

Department of Health and Human Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 205091	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 01/17/2024
NAME OF PROVIDER OR SUPPLIER OAK GROVE CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 27 COOL ST WATERVILLE, ME 04901		
(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
T 001	Initial Comments On 1/17/24 through 1/18/24, an on-site visit was made to conduct a complaint survey ME00045957, ME00045965 and ME00046020. It was determined Oak Grove Center is not in compliance with 10-144 CMR 110 State of Maine Regulations Governing the Licensing and Functioning of Skilled Nursing Facilities and Nursing Facilities.	T 001	Oak Grove provides this plan of correction without admitting or denying the validity or existence of the alleged deficiencies. The plan of correction is prepared and executed as evidence of the facility's continued compliance with state and federal regulations	
T 222	9.A.4. Minimum Staffing Rules The nursing staff-to-resident ratio is the number of nursing staff to the number of occupied beds. Nursing assistants in training shall not be counted in the ratios. The minimum nursing staff-to-resident ratio shall not be less than the following: a. On the day shift, one direct-care provider for every 5 residents; b. On the evening shift, one direct-care provider for every 10 residents; and c. On the night shift, one direct-care provider for every 15 residents The definition of direct care providers and direct care is found in Chapter 1 of these Regulations. This Regulation is not met as evidenced by: Based on review of staffing schedules and the resident census the facility failed to ensure staffing minimums were met on all units in	T 222	The facility will continue to schedule direct care staff to meet the care needs of the residents. This includes meeting the State of Maine minimums(day shift 1:5, evening shift 1:10, and night shift 1:15) The days that staff call out, on-call nursing management staff will be available to cover direct care staff shifts to meet the need of the facility while meeting the staff to resident ratios outlined for State of Maine minimum staffing requirements. The facility will also utilize non-nursing managerial staff to assist in tasks, that are within their scope of practice, to adjunct the needs of residents	2/21/24

Department of Health and Human Services

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

TITLE

(X6) DATE

Charlotte R. Payne

Administrator

2/17/24

Department of Health and Human Services

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T 222	Continued From page 1 accordance with the "State of Maine Regulations Governing the Licensing and Functioning of Skilled Nursing Facilities and Nursing Facilities," Chapter 9.A.4.A., between 9/16/23 - 9/30/23, 10/1/23 - 10/30/23, and 12/25/23 - 1/1/24. Findings: - On 9/16/23, Saturday, the facility had a census of 78 residents, which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. - On 9/18/23, Monday, the facility had a census of 78 residents which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. - On 9/19/23, Tuesday, the facility had a census of 81 residents which required 7 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 2 direct care staff. - On 9/20/23, Wednesday, the facility had a census of 79 residents which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. - On 9/21/23, Thursday, the facility had a census of 80 residents which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. - On 9/24/23, Sunday, the facility had a census of 83 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 2 direct care staff. - On 9/27/23, Wednesday, the facility had a census of 83 residents which required 17 direct	T 222	The facility secures sufficient staffing with the appropriate competencies and skill sets to provide nursing and related services to assure resident safety and attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care and considering the number, acuity, and diagnoses of the facility's resident population. The minimum nursing staff to resident ratio shall not be less than the following: On the day shift, one direct-care provider for every 5 residents, on the evening shift, one direct care provider for every 10 residents, and on the night shift, one direct care provider for every 15 residents. There will be one nursing staff on call each day to assist with any call outs that may occur and staff may be mandated from the prior shift to ensure staffing meets the minimum requirement. In extraordinary circumstances where there's potential for staffing concerns the facility would look to limit admissions. Facility staff responsible for the scheduling of direct care staff will be re-educated to this process. The DON/Designee will audit staffing sheets daily to validate sufficient direct care staff are scheduled to meet the needs of the residents and the State of Maine minimum nursing staff to resident ratios.	

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T 222	Continued From page 2 care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. 8. On 9/28/23, Thursday, the facility had a census of 85 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. 9. On 9/30/23, Saturday, the facility had a census of 83 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. 10. On 10/1/23, Saturday, the facility had a census of 82 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 2 direct care staff. 11. On 10/2/23, Monday, the facility had a census of 83 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 3 direct care staff. 12. On 10/7/23, Saturday, the facility had a census of 78 residents which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 3 direct care staff. 13. On 10/8/23, Sunday, the facility had a census of 78 residents which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. 14. On 10/11/23, Wednesday, the facility had a census of 76 residents which required 15 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. 15. On 10/14/23, Saturday, the facility had a census of 75 residents which required 15 direct	T 222		

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T 222	Continued From page 3 care staff on the day shift. The nursing schedule indicated the facility were short 4 direct care staff. 16. On 10/15/23, Sunday, the facility had a census of 76 residents which required 15 direct care staff on the day shift. The nursing schedule indicated the facility were short 2 direct care staff. 17. On 10/16/23, Monday, the facility had a census of 76 residents which required 6 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 1 direct care staff. 18. On 10/17/23, Tuesday, the facility had a census of 78 residents which required 5 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 1 direct care staff. 19. On 10/18/23, Wednesday, the facility had a census of 81 residents which required 16 direct care staff on the day shift. The nursing schedule indicated the facility were short 2 direct care staff. 20. On 10/19/23, Thursday, the facility had a census of 82 residents which required 11 direct care staff on the evening shift. The nursing schedule indicated the facility were short 3 direct care staff. 21. On 10/20/23, Friday, the facility had a census of 85 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 1 direct care staff. In addition, the census of 85 residents which required 6 direct care staff on the overnight shift revealed the nursing schedule indicated the facility were short 1 direct care staff.	T 222		

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T 222	Continued From page 4 22. On 10/21/23, Saturday, the facility had a census of 85 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 4 direct care staff. 23. On 10/22/23, Sunday, the facility had a census of 85 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 3 direct care staff. In addition, the census of 85 residents which required 6 direct care staff on the overnight shift revealed the nursing schedule indicated the facility were short 2 direct care staff. 24. On 10/23/23, Monday, the facility had a census of 84 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 4 direct care staff. In addition, the census of 84 residents which required 6 direct care staff on the overnight shift revealed the nursing schedule indicated the facility were short 2 direct care staff. 25. On 10/24/23, Tuesday, the facility had a census of 85 residents which required 6 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 1 direct care staff. 26. On 10/25/23, Wednesday, the facility had a census of 84 residents which required 6 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 1 direct care staff. 27. On 10/26/23, Thursday, the facility had a census of 86 residents which required 6 direct care staff on the overnight. The nursing schedule indicated the facility were short 1 direct care staff.	T 222			

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T 222	Continued From page 5 28. On 10/27/23, Friday, the facility had a census of 86 residents which required 6 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 1 direct care staff. 29. On 10/28/23, Saturday, the facility had a census of 85 residents which required 6 direct care staff on the overnight shift. The nursing schedule indicated the facility were short 1 direct care staff. 30. On 10/29/23, Sunday, the facility had a census of 85 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 2 direct care staff. 31. On 10/30/23, Saturday, the facility had a census of 82 residents which required 17 direct care staff on the day shift. The nursing schedule indicated the facility were short 3 direct care staff. 32. On 12/25/23, Monday, the facility had a census of 86 residents which required 18 direct care staff on the day shift, The nursing schedule indicated the facility were short 5 direct care staff. 33. On 12/27/23, Wednesday, the facility had a census of 86 residents which required 18 direct care staff on the day shift, The nursing schedule indicated the facility were short 2 direct care staff. 34. On 12/28/23, Thursday, the facility had a census of 84 residents which required 17 direct care staff on the day shift, The nursing schedule indicated the facility were short 2 direct care staff. 35. On 12/30/23, Saturday, the facility had a census of 84 residents which required 17 direct care staff on the day shift, The nursing schedule	T 222		

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T 222	Continued From page 6 indicated the facility were short 1 direct care staff. 36. On 12/31/23, Sunday, the facility had a census of 83 residents which required 17 direct care staff on the day shift, The nursing schedule indicated the facility were short 2 direct care staff. 37. On 1/1/24, Monday, the facility had a census of 81 residents which required 17 direct care staff on the day shift, The nursing schedule indicated the facility were short 5 direct care staff. On 10/17/24 at approximately 12:15 p.m., the surveyor confirmed with the Corporate Regional Manager and the DON that not all shifts met state staffing ratios.	T 222			