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
	AL11964948	A. BUILDING: ______ B. WING ______	R **04/03/2024**

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE DR PHILLIPS MC	**8015 PIN OAK DR.** **ORLANDO, FL 32819**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{A 000}	Initial Comments A revisit to a re-licensure survey with Limited Nursing Service (LNS) and a complaint investigation (#2023013746) was conducted at Brookdale Dr Phillips memory care on . The facility had an uncorrected deficiency at the time of the survey.	{A 000}		
{A 090} SS=D	59A-36.011(11) FAC Training - (11) TRAINING. (a) Currently employed facility administrators, managers, direct care staff and staff involved in resident admissions must receive at least one hour of training in the facility's policies and procedures regarding . (b) Newly hired facility administrators, managers, direct care staff and staff involved in resident admissions must receive at least one hour of training in the facility's policy and procedures regarding within 30 days after employment. (c) Training shall consist of the information included in rule 59A-36.009, F.A.C. This Statute or Rule is not met as evidenced by: DEFICIENCY REMAINED UNCORRECTED Based on personnel record reviews and interviews, the facility failed to ensure 2 of 5 sampled staff comprehended the training they received on the facility's policy and procedures regarding ( ) (G & H). Findings: 1. On at 11:33 am, caregiver G, when	{A 090}		

AHCA Form 3020-0001
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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{A 090}	Continued From page 1 asked what a was, replied "I don't know". When asked what a was, she replied "if a person dies you can bring them ". When asked if , ( ) was given to someone who has a she replied "yes, if you can". When asked where a resident's can be found in the facility she replied, "go to the book, you have to find it, I think all of them are in the office". She then said "I've never had that happen. If I'm here I call (she named the memory care director)." (The facility's policy indicated the facility would honor a properly executed .) A review of caregiver G's personnel record revealed a hire date of . The caregiver received 1-hour training regarding the facility's policy on and was a participant during training on the same topic on . On at 10:53 am during a phone interview, caregiver H was asked if she received training on the facility's policies she replied, "today or tomorrow?" Despite repeating the question and saying both " " and " " she did not understand the questions. Caregiver H was asked what a was, and she replied, "I no speak English". A review of caregiver H's personnel record revealed a hire date of . The caregiver received a 1-hour training regarding the facility's policy on . On at 11:54 am, the administrator said she was present during the training and said the topics covered were how staff responds to a , when a resident starts a how it's communicated to the staff, where it's located, and that it's on yellow paper.	{A 090}		

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{A 090}	Continued From page 2 On at 12:15 pm, the result of caregiver's G's and H's interview was discussed with the administrator. She offered to get another staff member to translate for caregiver H. It was explained to the administrator that staff needed to be able to verbalize their understanding of the policy without the aid of a translator. The administrator said if an employee did not understand English then training was provided in their language. The administrator said the facility's way of ensuring staff understood was by asking if anyone had questions at the conclusion of training. The administrator said no one had questions following the training. The memory care director was present and said caregiver H did not speak and understand English well. Class III	{A 090}		