STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED
	AL11942925	09/11/2014
NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE	
Hidden Oaks Of Fort Myers	3625 Hidden Tree Lane Fort Myers, FL 33901	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

List of Tags Cited:
St - A - 0000 - - Initial Comments
St - A - 0081 - 58a-5.0191(2) Fac - Training - Staff In-Service S-S= D
St - A - 0088 - 429.177 Fs - [illegible] - Disclosures S-S= D
St - A - 0165 - 429.23(1-4 & 6-10) Fs; 58a-5.0241 Fac - Risk Mgmt & Qa; Adverse Incident Report S-S= D

Specific Tag Findings:

0000-Initial Comments
An unannounced complaint survey for CCR#2014008959 was conducted on [illegible] at Hidden Oaks, an Assisted Living Facility in Fort Myers, Florida.

The complaint contained 4 allegations, of which 2 were substantiated.

The following is description of the deficiencies.

0081 Training-Staff In-Service 58A-5.0191(2) FAC
Based on record review and interview, the facility failed to provide appropriate training for 6(Staff #A, #B, #C, #D, #E, and #F) of 10 employees' records reviewed.

The findings include:

On [illegible] at 2:40 p.m., the Administrator stated that when staff are hired they are required to watch a training video on topics covering all required in-service training. When the have finished the videos, they sign a statement that they have completed the videos. The Administrator stated the in-service training is not taught by an instructor. He stated the facility has two training programs one covering the Assisted Living Facility requirements and one that covers the [illegible] Level I and Level II training requirement. The Administrator stated their "Community Relations Coordinator is a certified trainer for the [illegible] training." The programs are "Florida Direct Care Staff Training revised [illegible] 012" and "Florida [illegible] Level I & II Training revised [illegible])11." The Administrator stated curriculum approval for the [illegible] Training as required by F.A.C. 58A-5.0191(10)2 was not available.

A review of the "Florida Direct Care Staff Training" found the program contained the following DVD modules:
1."Infe[illegible] Control" run time is noted to be 23 min. The regulation states it must be a minimum of 1 hour.
2. "Resident Rights" run time is 19 min.
3. "Assistance with ADL" the run time of 19 min. Recognizing and Reporting Elder [illegible] is 17 min. The Module for Incident Reporting has a run time of 20 min.
4. "Recognizing and Reporting Elder [illegible] run time is 17 min.
5. "Incident Reporting" run time of 20 min.

A review of the "Florida [illegible] Level I and II Training" program was found to be missing DVD modules. For the Level I Training, module 4 "Resident's Environment" and module 5 "Ethical Issues" were not available. For the Level II training, module "Managing Personal Stress." These module noted on the course outline. The modules were not found in the Training Kits.

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These training resources have Instructions for using this training kit. Under section 4. Conduct Training. Once you have reviewed the training materials and prepared your instructor notes you are ready to conduct the memory care worker training. The kit has been found to be missing 2 modules from the Level I Training Module 4 "Resident Environment" and Module 5 "Ethical Issues." The training for Level II is missing the Module 4 "Managing Personal Stress."

These Training Programs include "Instructions for using this training kit." Under section 4 "Conduct Training" it states "once you have reviewed the training materials and prepared your instructor notes you are ready to conduct the training." The instructions for using the training kit clearly indicate they are designed to be presented by an instructor.

Record review for staff A, B, C, D, E, and F founded documentation for training in Control," "Emergency Procedures," "Resident Rights," "Assisting with ADL's," "Food services," "Recognizing & Reporting Elder "Elopement," and "Incident Reporting." The documentation included the course Topic, and the staff's name. The documentation did not include the Instructor's name or signature as having given the training.

A review of the record for staff A found that on she had completed 34 hours of training. A review of the record for staff C found tat on she had completed 32 hours of training.

On at 2:30 p.m., the Administrator stated staff A and staff B could not have completed 32-34 hours of training in one day.

On at 3:30 p.m., staff C stated her hire dated was She stated that when she was hired she received all of her training. She stated the training consisted of only watching the required video and then signing the training forms stating she had watched the video. She stated she completed her Level I and Level II training on the same day. She stated there was no instructor present. She just sat and watched training videos.

Class III

0088-Alzhei - Disclosures 429.177 FS
Based on record review and interview, the facility failed to provide appropriate training for 6 (Staff #A, #B, #C, #D, #E, and #F) of 10 employees record reviewed.

The findings include:

On at 2:40 p.m., the Administrator stated that when staff are hired they are required to watch training video on topic covering all required in-service training. When the have finished the videos they sign a statement that they have completed the video. The Administrator stated the in-service training is not taught by an instructor. He stated the facility has two training programs one covering the Assisted Living Facility requirements and one that covers the Level I and Level II training requirement. The Administrator stated their "Community Relations Coordinator is a certified trainer for the training." The programs are "Florida Direct Care Staff Training revised 012" and "Florida Level I & II Training revised 011."

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The Administrator stated curriculum approval for the Training as required by F.A.C. 58A-5.0191(10)2 was not available.

A review of the "Florida Direct Care Staff Training" found the program contained the following DVD modules:
1."Infe Control" run time is noted to be 23 min. The regulation states it must be a minimum of 1 hour.
2. "Resident Rights" run time is 19 min.
3. "Assistance with ADL" the run time of 19 min. Recognizing and Reporting Elder is 17 min. The Module for Incident Reporting has a run time of 20 min.
4. "Recognizing and Reporting Elder run time is 17 min.
5. "Incident Reporting" run time of 20 min.

A review of the "Florida Level I and II Training" program was found to be missing DVD modules. For the Level I Training, module 4 "Resident's Environment" and module 5 "Ethical Issues" were not available. For the Level II training, module "Managing Personal Stress." These module noted on the course outline. The modules were not found in the Training Kits.

These training resources have Instructions for using this training kit. Under section 4. Conduct Training. Once you have reviewed the training materials and prepared your instructor notes you are ready to conduct the memory care worker training. The kit has been found to be missing 2 modules from the Level I Training Module 4 "Resident Environment" and Module 5 "Ethical Issues." The training for Level II is missing the Module 4 "Managing Personal Stress."

These Training Programs include "Instructions for using this training kit." Under section 4. "Conduct Training" it states "once you have reviewed the training materials and prepared your instructor notes you are ready to conduct the training." The instructions for using the training kit clearly indicate they are designed to be presented by an instructor.

Record review for staff A, B, C, D, E, and F founded documentation for training in Control," "Emergency Procedures," "Resident Rights," "Assisting with ADL's," "Food services," "Recognizing & Reporting Elder "Elopement," and "Incident Reporting." The documentation included the course Topic, and the staff's name. The documentation did not include the Instructor's name or signature as having given the training. Staff A, B, C, D, E, and F record did not have Certificates for the training that included, the title of the approved course and the curriculum approval number, the number of hours of training, the trainee's name, dates of attendance, location and the training provider's name, approval number and dated signature as provided under F.A.C 58A-5.019(10)(c).

A review of the record for staff A found that on she had completed 34 hours of training. A review of the record for staff C found that on she had completed 32 hours of training.

On at 2:30 p.m., the Administrator stated staff A and staff B could not have completed 32-34 hours of training in one day.

On at 3:30 p.m., staff C stated her hire dated was She stated that when she was hired she received all of her training. She stated the training consisted of only watching the required video and then signing the training forms stating she had watched the video. She stated she completed her Level I and Level

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Class III

0165-Risk Mgmt & QA; Adverse Incident Report 429.23(1-4 & 6-10) FS; 58A-5.0241 FAC
Based on record review and interview, the facility failed to complete a 15 day report for an adverse incident for 1(Resident #1) of 3 sampled residents.

The findings include:

Record review for Resident #1 found an incident report dated . . . . . documenting the resident had eloped from the facility's secure unit through an unsecured door. The time of the elopement was at 11:20 p.m. The Incident Investigation documents the resident was located off the property down the street. Record review found a day 1 Initial Adverse Incident report with a date received stamp of . . 2014. The incident happen on . . . . . at 11:20 p.m. The report was received on the 3rd business day after the incident. There was no documentation of a 15 day report having been completed. The due date for the 15 day report would have been . . . . . .

On . at 3:45 p.m., the Administrator stated they did not complete a 15 day report concerning Resident #1's elopement of . .

Class III

RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

, 2014

Administrator
Hidden Oaks Of Fort Myers
3625 Hidden Tree Lane
Fort Myers, FL 33901

RE: CCR #2014008959

Dear Administrator:

This letter reports the findings of a complaint survey that was conducted on 2014 by representatives 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 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 surveyors. Should you have any questions please call this office at 239-335-1315.

Sincerely,

Harold D. Williams
Field Office Manager

HW: ar
Enclosure

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