Division of Health Improvement

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	4057	A. BUILDING: _____ B. WING _____	C 01/23/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORADA QUINTESSENCE	7101 EUBANK BLVD NE ALBUQUERQUE, NM 87112

(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
8 000	Initial Comments The following deficiency was cited during a Complaint Survey completed on 01/23/25 for the state requirements of NMAC 8.370.14, Regulations for Assisted Living Facilities for Adults. Census: 60 Complaint Intake [redacted] was investigated with deficiencies cited.	8 000		
8 033	8 NMAC 370.14.33 Resident Rights All licensed facilities shall understand, protect and respect the rights of all residents. A. Prior to admission to a facility, a resident and legal representative shall be given a written description of the legal rights of the resident, translated into another language, if necessary, to meet the resident's understanding. B. If the resident has no legal representative and is incapable of understanding his or her legal rights, a written copy of the resident's legal rights shall be provided to the most significant responsible party in the following order: (1) the resident's spouse; (2) significant other; (3) any of the resident's adult children; (4) the resident's parents; (5) any relative the resident has lived with for six or more months before admission; (6) a person who has been caring for, or paying benefits on behalf of the resident; (7) a placing agency; (8) resident advocate; or (9) the ombudsman. C. The resident rights shall be posted in a conspicuous public place in the facility and shall include the telephone numbers for the incident	8 033		

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8 033	Continued From page 1 management hotline and for the state ombudsman program. D. To protect resident rights, the facility shall: (1) treat all residents with courtesy, respect, dignity and compassion; (2) not discriminate in admission or services based on gender, sexual orientation, resident's age, race, religion, physical or mental disability, or nationality; (3) provide residents written information about all services provided by the facility and their costs and give advance written notice of any changes; (4) provide residents with a safe and sanitary living environment; (5) provide humane care for all residents; (6) provide the right to privacy, including privacy during medical examinations, consultations and treatment; (7) protect the confidentiality of the resident's medical record; (8) protect the right to personal privacy, including privacy in personal hygiene; privacy during visits with a spouse, family member or other visitor; and privacy in the resident's own room; (9) protect the right to communicate privately and freely with any person, including private telephone conversations and private correspondence; and the right to receive visits from family, friends, lawyers, ombudsmen and community organizations; (10) prohibit the use of any and all physical and chemical restraints; (11) ensure that residents: (a) are free from physical and emotional abuse neglect and misappropriation/or exploitation; (b) are free from financial abuse and misappropriation by facility staff or management; (c) are free to participate in religious, social, community and other activities and freely	8 033		

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8 033	Continued From page 2 associate with persons in and out of the facility; (d) are free to leave the facility and return without unreasonable restriction; (e) are given a 15 calendar day, written notice before room transfers or discharge from the facility unless there is immediate danger to self or others in the facility; (f) have an environment that fosters social interaction and avoids social isolation; (g) or their surrogate decision makers, are informed of and consent to the services provided by the facility; (h) have the right to voice grievances to the facility staff, public officials, the ombudsmen, any state agency, or any other person, without fear of reprisal or retaliation; (i) have the right to have their complaints addressed within 14 calendar days or sooner; (j) have the right to participate in the development of their care plan/ISP; (k) have the right to choose a doctor, pharmacist and other health care provider(s); (l) have the right to participate in medical treatment decisions and formulate advance directives such as living wills and powers of attorney; (m) have the right to keep and use personal possessions without loss or damage; (n) have the right to manage and control their personal finances; (o) have the right to freely organize and participate in a resident association that may recommend changes in the facility's policies, services and management; (p) shall not be required to work for the facility; and (q) are protected from unjustified room transfers or discharge. E. The resident's rights shall not be restricted	8 033		

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8 033	Continued From page 3 unless this restriction is for the health and safety of the resident, agreed to by the resident or the resident's surrogate decision maker and outlined in the resident's individual service plan. [8.370.14.33 NMAC - N, 7/1/2024] This REQUIREMENT is not met as evidenced by: 8.370.14.33. D 11 (b) Based on record review and interview, the facility failed to ensure for 1 (R #3) of 1 (R #3) resident that they were free from financial exploitation by facility staff. This deficient practice could likely cause emotional and financial harm to R #3 due to the loss of personal finances. The findings are: A. Record review of the complaint intake [redacted] received on 01/12/25 revealed: 1. On 0[redacted] at 12:00 pm, R #3's niece (The daughter of R #3's sister) came to facility to go over R #3's finances [redacted] and they noticed a check written out to [name of DCS #5] for $1500.00 and the signature was not that of R #3. 2. R #3's niece spoke with the facility's Director of Health and Wellness (DHW) and the Executive Director (ED) about [name of DCS #5] and that they noticed a check written out to [name of DCS #5] and that the signature on the check was not that of R #3. 3. [Name of local police department] was called by the admin (ED) to file a report and DCS #5 was placed on suspension. 4. [Name of DCS #5] was terminated on [redacted] after the facility conducted an internal investigation.	8 033	8 Resident Rights, NMAC 8.370.14.33 (D) (11) (b); Morada Quintessence will continue to train staff on Resident Rights and Responsibilities through online training annually and at onboarding. Continue to background check each employee at time of hire per State guidelines and follow the regulations. The plan of correction will be completed on February 27th, 2025. We will also confirm that each employee has completed resident rights and responsibilities online Relias training and keep training documentation in the employee files.	

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8 033	Continued From page 4 5. On 01/12/24, R #3's niece found that an additional $5,000.00 check (#6696) was cashed and endorsed by [name of DCS #5]. B. Record review of R #3's bank statements revealed: 1. Check #6953 for $1,500.00 was written out to [name of DCS #5] and dated 12/24/24. The check posted on 12/27/24. 2. Check #6966 for $5,000.00 was written out to [name of DCS #5] and dated 01/06/25. The check was signed/endorsed with DCS #5's signature on the back. The check posted on 01/10/25. C. Record review of DCS #5's signature on her employment offer letter (date not provided) revealed the signature matched DCS #5's signature/endorsement on R #3's check #6966 for $5,000.00. D. Record review of police report dated 01/10/2025, revealed: 1. The officer was dispatched to the facility on 01/10/25 in reference to "an incident involving forgery." 2. The DHW informed the officer that [name of DCS #5] forged a check belonging to [name of R #3] and successfully cashed it. 3. [Name of R #3] told the officer [redacted] never made out a check to [name of DCS #5]. 4. [Names of R #3's niece #1 and niece #2] told the officer they noticed $1500.00 was deposited into [name of DCS #5's] account. [Name of R #3's niece #1] gave the officer a copy of the check that indicated [name of R #3] signed it and therefore consented to give $1500.00 to [name of DCS #5]. 5. The officer noticed the check had [name of R #3's] signature on it and that it was very "clean,	8 033	8 Resident Rights, NMAC 8.370.14.33 (D) (11) (b) continued: Morada Quintessence has reached out and will schedule with the New Mexico State Ombudsman of the LTC ombudsman program, a training for residents on how to stay safe in their living environments with an emphasis on visitor management and appropriate visitor communication. Morada Quintessence Director of Health and Wellness and Morada Quintessence Executive Director will confirm that Morada Quintessence staff have completed their onboard training, and annual training. Both Directors manage with our Morada Quintessence Business Office Manager to make certain that we have documentation of all in person and online trainings and that those trainings are kept in our employee file or can be pulled from Relias Morada Quintessence training portal. That all required online trainings are completed and that they include Resident Rights and Responsibilities training. As our Business Office Manager and Executive Director as our administration back up we will make sure all Morada Quintessence employees have their background checks completed at the time of hire, per the Assisted Living Policy guidelines and regulations. Morada Quintessence has reached out to our Ombudsman Representative	

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8 033	Continued From page 5 legible, and written with precision." DHW showed the officer another document (document type not stated on report) with [name of R #3's] signature on it. The officer noticed that [name of R #3's] actual signature was less legible. [Name of R #3] told the officer [redacted] could not write legibly due to the shakiness caused by [redacted]. The penmanship between the two signatures also had other inconsistencies leading the officer to believe that the signature on the check was forged. 6. R #3 told the officer [redacted] may have occasionally left financially sensitive documents lying [redacted] room, and [name of DCS #5] could have obtained that information. E. On 01/22/25 at 3:14 pm, during an interview, R #3 stated the following: [redacted] believed DCS #5 took several [redacted] blank checks [redacted] credit card information from [redacted] metal file cabinet [redacted] bedroom then took money out of [redacted] bank account. 2. [redacted] niece came to visit and asked if [redacted] had written a check for more than a thousand dollars and cashed it. R #3 stated [redacted] niece #1, "No, I have not written any checks or used my credit cards." 3. [redacted] asked her niece #1 to tell the ED [redacted] money being taken. F. During an interview on 01/23/25 at 2:19 pm, the ED and DHW stated: 1. They conducted an internal investigation after being informed on 01/10/25 by R #3's niece #1 of the financial abuse by DCS #5. 2. Their internal investigation confirmed that DCS #5 stole money from R #3. G. On 01/23/25 at 2:41 pm, during an interview, R	8 033	8 Resident Rights, NMAC 8.370.14.33 (D)(11) (b) continued: to host a training for staff and residents, on "How to stay safe in their living environments with an emphasis on visitor management and appropriate visitor communication. Trainings for Morada Quintessence employees will occur on Thursday, March 27th, 2025, at 2pm and we will document who attends and retrain those who do not, we will record the training for those for whatever reason cannot attend on this coming Thursday. Morada Staff training completion will be kept in each employee file or can be pulled from Relias history of employee completed trainings. Morada Executive Director has invited Ombudsman Representative to train Quintessence residents at Resident Council on Friday March 28th, 2025, at 3pm. Staff Director of Health and Wellness and Morada Quintessence Celebrations Director, and Executive Director will record information from the training and make sure all future residents have access to that information the week they move into the community. Resident training verification will be kept in each resident file, patient rights and responsibilities are reviewed at the time of admission with each resident, their family members, powers of attorneys, trustee etc. the information is kept in the resident file in our business office. Morada Quintessence date of compliance will be March 28th, 2025, the latest date of compliance will be the dates that both trainings have been completed.	

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8 033	Continued From page 6 #3's niece #1 confirmed she reviewed R #3's accounts regularly, and in January 2025, she noticed some odd transactions to including two (2) fraudulent checks for $5000.00 and $1500.00 respectively. H. On 01/23/25 at 2:55 pm, during an interview, R #3 stated: 1. She did not know the date or time when DCS#5 [redacted] bank account and credit card information. 2. [redacted] felt sorry for DCS #5 and gave [redacted] cash (date not provided) after DCS #5 told [redacted] that her grandfather had just died in another city and was sad because she didn't have enough money to attend the funeral and then asked [redacted] (R #3) for cash to go to the funeral. [redacted] felt sorry for DCS #5 and gave [redacted] cash [redacted] available which was $50.00. 3. After giving DCS #5 the cash, R #3 stated that it was only a few days before everything began happening (the money and credit card theft). 4. [redacted] prefers to keep [redacted] information private and has never let any of the staff know where [redacted] her banking information. 5. When asked if [redacted] how DCS #5 would have known where to find [redacted] cash, banking information, and credit cards [redacted]. a. On the day [redacted] gave DCS #5 the $50.00 dollars in cash [redacted] went [redacted] bedroom to take the cash out of the metal file cabinet drawer and thought that DCS #5 figured out [redacted] kept [redacted] money when [redacted] the metal drawer open and close. b. During the interview R #3 rolled [redacted] wheelchair into the bedroom leaving the surveyors in the living room [redacted] then opened	8 033		

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8 033	Continued From page 7 and closed the metal file cabinet. The sound of the drawer opening and closing was a recognizable sound from the living room, and when the resident rolled back into the living room [redacted] "I'm certain she heard what you just heard and that is how she knew where to find my money, checking account, and my credit card information." Paul S Paul Sanchez Executive Director Morada Quintessence 1/9/2026	8 033		