STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 255232	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 09/11/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CORNERSTONE REHABILITATION AND HEALTHCARE CENTER	302 ALCORN DRIVE , CORINTH, Mississippi, 38834

(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) COMPLETION DATE
F0000	INITIAL COMMENTS The State Agency (SA) conducted a complaint investigation (CI) MS #488064 at the facility on 9/11/25. During the survey, the SA determined that the facility was not in compliance with the requirements of participation in Medicare and Medicaid and cited F550 for resident rights. The census at the time of the survey was 86 and the facility held a license for 95 beds.	F0000		
F0550 SS = D	Resident Rights/Exercise of Rights CFR(s): 483.10(a)(1)(2)(b)(1)(2) §483.10(a) Resident Rights. The resident has a right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility, including those specified in this section. §483.10(a)(1) A facility must treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident's individuality. The facility must protect and promote the rights of the resident. §483.10(a)(2) The facility must provide equal access to quality care regardless of diagnosis, severity of condition, or payment source. A facility must establish and maintain identical policies and practices regarding transfer, discharge, and the provision of services under the State plan for all residents regardless of payment source. §483.10(b) Exercise of Rights. The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States.	F0550		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See reverse for further instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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F0550 SS = D	Continued from page 1 §483.10(b)(1) The facility must ensure that the resident can exercise his or her rights without interference, coercion, discrimination, or reprisal from the facility. §483.10(b)(2) The resident has the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising his or her rights and to be supported by the facility in the exercise of his or her rights as required under this subpart. This REQUIREMENT is NOT MET as evidenced by: Based on staff and resident interview, observations, record review, and facility policy review, the facility failed to ensure each resident was treated with dignity and respect for three (3) of ten (10) residents sampled. Resident #2, #4, and #5. Findings Include: Record review of the facility policy titled, “Statement of Resident Rights” undated, revealed, “If anyone hurts you, threatens to hurt you, neglects your care, takes your property, or violates your dignity, you have the right to file a complaint with the Facility Administrator … You have a right to: 4. …be treated with courtesy, consideration, and respect…” Resident #2 An interview with Resident #2 Spouse/Resident Representative (RR) on 9/11/25 at 10:00 AM, revealed that she has some issues with Certified Nurse Aide (CNA) #1, she revealed she’s rude and very snappy. She stated, “My husband is here for therapy, and he deserves to be treated with kindness and respect like everyone else in this place." She stated that her daughter told her that she needed to report it, but she confirmed that she hasn't because "I don’t want anything to be taken out on my husband." The RR stated, “Because if that happens, then they will see the bad side of me.” The RR stated, “I feel sorry for the patients who may not have a family member to stand up for them. The least that she (CNA #1) could do is be kind.” Record review of the “Admission Record” revealed the facility admitted Resident #2 on 8/21/25 with medical diagnoses, which include Cerebral Infarction and Hemiplegia and Hemiparesis.	F0550		

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F0550 SS = D	Continued from page 2 Record review of Resident #2's Minimum Data Set (MDS) with an Assessment Reference Date (ARD) of 8/28/25 revealed a Brief Interview for Mental Status (BIMS) score of 14, which indicated the resident is cognitively intact. Resident #4 An interview with Resident #4 on 9/11/25 at 10:25 AM, the resident stated, “Everyone is nice here except one, and she’s here working today.” Resident #4 identified CNA #1 as the person that she is referring to and revealed, the lady from the therapy department came to see if I was ready for therapy the other day and I told her I’m waiting for my aide to come and get me ready. I put my call light on, and she (CNA #1) came in, and I told her I needed to get ready for therapy. I couldn’t understand what she was saying because she was mumbling, but then she said "Well, get your clothes ready," and she just walked out the door. Resident #4 stated, "I can’t get up and get my clothes ready; if I could, I wouldn’t be here." She revealed she seldom does anything for me; she’ll answer the call light, make a remark, and then leave, and someone else will have to come in to help me. She revealed "I don’t know why she acts that way to people, it may just be her personality, or maybe she’s just not nice to anyone." She revealed she’s not fearful of the aide, but stated that "she is just not a nice person." The “Admission Record” review revealed that the facility admitted Resident #4 on 4/7/21 with medical diagnoses, including Lack of Coordination and Need for assistance with personal care. Record review of Resident #4's MDS with an ARD of 7/30/25 revealed a BIMS score of 14, which indicated the resident is cognitively intact. Resident #5 During an interview on 9/11/25 at 10:30 AM, Resident #5 stated, “Most of the employees here are nice, but there is one here today that’s not kind." Resident #5 confirmed that she is here for therapy, and then she will go back home and confirmed that she doesn't have much longer to put up with her. Resident #5 confirmed that the aide hasn’t done anything abusive to her, but she is just mean-acting, but she isn’t going to stir anything up because I’m just waiting to get back home. The “Admission Record” review revealed that the	F0550		

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F0550 SS = D	Continued from page 3 facility admitted Resident #5 on 9/5/25 with medical diagnoses, including Encounter for other Orthopedic Aftercare and Fracture of Unspecified Part of Neck of Left Femur. Record review of Resident #5's MDS revealed a BIMS score of 12 on 9//8/25, which indicated the resident has moderate cognitive impairment. During an interview on 9/11/25 at 11:00 AM, State Agency (SA) observed two staff members sitting at the B-hall nursing unit. One staff member (CNA #2) was sitting at the desk, and another staff member (CNA #1) was sitting with her back to the SA and was observed with a hoodie over her head. SA inquired how many Certified Nurse Aides (CNA) were working on that hallway and CNA #2 stated “two.” CNA #1 stated “one and two” and pointed to herself and CNA #2 in a gruff tone. SA asked their names, and CNA #2 gave her first and last names. When the SA asked CNA #1 her name, she answered her first and middle name. SA asked if her middle name was her last name, and CNA stated, “No,” rudely. During an interview with the Director of Nurses (DON) and the Administrator (ADM) on 9/11/25 at 11:30 AM, the DON revealed that she was aware that the residents had complained about CNA #1 and her mannerisms and behaviors. They both confirmed that they had talked with CNA #1 about her tone with the residents and stated that It’s just her personality and demeanor. The Administrator revealed we have both verbally spoken to her about her abrasiveness and tone multiple times. The DON acknowledged that CNA #1 had a Disciplinary Action Record completed on 3/26/25 because a grievance was filed stating the employee talks too fast and the residents cannot understand her and she is very short with residents. The DON and ADM both acknowledged that the residents in the facility have the right to be treated with respect and kindness and further revealed that if they had a loved one in their facility, they would not like someone to take care of them who is rude and short with them. An interview on 9/11/25 at 12:20 PM with an Anonymous Employee #1 revealed she had overheard CNA #1 being rude and not friendly to the residents. The employee confirmed that she tries to reassure the residents and to let them know it’s okay and that I have reported it to the nursing supervisor. She revealed that the DON was aware of it too, but she did not know what had happened. An interview on 9/11/25 at 12:30 PM, Registered Nurse	F0550		

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F0550 SS = D	Continued from page 4 (RN) #1 revealed she had overheard the DON and Assistant Director of Nurses (ADON) speaking with CNA #1 about her tone, which can be abrupt. RN #1 revealed she's not abusive, but it's just the way she talks to people and it's not okay. During an interview on 9/11/25 at 2:20 PM, Licensed Practical Nurse (LPN) #1 revealed that it had been reported to her by another staff member that CNA #1 was a little aggressive and rude to the residents. She revealed she reported it to the DON. She revealed she has worked with CNA #1 in the past; she's loud and gruff, but I've never witnessed her abuse anyone. LPN #1 confirmed that each resident has the right to be treated with respect and dignity. In an interview on 9/11/25 at 2:35 PM, Anonymous Employee #2 revealed that there is another staff member who is rude and hateful and she (CNA #3) works night shift on the B-Hall and is hateful and talks loudly to her residents. She revealed that CNA #3 just returned to work after being suspended for cussing in the hallway and being rude to other staff members. During an interview on 9/11/25 at 2:50 PM, Anonymous Employee #3 confirmed she witnessed CNA #3 cursing in the hallway on night and being loud toward a resident and a family member, and stated that it was reported it to the DON. Record review of CNA #3 "Disciplinary Action Record" dated August 29, 2025, revealed that she was terminated after investigation of cursing in the hallway, threatening to whip staff a**, and being rude to a resident. Record review of a typed letter dated August 29, 2025, and signed by the DON revealed, "I received a call this morning from a family member stating that a CNA had been very rude to her and her mother … She said that the CNA had a nasty tone and was just rude. … the CNA in question was yelling and cursing in the hallway last night and threating to "whoop whoever took her supplies a** " Record review of CNA #3 "Disciplinary Action Record" dated 11/30/24 and 12/1/24, "Facts regarding incident: "Unsampled resident reported CNA being loud and rude with him at night." In an interview on 9/11/25 at 3:10 PM, the DON acknowledged that there were complaints made to her regarding CNA #3 being rude to a resident, in front of the resident's family, and cursing loudly in the	F0550		

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F0550 SS = D	Continued from page 5 hallway. She confirmed CNA #3 had several previous written Disciplinary Actions for her rudeness. She revealed that we had suspended her and did an investigation for the August 28th occurrence and was informed by their corporate office that they could allow CNA #3 to return to work with a last and final warning and that they are monitoring her closely. During an interview on 9/11/25 at 3:25 PM, the Administrator stated each resident deserves to be treated with dignity and respect and live in a peaceful environment. He stated after listening to these concerns, the facility failed to honor these residents' rights.	F0550		