| STATEMENT OF DEFICIENCIES | (X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: | (X3) DATE SURVEY COMPLETED |
|---|---|---|
| | AL11943123 | 12/12/2013 |
| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE | |
| Heartland Health Care Center-K | 9400 Sw 137th Avenue Kendall, FL 33186 | |
| SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION) | | |

**List of Tags Cited:**
St - A - 0008 - 58a-5.0181(2) Fac - Admissions - Health Assessment S-S= A
St - A - 0077 - 58a-5.019(1) Fac - Staffing Standards - Administrators S-S= D
St - A - 0081 - 58a-5.0191(2) Fac - Training - Staff In-Service S-S= D
St - A - 0082 - 58a-5.0191(3) Fac - Training - / S-S= D
St - A - 0090 - 58a-5.0191(11) Fac - Training - S-S= D
St - A - 0091 - 58a-5.0191(12) Fac - Training - Documentation & Monitoring S-S= A
St - A - N276 - 58a-5.031(1) Fac - Lns - Nursing Services S-S= D

**Specific Tag Findings:**

**0000-Initial Comments**

A Standard Biennial Re-Licensure Survey was conducted on in conjunction with a Complaint Investigation Survey (CCR# 2013011047) at Heartland Health Care Center with a Limited Nursing Services {LNS} component. At the time of the survey, deficiencies were identified.

**0008-Admissions - Health Assessment 58A-5.0181(2) FAC**

Based on record review and interview the assisted living facility failed to ensure 1 out of 2 (resident #3) sampled residents record reviewed had a health assessment completed 60 calendar days prior to admission or within 30 calendar days of the admission date.

Findings Include:

1) Record review of resident #3's file revealed he was admitted to the facility on . Record review revealed a health assessment which was dated . Record review lacked an additional health assessment in resident #3's file.

2) In an interview with the administrator on at approximately 12:37 PM, when asked, she stated she does not know if resident #3 has another health assessment completed but she would have to check.

In an interview with the administrator on at approximately 2:03 PM, she stated the facility does not have another health assessment for resident #3. She stated she looked through all of his paperwork and could not find another. She stated his only health assessment is in his file.

In an interview with the administrator on at approximately 5:01 PM, she acknowledged the findings.

Class

**0077-Staffing Standards - Administrators 58A-5.019(1) FAC**

Based on record review and interview the assisted living facility's assistant administrator (manager) failed to

complete the CORE training requirements.

Findings Include:

1) Record review of the assistant administrator's file revealed her date of hire was . Record review lacked any documentation that the assistant administrator completed CORE training requirements including the 26-hour training and the exam. Record review lacked any evidence of the assistant administrator having a nursing home administrator license.

Record review of floridahealthfinder.gov revealed the administrator currently supervises more than one health care facility. Record review revealed the administrator is both the administrator at a nursing home and an assisted living facility.

2) In an interview with the assistant administrator on at approximately 9:22 AM, she stated she is the assistant administrator of both the nursing home and the assisted living home.

In an interview with the assistant administrator on at approximately 4:06 PM, she confirmed she was the assistant administrator. She stated she is the only assistant administrator. She stated that the administrator runs both the nursing home and the assisted living home. She stated she did not take a 26-hour training or an exam for assisted living homes. She stated she has not heard of the CORE exam. She stated all of the trainings she has received is on the portals. She stated she has direct interaction with the residents if they have questions or concerns. She stated she does not have a nursing home administrator's license nor does she plan on getting home. She stated she has been working at the facility {as the assistant administrator} since , 2013. She stated all of the trainings she completed was done online with the company.

In an interview with the administrator on at approximately 5:01 PM, she acknowledged the findings and stated she has her nursing home administrator's license. She stated she is the administrator of both the nursing home and the assisted living home. She stated she did not take the CORE training or test. She stated the facility does not have any employees that completed the CORE requirement.

Class III

**0081-Training - Staff In-Service 58A-5.0191(2) FAC**

Based on record review and interview the assisted living facility failed to ensure that 2 out of 4 (staff B, assistant administrator) sampled staff members have the required in-service training within 30 days of employment.

Findings Include:

1) Record review of the assistant administrator's personnel file revealed she was hired on . Record review revealed the assistant administrator lacked any documentation that she completed training related to elopement response policies and procedures.

Record review of staff B's personnel file revealed he was hired on . Record review revealed staff B

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lacked any documentation that he completed training related to safe food handling practice.

Record review of the facility's current staffing schedule revealed staff B was scheduled to work the 3 PM to 11 PM shift on , , and .

2) In an interview with the human resources director on at approximately 3:45 PM, she stated all care staff assist in the dining they work on a shift that a meal is served. She stated staff B is not a part of the usual group. She stated he was a last minute pick up this pay period. She stated if he works the 3 PM to 11 PM shift then he will be serving food. She confirmed that the assistant administrator has not completed training related to elopement.

In an interview with the assistant administrator on at approximately 4:06 PM, she stated all of the trainings she has received is on the portals. She stated all of the trainings she completed was done online with the company.

In an interview with the administrator on at approximately 5:01 PM, she acknowledged the findings.

Class III

**0082-Training - / 58A-5.0191(3) FAC**

Based on record review and interview the assisted living facility failed to ensure that 1 out of 4 (assistant administrator) sampled staff members have the required ( ) and ( ) training within 30 days of employment.

Findings Include:

1) Record review of the assistant administrator's personnel file revealed she was hired on . Record review revealed the assistant administrator lacked any documentation that she completed training related and .

2) In an interview with the assistant administrator on at approximately 4:06 PM, she stated all of the trainings she has received is on the portals. She stated all of the trainings she completed was done online with the company.

In an interview with the human resources director on at approximately 3:45 PM, she confirmed that the assistant administrator had not completed the training. She stated the assistant administrator had "not completed it through them".

In an interview with the administrator on at approximately 5:01 PM, she acknowledged the findings.

Class III

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**0090-Training -** **Orders 58A-5.0191(11) FAC**

Based on record review and interview the assisted living facility failed to ensure that 2 out of 4 (staff B, assistant administrator) current staff members have the required ( ) training within 30 days of employment.

Findings Include:

1) Record review of the assistant administrator's personnel file revealed she was hired on 04-29-13. Record review revealed the assistant administrator lacked any documentation that she completed training related to .

Record review of staff B's personnel file revealed he was hired on . Record review revealed staff B lacked any documentation that he completed training related .

2) In an interview with the human resources director on at approximately 3:45 PM, she stated staff B is not a part of the group. She stated he was a last minute pick up this pay period. She confirmed that he had not completed training. She stated the assistant administrator also had not completed as of yet.

In an interview with the administrator on at approximately 5:01 PM, she acknowledged the findings.

Class III

**0091-Training - Documentation & Monitoring 58A-5.0191(12) FAC**

Based on record review and interview the assisted living facility failed to have training certificates for 4 out of 4 (staff A, B, C, and assistant administrator) sampled staff members for all trainings completed.

Findings Include:

1) Record review of staff A's personnel record revealed all trainings conducted by the facility lacked a certificate with the minimum requirements. Record review revealed staff A completed the following trainings but the facility did not issue her a training certificate: elopement response, emergency preparedness and evacuation, incident reporting, resident rights, recognizing and reporting , neglect, and and nutritional and safe food,

Record review of staff B's personnel record revealed all trainings conducted by the facility lacked a certificate with the minimum requirements. Record review revealed staff A completed the following trainings but the facility did not issue her a training certificate: elopement response, emergency preparedness and evacuation, incident reporting, resident rights, and recognizing and reporting , neglect, and .

Record review of staff C's personnel record revealed all trainings conducted by the facility lacked a certificate with the minimum requirements. Record review revealed staff C completed the following trainings but the facility did not issue her a training certificate: elopement response, emergency preparedness and evacuation, incident

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reporting, resident rights, recognizing and reporting , neglect, and and nutritional and safe food,

Record review of the assistant administrator's personnel record revealed all trainings conducted by the facility lacked a certificate with the minimum requirements. Record review revealed the assistant administrator completed the following trainings but the facility did not issue her a training certificate: control, emergency preparedness and response, incident reporting, resident rights, and recognizing , neglect, and

2) In an interview with the human resources director on at approximately 3:30 PM, she stated she does not have certificates. She stated they have the transcripts showing the training was completed but they do not get certificates. She stated there are only certificates if they do the trainings somewhere else and bring it to them. She stated they do not have electronic certificates either. She stated all of the trainings are done online. She stated they do not do certificates and the only thing she could print out would be their transcripts.

In an interview with the administrator on at approximately 5:01 PM, she acknowledged the findings.

Class

**N276-LNS - Nursing Services 58A-5.031(1) FAC**

Based on observation and interview the assisted living facility (ALF) failed to ensure for 1 of 3 (resident #2) sampled residents receiving nursing services, care, was provided by licensed nursing staff.

Findings include:

1) On at 11:00 AM, resident #2 was observed in her the ALF ' s Licensed Practical Nurse (LPN) provided care. Resident #2 indicated that she was fearful of possible and " really wanted to keep it clean. "

2) An interview on at 3:48 PM with staff D was conducted. He confirmed that he was an unlicensed direct care staff member. He stated " I have changed the bag, " for resident #1. Staff D indicated the resident was concerned that she may get an , " so I will take off the old bag and put a new bag on. " He indicated that when he worked the 11 PM-7 AM shift there were no nurses in the ALF. An additional interview on at 4:14 PM with Staff D revealed " I will sometimes just empty the contents of the bag, but sometimes that is not enough, and she wants the bag to be changed. I have removed the used bag and placed a new bag on for her. "

An interview on at 5:00 PM with the administrator revealed when the information was given to the administrator related to Employee #2 changing the bag for resident #1, the Administrator stated, and " He did that? He knows he is not supposed to do that. "

Class III

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AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Heartland Health Care Center-K
9400 Sw 137th Avenue
Kendall, FL 33186

Dear Administrator:

This letter reports the findings of a state licensure survey that was conducted on , 2013 by representative(s) of this office.

Attached is the provider's copy of the State (5000-3547) Form, which indicates the deficiencies that were identified on the day of the visit. Section 408.811(4), Florida Statutes, requires that you correct these deficiencies within thirty days of the date of this letter unless the Agency has approved another timeframe.

***Staff from this office will conduct a review after 2/21/2014 to verify that the necessary corrections are in place to correct the deficiencies identified on your survey.***

The Quality Assurance Questionnaire has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at http://ahca.myflorida.com/Publications/Forms.shtml as a first step in providing a web-based interactive consumer satisfaction survey system. You may access the questionnaire through the link under Health Facilities and Providers on this page. Your feedback is encouraged and valued, as our goal is to ensure the professional and consistent application of the survey process.

Thank you for the assistance provided to the surveyor(s). Should you have any questions please call Kristal Branton, Health Facility Evaluator Supervisor at (305) 593-3100.

Sincerely,

Arlene Mayo-Davis
Field Office Manager

AMD:sy
Enclosure
XG90

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