STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11932640	07/09/2013
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Emeritus At Boynton Village	1935 South Federal Highway Boynton Beach, FL 33435	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:
St - A - 0000 - - Initial Comments
St - A - 0030 - 58a-5.0182(6) Fac; 429.28 Fs - Resident Care - Rights & Facility Procedures S-S= G
St - A - 0081 - 58a-5.0191(2) Fac - Training - Staff In-Service S-S= D
St - A - 0165 - 429.23 Fs; 58a-5.0241 Fac - Risk Mgmt & Qa; Adverse Incident Report S-S= D

Specific Tag Findings:

0000-Initial Comments
An Assisted Living Facility complaint inspection (CCR #2013006967) survey was conducted on [redacted] Emeritus at Boynton Village, had licensure deficiencies found at the time of the visit.

0030-Resident Care - Rights & Facility Procedures 58A-5.0182(6) FAC; 429.28 FS
Based on record interviews and record reviews, the facility failed to appropriately respond to resident ' s grievances regarding theft of personal property in an appropriate time frame (Residents #6). The facility also failed to conduct an investigation related to grievances filed related to theft /missing of property for 3 out of 7 sampled residents (Residents #4, #6, #7).

The findings include:

a) On [redacted] at 12:10 PM, an interview was conducted with Resident #6. Resident #6 described how Staff A stole her gold necklace and gold nugget pendent with her children ' s birthstones (Combined value over $100). Resident #6 confirmed she reported this incident to her daughter who reported the information to the facility. Resident #6 stated a total of $30 have been taken from her purse/ apartment in this calendar year.

b) On [redacted] at approximately 12:25 PM, an interview was conducted with Resident #7. Resident #7 stated, five of her most valuable rings were taken from her [redacted] of the current year. Resident #7 added her wedding [redacted] was among the rings taken from her. Resident #7 stated, the wedding [redacted] meant a lot to her. Resident #7 stated, she reported the missing property to the facility and a staff member came up to look for the rings, but could not find them. Resident #7 reported, no

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further action was taken by the facility to locate and/or recover her rings.

c) On [redacted] at approximately 1:00 PM, an interview was conducted with Resident #4. Resident #4 stated, he had a gold chain with a gold arrowhead charm (valued at over $100) stashed in a small pouch, which he kept under clothes in his drawer and this item was taken from him. Resident #4 states, he reported information to the facility. Resident #4 states, a staff member came to his [redacted] look for the necklace and did not find it. Resident #4 denies the facility made any follow up actions. Resident #4 denies law enforcement was called and a police report was made.

d) On [redacted] at 2:27 PM, an interview was conducted with the Business Office Manager (BOM). He confirmed he received the report from Resident #7 concerning her missing rings. He confirmed he went to Resident #7 ' s [redacted] look for the rings and did not find them in the [redacted] He confirmed not further action was taken regarding an investigation of Resident #7 ' s rings.

e) On [redacted] the Resident Care Director (RCD) was interviewed. The RCD confirmed she became aware of the theft of Resident #6 ' s necklace on [redacted] The RCD confirmed between [redacted] and [redacted] Resident #6 described the person who took her necklace. The RCD confirmed the description of the person matched Staff A. The RCD confirmed the police were not contacted at that time.

f) On [redacted] at approximately 3:30 PM, an interview was conducted with Resident #6's daughter. Resident # 6's daughter stated, the facility did not do anything regarding the theft of her mother's necklace, so she decided to contact the police.

g) A review of the facility ' s Grievance log revealed between Resident #4, #6, and #7 filed grievances related to missing funds or property. On [redacted] Resident #4 filed a grievance for a missing gold necklace with a gold arrowhead charm. The facility recorded their resolution to Resident #4 ' s grievances as, " Went to [redacted] was not locate-resident has lock-box for use-does not use it. Resident is also sometimes forgetful. Further review revealed on [redacted] Resident #6 filed a

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grievance with the facility concerning $10 missing from her . . . . . On . . . . . Resident #7 filed a complaint concerning missing gold ring(s). The facility documented a search of Resident #6 . . . . . negative results for the ring(s), meaning the items were not found. On . . . . . Resident #6 filed grievance concerning a missing gold necklace.

h) A review of the facility's Theft and Loss Prevention program revealed the following statement, "When a theft exceeds $100.00 a report shall be filled with a Law Enforcement Agency within 36 hours.

i) A review of Resident #6's Service Notes revealed documentation of the facilities steps investigation of Resident #6's missing necklace. On . . . . . the Staff received a phone call from Resident #6's daughter who provided a description of the necklace. On , the staff attempted to search Resident #6's . On . . . . . the facility contracted the resident's daughter and notified the daughter of Resident #6's refusal to allow access to her be searched. On , Resident #6's daughter contacted the facility and stated she would file a report the local police department.

j) A review of the police report revealed on , Resident #6 and her daughter filed a complaint with the local police department. The same day a local police officer reported to the facility and spoke with the Executive Director who stated Staff A was the aide assigned to Resident #6 ' s floor on the night the necklace went missing. The same day the police officer conducted an investigation and confirmed Staff A pawned Resident #6 ' s necklace on . . . . . as well as 77 other items in the past.

k) A review of Staff A ' s employee record revealed Staff A ' s last day working at the facility was . . . . . On . . . . . staff A was placed on administrative leave until Staff A was terminated on . . . . . .

The facility failure to investigate aforementioned incidents threatens the safety and emotional state of all residents in the facility.

Class II

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0081-Training - Staff In-Service 58A-5.0191(2) FAC
Based on interview and record review, the facility failed to ensure one staff member completed incident training and resident's rights training within 30 days of employment (Staff B).

The findings include:

On [redacted] Staff B's employee record was reviewed. The record revealed staff B was hired on [redacted]. Further review of Staff B's employee record revealed Staff B did not have documentation of major incident/adverse incident reporting training as well as resident rights training.

On [redacted] at 4:22 PM, an interview was conducted with the Business Office Manger. he confirmed he did not have the above training for Staff B.

Class III

0165-Risk Mgmt & QA; Adverse Incident Report 429.23 FS; 58A-5.0241 FAC
Based on interview and record review, the facility failed to file an Adverse Incident report for an incident which was reported to law enforcement.

The findings include:

A review of the police report dated , revealed the local Police Office reported to the facility to conduct a theft investigation.

On [redacted] at 2:01 PM, an interview was conducted with the Executive Director and the Resident Care Director. The Executive Director confirmed there was no Adverse Incident Report filed with the

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Agency For Health Care Administration.

Class III

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

Emeritus at Boynton Village
1935 SOUTH FEDERAL HIGHWAY
BOYNTON BEACH, FL 33435

Dear Christine Byrnes,

This letter reports finding of compliant surveys (2013006967) conducted on 2013, by a representative of the Agency for Health Care Administration. Attached is the provider's copy of the State (3020) Form, which indicates there were deficiencies noted during the investigation. You are here by responsible for complying with the Agency's corrective action plan within 30 days of receipt of this hand delivered report.

The investigation resulted in the findings of noncompliance in the following areas:

1) A 0030 Class II
   a. Failure to appropriately respond to residents' grievances regarding theft of personal property in an appropriate time frame
   Failure to conduct investigation related to grievance filed related to theft/missing property of residents.
2) A 0081 Class III
   a. Failure to ensure a staff member completed necessary in-service training within 30 days of employment
3) A 0165 Class III
   a. Failure to file an Adverse Incident Report for an incident where law enforcement was called to investigate.

You are directed to perform the following:

1). Conduct and document in-service training for all employees related to Resident's Rights, and Neglect, Recognizing of Resident, and Incident Reporting and staff conduct.

2). Revise your Theft and Loss Prevention Program to include interviewing the victim of theft and notification of Police in 24 hours when theft is suspected.

3). Create and distribute a letter to all residents encouraging them to used their lock-boxes.

4). Provide documentation of an Adverse Incident Reporting Protocol

Headquarters
2727 Mahan Drive
Tallahassee, FL 32308
http://ahca.myflorida.com

Delray Beach Field Office
5150 Linton Boulevard, Suite 500
Delray Beach, FL 33484
Phone (561) 381-5840; Fax (561) 496-5924

Be advised, nothing in this Direct Plan of Correction limits the Agencies authority and responsibility to impose administrative sanctions as provided by law.

Should you have any questions, please call Mrs. Tikle Wedges-Phoenix, Health Facility Evaluator Supervisor at (561) 381-5840

Regards,

for Arlene Mayo-Davis, Field Office Manager

Accepted by: Tim Conner

Printed Names: Tim Conner

Title: Business Office Director

Date: 7-24-2013