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
	AL11968749	A. BUILDING: _____ B. WING _____	06/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE WILLOWS	4725 BELLWETHER LN OXFORD, FL 34484

(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
CZ875	430.5025(4 & 7-9) Alzheimer disease/dementia; Training (4) Employees of covered providers must complete the following training for Alzheimer's disease and related forms of dementia: (a) Upon beginning employment, each employee must receive basic written information about interacting with persons who have Alzheimer's disease or related forms of dementia. (b) Within 30 days after beginning employment, each employee who provides personal care to or has regular contact with participants, patients, or residents must complete a 1-hour training program provided by the department. 1. The department shall provide training that is available online at no cost. The 1-hour training program shall contain information on understanding the basics about the most common forms of dementia, how to identify the signs and symptoms of dementia, and skills for communicating and interacting with persons with Alzheimer ' s disease or related forms of dementia. A record of the completion of the training program must be made available to the covered provider which identifies the training curricula, the name of the employee, and the date of completion. 2. A covered provider must maintain a record of the employee's completion of the training program and, upon written request of the employee, provide the employee with a copy of the record of completion consistent with the employer's written policies. 3. An employee who has completed the training required in this subsection is not required to repeat the program upon changing employment to a different covered provider. (c) Within 7 months after beginning employment for a home health agency, nurse registry, or companion or homemaker service provider, each	CZ875		

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CZ875	Continued From page 1	CZ875		

employee who provides personal care must complete 2 hours of training in addition to the training required in paragraphs (a) and (b). The additional training must include, but is not limited to, behavior management, promoting the person ' s independence in activities of daily living, and skills in working with families and caregivers.
(d) Within 7 months after beginning employment for a nursing home, an assisted living facility, an adult family-care home, or an adult day care center, each employee who provides personal care must complete 3 hours of training in addition to the training required in paragraphs (a) and (b). The additional training must include, but is not limited to, behavior management, promoting the person's independence in activities of daily living, skills in working with families and caregivers, group and individual activities, maintaining an appropriate environment, and ethical issues.
(e) For an assisted living facility, adult family-care home, or adult day care center that advertises and provides, or is designated to provide, specialized care for persons with Alzheimer's disease or related forms of dementia, in addition to the training specified in paragraphs (a) and (b), employees must receive the following training:
1. Within 3 months after beginning employment, each employee who provides personal care to or has regular contact with the residents or participants must complete the additional 3 hours of training as provided in paragraph (d).
2. Within 6 months after beginning employment, each employee who provides personal care must complete an additional 4 hours of dementia-specific training. Such training must include, but is not limited to, understanding Alzheimer's disease and related forms of dementia, the stages of Alzheimer's disease, communication strategies, medical information,

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CZ875	Continued From page 2 and stress management. 3. Thereafter, each employee who provides personal care must participate in at least 4 hours of continuing education each calendar year through contact hours, on-the-job training, or electronic learning technology. For this subparagraph, the term "on-the-job training" means a form of direct coaching in which a facility administrator or his or her designee instructs an employee who provides personal care with guidance, support, or hands-on experience to help develop and refine the employee's skills for caring for a person with Alzheimer's disease or a related form of dementia. The continuing education must cover at least one of the topics included in the dementia-specific training in which the employee has not received previous training in the previous calendar year. The continuing education may be fulfilled and documented in a minimum of one quarter-hour increments through on-the-job training of the employee by a facility administrator or his or her designee or by an electronic learning technology chosen by the facility administrator. On-the-job training may not account for more than 2 hours of continuing education each calendar year. (f)1. An employee provided, assigned, or referred by a health care services pool must complete the training required in paragraph (c), paragraph (d), or paragraph (e) that is applicable to the covered provider and the position in which the employee will be working. The documentation verifying the completed training and continuing education of the employee, if applicable, must be provided to the covered provider upon request. 2. A health care services pool must verify and maintain documentation as required under s. 400.980(5) before providing, assigning, or referring an employee to a covered provider.	CZ875		

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CZ875	Continued From page 3 (7) For a certified nursing assistant as defined in s. 464.201, training hours completed as required under this section may count toward the total hours of training required to maintain certification as a nursing assistant. (8) For a health care practitioner as defined in s. 456.001, training hours completed as required under this section may count toward the total hours of continuing education required by that practitioner's licensing board. (9) Each person employed, contracted, or referred to provide services before July 1, 2023, must complete the training required in this section before July 1, 2026. Proof of completion of equivalent training completed before July 1, 2023, shall substitute for the training required in subsection (4). Each person employed, contracted, or referred to provide services on or after July 1, 2023, may complete training using approved curriculum under paragraph (5)(d) until the effective date of the rules adopted by the department under subsection (6). This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure employees who provided personal care to or had regular contact with residents completed a 1-hour training program provided by Department of Elder Affairs and within 3 months after beginning employment, for 1 of 3 employees reviewed (Staff E, Resident Assistant). Findings include: Review of Staff E, Resident Assistant's personnel file showed a hire date of 12/23/2024. Further review of Staff E's personnel file showed no additional Alzheimer's disease training as	CZ875		

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CZ875	Continued From page 4 required. During an interview on 6/10/2025 at 1:00 PM, the Executive Director stated, "That was prior to my arrival, so I'm not sure why he does not have the additional training." Class III	CZ875		
A 000	Initial Comments An unannounced re-licensure survey with Emergency Power Plan and Limited Nursing Services monitoring were conducted at The Willows on June 9, 2025 through June 10, 2025. Deficient practice was identified at the time of the survey.	A 000		
AN278	59A-36.022(3) FAC; 429.07(3)(c)2, FS LNS - Records 59A-36.022 (3) RECORDS. (a) A record of all residents receiving limited nursing services and the type of services provided must be maintained at the facility. (b) Nursing progress notes must be maintained for each resident who receives limited nursing services from facility staff. (c) A nursing assessment conducted at least monthly must be maintained on each resident who receives a limited nursing service. 429.07 (3)(c)2, FS A facility that is licensed to provide limited nursing services shall maintain a written progress report on each person who receives such nursing services from the facility's staff. The report must describe the type, amount, duration, scope, and	AN278		

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AN278	Continued From page 5 outcome of services that are rendered and the general status of the resident's health... This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review, the facility failed to maintain complete and accurate nursing progress notes for the residents receiving Limited Nursing Services for 2 of 2 residents receiving Limited Nursing Services (Residents #4 and #5). Findings include: During an observation on 6/9/2025 at 10:15 AM, Resident #4 was sitting in a recliner in her room. There was a tubing coming from under the resident's shirt and attached to a urinary collection bag. During an interview on 6/9/2025 at 10:15 AM, Resident #4 stated, "The nurse comes by once a week or so and checks the opening of my tubing and that's it." Review of the Limited Nursing Services book showed an order dated 1/22/2025 for Resident #4 that read, "Patient is to receive LNS [Limited Nursing Services]- nephrostomy care." Review of the Limited Nursing Services documentation for Resident #4's from March 1, 2025 through June 9, 2025 showed no documentation of monthly progress notes for Resident #4 by the nursing staff providing the care that included resident name, type of service, amount of service, duration of service, scope of service, outcome of service(s) that are rendered, and general status of the residents' health. During an interview on 6/9/2025 at 12:45 PM,	AN278		

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AN278	Continued From page 6 Staff D, Registered Nurse (RN), stated, "I just come through once a month and make sure that they are charting correctly. I do a report once a month that I submit to the Executive Director and the Nurse Director that notes any discrepancies or issues." During an interview on 6/9/2025 at 1:00 PM, Resident #5 stated, "They help with it [colostomy] when I ask them too." Review of the Limited Nursing Services book showed an order dated 10/7/2024 for Resident #5 that read, "LNS [Limited Nursing Services] Services for colostomy." Review of the Limited Nursing Services documentation for Resident #5 from March 1 2025 through June 9, 2025 showed no documentation of monthly progress notes for Resident #4 by the nursing staff providing the care that included resident name, type of service, amount of service, duration of service, scope of service, outcome of service(s) that are rendered, and general status of the residents' health. During an interview on 6/9/2025 at 1:15 PM, the Executive Director (ED) stated, "She [Staff D] submits a monthly report to me." Review of the facility policy and procedure titled "Resident Evaluation and Assessment Policy" dated 2018, showed it read, "Limited Nursing Services... How to Make it Happen ... 5. The community will maintain progress notes on each resident who receives such services by having the nursing associate(s) providing the care document the following to include but not limited to: a. Resident name, b. Type of service, c. Amount of service, d. Duration of service, e.	AN278		

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AN278	Continued From page 7 Scope of service, f. Outcome of service(s) that are rendered, g. General status of the residents' health." Class III	AN278		