hours ADRD Level-II training within nine months of their employment. Class III	A 086		