

Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11953368	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED 04/07/2026
NAME OF PROVIDER OR SUPPLIER NAPLES GREEN VILLAGE			STREET ADDRESS, CITY, STATE, ZIP CODE 101 CYPRESS WAY EAST NAPLES, FL 34110		
(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 081 SS=D	429.52(1 & 7) FS; 59A-36.011() FAC Training - Staff In-Service 429.52 (1)(a) 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. (b) Each assisted living facility employee must complete the training required under s. 430.5025. However, an employee of an assisted living facility licensed as a limited mental health facility under s. 429.075 is exempt from the training requirements under s. 430.5025(4)(d). (c) If an assisted living facility employee completes the 1-hour training required under s. 430.5025 before interacting with residents, such training may count toward the 2 hours of preservice orientation required under paragraph (a). (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.	A 081			

AHCA Form 3020-0001

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

TITLE

(X8) DATE

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A 081	Continued From page 1 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 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	A 081			

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A 081	Continued From page 2 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 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	A 081			

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A 081	Continued From page 3 understanding and competency in the implementation of the elopement response policies and procedures. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to ensure all direct care employees completed required trainings within 30 days of hire for 3 (Staff E, F, G,) of 3 records reviewed. The findings included: Record review for Caregiver Staff E revealed a date of hire of . Further review revealed documentation of a New Hire Checklist indicating completion of 2 hours of Pre-Service Orientation training on , 2 hours of Control and Universal Precautions training on , 1 hour of , Neglect and , training on , and 1 hour of Elopement training on . The certificate of completion for the trainings did not contain the employee and or the Executive Director dated signatures to show valid completion. Record review for Caregiver Staff F revealed a date of hire of . Further review revealed documentation of a New Hire Checklist indicating completion of 2 hours of Pre-Service Orientation training on , Control and Universal Precautions training on , Neglect and , training on , and Elopement training was not documented in Staff F's file. The certificate of completion for the trainings did not contain the employee and or the	A 081			

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A 081	Continued From page 4 Executive Director dated signatures to show valid completion Record review for Caregiver Staff G revealed a date of hire of . Further review revealed documentation of a New Hire Checklist indicating completion of 2 hours of Pre-Service Orientation training on Control and Universal Precautions training on Neglect and training on , and Elopement training was not documented in Staff G's file. The certificate of completion for the trainings did not contain the employee and or the Executive Director dated signatures to show valid completion On at 1:15 p.m., during an interview, the Business Office Manager (BOM) said she can't remember the last time a pre-hire orientation was conducted. The DON acknowledged that if documents are not signed, the training was not done. The BOM said the trainings had not been done for any staff working at night. On at 1:35 p.m., during an interview, the Executive Director said that there are still lots of issues with training for our policies and procedures, and we have to figure it out. Class III	A 081			
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	A 090			

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A 090	Continued From page 5 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: Based on record review and interview, the facility failed to ensure all direct care employees completed 1 hour of () training based on facility policies and procedures for 3 (Staff E, F, G) out of 3 records reviewed. The findings included: Record review for Caregiver Staff E revealed a date of hire of . Further review revealed documentation of a New Hire Checklist indicating 1 hour of was done on . Further review revealed the certificate of completion did not contained the dated signature of the instructor/Administrator/Executive Director to show valid completion of the training. Record review for Caregiver Staff F revealed a date of hire of . Further review revealed documentation of a New Hire Checklist indicating 1 hour of training was not documented in Staff F's file. Further review revealed the certificate of completion did not contained the dated signature of the instructor/Administrator/Executive Director to	A 090			

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A 090	Continued From page 6 show valid completion of the training. Record review for Caregiver Staff G revealed a date of hire of . Further review revealed documentation of a New Hire Checklist indicating 1 hour of . was not documented in Staff G's file. Further review revealed the certificate of completion did not contained the dated signature of the instructor/Administrator/Executive Director to show valid completion of the training. On at 1:15 p.m., during an interview, the Business Office Manager (BOM) said she can't remember the last time a pre-hire orientation was conducted. The BOM acknowledged that if documents are not signed, they are not done. The BOM said that the trainings had not been done for any staff working at night. On at 1:35 p.m., during an interview, the Executive Director said that there are still lots of issues with training for our policies and procedures, and we have to figure it out. Class III	A 090			
A 000	Initial Comments A complaint investigation for #2026000352, #2026002117, #2026003893, #2026005002 and an emergency power plan monitoring survey was conducted at Naples Green Village on through Deficiencies were identified at the time of the survey.	A 000			

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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

NAPLES GREEN VILLAGE

**101 CYPRESS WAY EAST
NAPLES, FL 34110**

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A 025 A 025 SS=D	Continued From page 7 429.26(7) FS; 59A-36.007(1) FAC Resident Care - Supervision 429.26 (7) The facility shall notify a licensed physician when a resident exhibits signs of _____ or _____ or has a change of condition in order to rule out the presence of an underlying physiological condition that may be contributing to such _____ or _____. The notification must occur within 30 days after the acknowledgment of such signs by facility staff. If an underlying condition is determined to exist, the facility must notify the resident's representative or designee of the need for health care services and must assist in making _____ for the necessary care and services to treat the condition. If the resident does not have a representative or designee or if the resident's representative or designee cannot be located or is unresponsive, the facility shall arrange with the appropriate health care provider for the necessary care and services to treat the condition. 59A-36.007 Resident Care Standards. An assisted living facility must provide care and services appropriate to the needs of residents accepted for admission to the facility. (1) SUPERVISION. Facilities must offer personal supervision as appropriate for each resident, including the following: (a) Monitoring of the quantity and quality of resident diets in accordance with Rule 59A-36.012, F.A.C. (b) Daily observation by designated staff of the activities of the resident while on the premises, and awareness of the general health, safety, and physical and emotional well-being of the resident.	A 025 A 025		

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A 025	Continued From page 8 (c) Maintaining a general awareness of the resident's whereabouts. The resident may travel independently in the community. (d) Contacting the resident's health care provider and other appropriate party such as the resident's family, guardian, health care surrogate, or case manager if the resident exhibits a significant change. (e) Contacting the resident's family, guardian, health care surrogate, or case manager if the resident is discharged or moves out. (f) Maintaining a written record, updated as needed, of any significant changes, any illnesses that resulted in medical attention, changes in the method of medication administration, or other changes that resulted in the provision of additional services. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to contact the resident's family or appropriate party if the resident exhibits a significant change in condition for 1 (Resident #24) of 3 records reviewed. The findings included: Policy titled: Change of Condition. Policy Detail: Emergent: 3. The physician and legally responsible party will be notified of the residents condition and transported to the hospital. Non-Emergent. 1. The physician and legally responsible party will be notified of the resident change in condition. Record review revealed Resident #24 was transported to Naples Community Hospital (NCH) on . at 9:47 a.m., by Collier County Emergency Services. Further review revealed	A 025			

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A 025	Continued From page 9 NCH hospital record reports which indicated Resident #24 was treated for a on . On at 1:35 p.m., during an interview, Resident #24 family member said that neither herself or any of her other family members were ever notified that Resident #24 had a . and was sent to the hospital. On at 11:35 a.m., during an interview, the Director of Nursing said that the Responsible Party or the family members of Resident #24 were not directly contacted and no messages were ever left for them for the change in condition when Resident #24 and was sent to the hospital. The DON said it was the facility's fault that Resident #24's family members were not notified. Class III		A 025		
A 053 SS=D	59A-36.008(4) FAC Medication - Administration (4) MEDICATION ADMINISTRATION. (a) For facilities that provide medication administration, a staff member licensed to administer medications must be available to administer medications in accordance with a health care provider's order or prescription label. (b) Unusual reactions to the medication or a significant change in the resident's health or behavior that may be caused by the medication must be documented in the resident's record and reported immediately to the resident's health care provider. The contact with the health care provider must also be documented in the resident's record. (c) Medication administration includes conducting any examination or other procedure necessary		A 053		

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A 053	Continued From page 10 for the proper administration of medication that the resident cannot conduct personally and that can be performed by licensed staff. (d) A facility that performs clinical laboratory tests for residents, including _____ testing, must be in compliance with the federal Clinical Laboratory Improvement Amendments of 1988 (CLIA) and Chapter 483, Part I, F.S. A valid copy of the federal CLIA Certificate must be maintained in the facility. A federal CLIA certificate is not required if residents perform the test themselves or if a third party assists residents in performing the test. The facility is not required to maintain a federal CLIA Certificate if facility staff assist residents in performing clinical laboratory testing with the residents' equipment. Information about the federal CLIA Certificate is available from the Laboratory and In-Home Services Unit, Agency for Health Care Administration, 2727 Mahan Drive, Mail Stop 32, Tallahassee, FL 32308; telephone (850)412-4500. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to provide a staff member licensed to administer medications, be available to administer medications for 1 (Resident #22) out of 3 resident's records reviewed. The findings included: On _____ at 10:00 a.m., during an interview, Licensed Practical Nurse (LPN) Staff A said the Medication Technicians provide all the medications and herself and the nurses just do oversight. On _____ at 9:10 a.m., during an observation of the Memory Care dining room, Medication	A 053			

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A 053	Continued From page 11 Technician (MT) Staff D was observed mixing medications in a cup with applesauce with a spoon and directly administering the medications into the _____ of Resident #22. On _____ at 10:05 a.m., during an interview, MT Staff D said that she almost always gives Resident #22 his medications directly into his _____ but sometimes he can do it himself. Staff D said all of the Medication Technicians (med tech) do the same thing. Record review of the Agency for Healthcare Administration (AHCA) Resident Health Assessment Form (1823) for Resident #22 dated _____, indicated in Section 2, Self-Care and General Oversight - Medications: Resident #22 - Needs Medication Administration. Record review of the Electronic Medication Administration Record (EMAR) for Resident #22, indicated on _____, 2,3,4,5 and 6, all medications were documented as given by unlicensed Medication Technicians. On _____ at 2:25 p.m., during an interview, the Director of Nursing said that if Resident #22 is checked on his 1823 for medication administration, then a nurse has to administer the medications and not a med tech. The DON acknowledged that if the resident is on assistance with self-administration of medications they need to do it themselves and unlicensed individuals can't put a spoon directly in the residents with medications. Class III	A 053			

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A 056 A 056 SS=D	Continued From page 12 59A-36.008(7) FAC Medication - Labeling and Orders (7) MEDICATION LABELING AND ORDERS. (a) The facility may not store prescription drugs for self-administration, assistance with self-administration, or administration unless they are properly labeled and dispensed in accordance with Chapters 465 and 499, F.S., and Rule 64B16-28.108, F.A.C. If a customized patient medication package is prepared for a resident, and separated into individual medicinal drug containers, then the following information must be recorded on each individual container: 1. The resident's name; and, 2. The identification of each medicinal drug in the container. (b) Except with respect to the use of pill organizers as described in subsection (2), no individual other than a pharmacist may transfer medications from one storage container to another. (c) If the directions for use are "as needed" or "as directed," the health care provider must be contacted and requested to provide revised instructions. For an "as needed" prescription, the circumstances under which it would be appropriate for the resident to request the medication and any limitations must be specified; for example, "as needed for , , not to exceed 4 tablets per day." The revised instructions, including the date they were obtained from the health care provider and the signature of the staff who obtained them, must be noted in the medication record, or a revised label must be obtained from the pharmacist. (d) Any change in directions for use of a medication that the facility is administering or providing assistance with self-administration must	A 056 A 056			

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A 056	Continued From page 13 be accompanied by a written, faxes, or electronic copy of a medication order issued and signed by the resident's health care provider. The new directions must promptly be recorded in the resident's medication observation record. The facility may then obtain a revised label from the pharmacist or place an "alert" label on the medication container that directs staff to examine the revised directions for use in the medication observation record. (e) A nurse may take a medication order by telephone. Such order must be promptly documented in the resident's medication observation record. The facility must obtain a written medication order from the health care provider within 10 working days. A faxed or electronic copy of a signed order is acceptable. (f) The facility must make every reasonable effort to ensure that prescriptions for residents who receive assistance with self-administration of medication or medication administration are filled or refilled in a timely manner. (g) Pursuant to Section 465.0276(5), F.S., and Rule 61N-1.006, F.A.C., sample or complimentary prescription drugs that are dispensed by a health care provider, must be kept in their original manufacturer's packaging, which must include the practitioner's name, the resident's name for whom they were dispensed, and the date they were dispensed. If the sample or complimentary prescription drugs are not dispensed in the manufacturer's labeled package, they must be kept in a container that bears a label containing the following: 1. Practitioner's name, 2. Resident's name, 3. Date dispensed, 4. Name and strength of the drug, 5. Directions for use; and,	A 056			

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NAME OF PROVIDER OR SUPPLIER NAPLES GREEN VILLAGE			STREET ADDRESS, CITY, STATE, ZIP CODE 101 CYPRESS WAY EAST NAPLES, FL 34110		
(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 056	Continued From page 14 6. Expiration date. (h) Pursuant to Section 465.0276(2)(c), F.S., before dispensing any sample or complimentary prescription drug, the resident's health care provider must provide the resident with a written prescription, or a faxed or electronic copy of such order. This Statute or Rule is not met as evidenced by: Based on record review and interview, the facility failed to make every reasonable effort to ensure that prescriptions ordered by the physician for residents are filled/refilled in a timely manner for 1(Resident #24) of 3 residents reviewed. The findings included: Record review of the Electronic Medical Record (EMAR) for Resident #24 revealed that Cream 5% () was prescribed for seven days beginning and ending . Further review revealed the Cream 5% was not documented as given until . Resident #24's record indicated a second physician order for Cream 5% was prescribed effective for 7 days ending , and a single dosage of 3mg () effective . Further review showed that the cream was not given and not available, and the single dosage of was not given and documented as not on the cart. On at 10:05 a.m., during an interview, Medication Technician Staff D said Resident #24 has been out of stock for the cream and the for a week and it is still not on the cart.	A 056			

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A 056	Continued From page 15 On at 2:25 p.m., during an interview the Director of Nursing said the pharmacy supplied duplicate medications for some residents and she hasn't given out the and the cream because she didn't want to give both medications. The DON said the cream is hard for the Memory Care residents, so she hasn't stocked them yet. The DON acknowledged it is not correct care for the residents having medications not available to treat medical issues when needed. Class III	A 056			