

**AGENCY FOR HEALTH CARE
ADMINISTRATION**

PRINTED: 06/08/2017
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: AL11969059	(X3) DATE SURVEY COMPLETED 05/16/2017
NAME OF PROVIDER OR SUPPLIER AMERICAN HOUSE COCONUT POINT	STREET ADDRESS, CITY, STATE, ZIP CODE 8460 MURANO DEL LAGO DR BONITA SPRINGS, FL 34135	

SUMMARY STATEMENT OF DEFICIENCIES
(FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

0000 - Initial Comments

An unannounced complaint survey for CCR#s 2017004486 and 2017004812 was conducted from ... through ... at American House Coconut Point, an assisted living facility (license # 12898) located in Bonita Springs, Florida.

The complaints contained 4 allegation(s), of which 1 was substantiated with a deficiency.

The following is description of the deficiency.

0009 - Admissions - Admission Package - 58A-5.0181(3) FAC; 400.0078(2)

Based on record review and interviews, 3 (Residents #1, #5, and #6) of 3 admission contracts reviewed did not contain required information for personal care services.

The findings included:

1. Review of Resident # 1's administrative file on ... at 3:21 p.m., showed no evidence of an explanation of the point system or ancillary charges in the contract. The ... 2017 statement shows a \$1000.00 increase over the previous month. There was no itemization explaining the increase, nor was there a letter informing the resident of the increase.
2. Review of Resident # 3's administrative file on ... at 3:25 p.m. showed no evidence of an explanation of the point system or ancillary charges in the contract.
3. Review of Resident # 5's administrative file on ... at 2:59 p.m. showed no evidence there was an explanation of the point system or ancillary charges in the contract.
4. On ... at 2:13 p.m., Resident #3 said he was unaware of any extra charges until recently.
5. On ... at 10:04 a.m. Resident #5 said he was told last month he would be charged \$600.00 a month for someone to standby while he took a shower. He said this charge was not in his original contract. He said he talked to administration and the charge was reduced to \$200.00 a month, but he felt the charge should be outlined in his contract if he was to be charged for this service. He said he thought this was assisted living and would provide assistance. He said he did receive a copy of his contract without any extra charge.
6. On ... at 10:50 a.m., the Executive Director said bills are not itemized. She said the \$1000.00

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for Resident #1 was due to the point system put into place for ancillary services provided by the facility. 7. On at 3:23 p.m., the Corporate Director of Wellness said a price sheet outlining point system was not included in the original contracts for any resident but has been included in the new contracts that are waiting corporate approval. 8. On at 3:50 p.m., the Executive Director said there were no list of charges for increased services in the contract for any residents. She said the list has been formulated and they are waiting for corporate approval. She said a letter went out to all resident's responsible parties on informing them of the level of care system. 9. Review of the letter sent to responsible parties on stated, "Dear friends, I hope you had a wonderful holiday season. At American House we started to utilize a new assessment tool as of 1, 2017. The new tool is being used to provide a more accurate summary of the care and services provided to residents in assisted living. It is a more comprehensive tool and was designed to capture each resident's individual needs and wants. It will also enhance the care plan. We are excited about this new assessment tool. If you have any questions feel free to contact ..., Wellness Director." There was no mention in the letter the assessment tool would be used to determine levels of care and incur any type of additional fee. Class III		