

Department of Veterans Affairs - (Standards - Nursing Home Care)

SURVEY CLASS

Annual Survey

SURVEY YEAR

2011

COMPLETION DATE

3/31/2011

NAME OF FACILITY

NorfolkN

STREET ADDRESS

600 East Benjamin Ave.

CITY

Norfolk

STATE

NE

ZIP CODE

68702

SURVEYED BY (VHA Field Activity of Jurisdiction)

Catherine.Cummings_Norleen.Donovan_mgDarlene.Ellis_Nor Debra.Gibbs-Allen_NorPatrick.Fleming_Nor Sherry.Stroede_fiscal

NO.	STANDARD DESCRIPTION	RATING	EXPLANATORY STATEMENTS	STATE CORRECTIVE ACTION PLAN	STATE PROPOSED COMPLETION DATE	VA FOLLOW UP	FINAL RATING DATE
1	<p>§ 51.210 Administration. A facility must be administered in a manner that enables it to use its resources effectively and efficiently to attain or maintain the highest practical, physical, mental, and psychological well being of each resident.</p> <p>A. Governing body:</p> <p>1. The State must have a governing body, or designated person functioning as a governing body, that is legally responsible for establishing and implementing policies regarding the management and operation of the facility, and</p> <p>2. The governing body or State official with oversight for the facility appoints the administrator who is:</p> <p>i. Licensed by the State where licensing is required; and</p> <p>ii. Responsible for operations and management of the facility.</p>	(M) Met	<p>Jerry Eisenhauer NHA license #1337 Expiration 12-31-12</p>				
2	<p>b. Disclosure of State agency and individual responsible for oversight of facility. The State must give written notice to the Chief Consultant, Geriatrics and Extended Care Strategic Healthcare Group (114), VA Headquarters, 810 Vermont Avenue, NW, Washington, DC 20420, at the time of the change, if any of the following change:</p> <p>1. The State agency and individual responsible for oversight of a State home facility.</p> <p>2. The State home administrator;</p> <p>3. The State employee responsible for oversight of the State home facility if a contractor operates the State home.</p>	(M) Met					

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3	C 7. Annual State Fire Marshall's report. c. State official must sign four certificates	(M) Met					
4	8. Annual certification from the responsible State agency showing compliance with Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112) (VA Form 10-0143A set forth at § 51.224);	(M) Met					
5	9. Annual certification for Drug-free Workplace Act of 1988 (VA Form 10-0143 set forth at § 51.225);	(M) Met					
6	10. Annual certification regarding lobbying in compliance with Public Law 101-121 (VA Form 10-0144 set forth at § 51.226);	(M) Met					
7	11. Annual certification of compliance with Title VI of the Civil Rights Act of 1964 as incorporated in Title 38 CFR 18.1-18.3 (VA Form 27-10-0144A located at § 51.227);	(M) Met					
8	d. Percentage of Veterans. The percent of the facility residents eligible for VA nursing home care must be at least 75 percent veterans except that the veteran percentage need only be more than 50 percent if the facility was constructed or renovated solely with State funds. All non-veterans residents must be spouses of veterans or parents all of whose children died while serving in the armed forces of the Unites States.	(M) Met	84% residents are veterans on initial day of survey				
9	e. Management Contract Facility. If a facility is operated by an entity contracting with the State, the State must assign a State employee to monitor the operations of the facility on a full-time onsite basis.	(NA) Not Applicable	State manages and operates the facility				
10	f. Licensure. The facility and facility management must comply with applicable State and local licensure laws.	(M) Met					
11	g. Staffing qualifications: 1. The facility management must employ on a full-time, part-time or consultant basis those professionals necessary to carry out the provisions of these requirements. 2. Professional staff must be licensed, certified, or registered in accordance with applicable State laws.	(M) Met					

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12	<p>h. Use of Outside Resources:</p> <p>1. If the facility does not employ a qualified professional person to furnish a specific service to be provided by the facility, the facility management must have that service furnished to residents by a person or agency outside the facility under a written agreement described in paragraph (h) (2) of this section.</p> <p>2. Agreements pertaining to services furnished by outside resources must specify in writing that the facility management assumes responsibility for:</p> <p>i. Obtaining services that meet professional standards and principles that apply to professionals providing services in such a facility; and</p> <p>ii. The timeliness of the service.</p>	(M) Met					
13	<p>i. Medical Director:</p> <p>1. The facility management must designate a primary care physician to serve as medical director.</p> <p>2. The medical director is responsible for:</p> <p>i. Participating in establishing policies, procedures, and guidelines to ensure adequate, comprehensive services;</p> <p>ii. Directing and coordinating medical care in the facility;</p> <p>iii. Helping to arrange for continuous physician coverage to handle medical emergencies;</p> <p>iv. Reviewing the credentialing and privileging process;</p> <p>v. Participating in managing the environment by reviewing and evaluating incident reports or summarizes of incident reports, identifying hazards to health and safety, and making recommendations to the administrator; and</p> <p>vi. Monitoring employees' health status and advising the administrator on employee health policies.</p>	(M) Met	<p>Tod Voss, MD is the Medical Director and actively participates in the leadership of the home.</p>				

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14	<p>j. Credentialing and privileging. Credentialing is the process of obtaining, verifying, and assessing the qualifications of a health care practitioner, which may include physicians, podiatrists, dentists, psychologist, physician assistants, nurse practitioners, licensed nurses to provide patient care services in or for a health care organization. Privileging is the process whereby a specific scope and content of patient care services are authorized for a health care practitioner by the facility management, based on evaluation of the individual's credentials and performance.</p> <p>1. The facility management must uniformly apply Credentialing criteria to licensed independent practitioners applying to provide resident care or treatment under the facility's care.</p> <p>2. The facility management must verify and uniformly apply the following core criteria: Current licensures; current certification, if applicable, relevant education, training, and experience; current competence; and a statement that the individual is able to perform the services he or she is applying to provide.</p> <p>3. The facility management must decide whether to authorize the independent practitioner to provide resident care or treatment, and each credential's file must indicate that these criteria are uniformly and individually applied.</p> <p>4. The facility management must maintain documentation of current credentials for each licensed independent practitioner practicing within the facility.</p> <p>5. When reappointing a licensed independent practitioner, the facility management must review the individual's record of experience.</p> <p>6. The facility management systemically must assess whether individuals with clinical privileges act within the scope of privileges granted.</p>	(M) Met					

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15	<p>k. Required training of nursing aides.</p> <p>1. Nurse aide means any individual providing nursing or nursing-related services to residents in a facility who is not a licensed health professional, a registered dietitian, or a volunteer who provide such services without pay.</p> <p>2. The facility management must not use any individual working in the facility as a nurse aide whether permanent or not unless:</p> <p>i. That individual is competent to provide nursing and nursing related services; and</p> <p>ii. That individual has completed a training and competency evaluation program, or a competency evaluation program approved by the State.</p>	(M) Met					
16	<p>3. Registry verification. Before allowing an individual to serve as a nurse aide, facility management must receive registry verification that the individual has met competency evaluation requirements unless the individual can prove that he or she has recently successfully completed a training and competency evaluation program approved by the State and has not yet been included in the registry. Facilities must follow up to ensure that such an individual actually becomes registered.</p> <p>4. Multi-State registry verification. Before allowing an individual to serve as a nurse aide, facility management must seek information from every State registry established under HHS regulations at 42 CFR 483.156 which the facility believes will include information on the individual.</p>	(M) Met					

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17	<p>5. required retraining. If, since an individual's most recent completion of a training and competency evaluation program, there has been a continuous period of 24 consecutive months during none of which the individual provided nursing or nursing-related services for monetary compensation. The individual must complete a new training and competency evaluation program.</p> <p>6. Regular in-service education. The facility management must complete a performance review of every nurse aide at least once every 12 months, and must provide regular in-service education based on the outcome of these reviews. The in-service training must;</p> <p>i. Be sufficient to ensure the continuing competence of nurse aides, but must be no less than 12 hours per year;</p> <p>ii. Address areas of weakness as determined in nurse aide's performance reviews and may address the special needs of residents as determined by the facility staff; and</p> <p>iii. For nurse aides providing services to individuals with cognitive impairments, also address the care of the cognitively impaired.</p>	(M) Met					
18	<p>I. Proficiency of nurse aides. The facility management must ensure that nurse aides are able to demonstrate competency in skills and techniques necessary to care for residents' needs, as identified through resident assessments, and described in the plan of care.</p>	(M) Met					

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19	<p>m. Level B Requirement Laboratory services.</p> <p>1. The facility management must provide or obtain laboratory services to meet the needs of its residents. The facility is responsible for the quality and timeliness of the services:</p> <p>i. If the facility provides its own laboratory services, the services must meet all applicable certification standards, statutes, and regulations for laboratory services.</p> <p>ii. If the facility provides blood bank and transfusion services, it must meet all applicable certification standards, statutes and regulations.</p> <p>iii. If the laboratory chooses to refer specimens for testing to another laboratory, the referral laboratory must be certified in the appropriate specialties and subspecialties of services and meet certification standards, statutes, and regulations.</p> <p>iv. The laboratory performing the testing must have a current, valid CLIA number (Clinical Laboratory Improvement Amendments of 1988). The facility management must provide VA surveyors with the CLIA number and a copy of the results of the last CLIA inspection.</p> <p>v. Such services must be available to the resident seven days a week, 24 hours a day.</p> <p>2. The facility management must:</p> <p>i. Provide or obtain laboratory services only when ordered by the primary physician;</p> <p>ii. Promptly notify the primary physician of the findings;</p> <p>iii. Assist the resident in making transportation arrangements to and from the source of service, if the resident needs assistance; and</p> <p>iv. File in the resident's clinical record laboratory reports that are dated and contain the name and address of the testing laboratory.</p>	(M) Met	<p>CLIA 28D0669922 Effective 9-1-2010. Expires 8-31-2012</p>				

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20	<p>n. Radiology and other diagnostic services.</p> <p>1. The facility management must provide or obtain radiology and other diagnostic services to meet the needs of its residents. The facility is responsible for the quality and timeliness of the services.</p> <p>i. If the facility provides its own diagnostic services, the services must meet all applicable certification standards, statutes, and regulations.</p> <p>ii. If the facility does not provide its own diagnostic services, it must have an agreement to obtain these services. The services must meet all applicable certification standards, statutes, and regulations.</p> <p>iii. Radiologic and other diagnostic services must be available 24 hours a day, seven days a week.</p> <p>2. The facility management must:</p> <p>i. Provide or obtain radiology and other diagnostic services only when ordered by the primary physician;</p> <p>ii. Promptly notify the primary physician of the findings;</p> <p>iii. Assist the resident in making transportation arrangements to and from the source of service, if the resident needs assistance; and</p> <p>iv. File in the resident's clinical record signed and dated reports of x-ray and other diagnostic services.</p>	(M) Met					

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21	<p>o. Clinical Records.</p> <p>1. The facility management must maintain clinical records on each resident in accordance with accepted professional standards and practices that are:</p> <p>i. Complete;</p> <p>ii. Accurately documented;</p> <p>iii. Readily accessible; and</p>	(M) Met					
22	<p>2. Clinical records must be retained for:</p> <p>i. The period of time required by State law; or</p> <p>ii. Five years from the date of discharge when there is no requirement in the State law.</p>	(M) Met					
23	<p>3. The facility management must safeguard clinical record information against loss, destruction, or unauthorized use;</p>	(M) Met					
24	<p>4. The facility management must keep confidential all information contained in the resident's records, regardless of the form or storage method of the records, except when release is required by:</p> <p>i. Transfer to another health care institution;</p> <p>ii. Law;</p> <p>iii. Third party payment contract; or</p> <p>iv. The resident.</p>	(M) Met					
25	<p>5. The Clinical record must contain:</p> <p>i. Sufficient information to identify the residents;</p> <p>v. Progress notes.</p> <p>iv. The results of any pre-admission screening conducted by the State; and</p> <p>iii. The plan of care and services provided;</p>	(M) Met					

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26	<p>p. Quality assessment and assurance.</p> <p>1. Facility management must maintain a quality assessment and assurance committee consisting of:</p> <p>i. The director of nursing services;</p> <p>ii. A primary physician designated by the facility; and</p> <p>iii. At least three other members of the facility's staff.</p>	(M) Met					
27	<p>2. The quality assessment and assurance committee:</p> <p>i. Meets at least quarterly to identify issues with respect to which quality assessment and assurance activities are necessary; and</p> <p>ii. Develops and implements appropriate plans of action to correct identified quality deficiencies; and</p>	(M) Met					
28	<p>3. Identified quality deficiencies are corrected within an established time period.</p>	(M) Met					
29	<p>q. Disaster and emergency preparedness.</p> <p>1. The facility management must have detailed written plans and procedures to meet all potential emergencies and disasters, such as fire, severe weather, and missing residents.</p>	(M) Met					
30	<p>2. The facility management must train all employees in emergency procedures when they begin to work in the facility, periodically review the procedures with existing staff, and carry out unannounced staff drills using those procedures.</p>	(M) Met					

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31	<p>r. Transfer agreement.</p> <p>1. The facility management must have in effect a written transfer agreement with one or more hospitals that reasonably assures that:</p> <p>i. Residents will be transferred from the nursing home to the hospital, and ensured of timely admission to the hospital when transfer is medically appropriate as determined by the primary physician; and</p> <p>ii. Medical and other information needed for care and treatment of residents, and, when the transferring facility deems it appropriate, for determining whether such residents can be adequately cared for in a less expensive setting than either the nursing home or the hospital, will be exchanged between the institutions.</p> <p>2. The facility is considered to have a transfer agreement in effect if the facility has an agreement with a hospital sufficiently close to the facility to make transfer feasible.</p>	(M) Met					
32	<p>u. Intermingling. A building housing a facility recognized as a State home for providing nursing home care may only provide nursing home care in the areas of the building recognized as a State home for providing nursing home care.</p>	(M) Met					
33	<p>§ 51.40 Basic per diem.</p> <p>(b) During Fiscal Year 2009 and during each subsequent Fiscal Year, VA will pay a facility recognized as a State home for nursing home care the lesser of the following for nursing home care provided to an eligible veteran in such facility:</p> <p>(1) One-half of the cost of the care for each day the veteran is in the facility; or</p> <p>(2) The basic per diem rate for the Fiscal Year established by VA in accordance with 38 U.S.C. 1741(c).</p>	(M) Met	<p>Per diem rates charged the VA are not more than 1/2 of cost of care; nor is it more than the rate sent out for FY10---\$94.59 for nursing home care.</p>				

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34	<p>§ 51.41 Per Diem for certain veterans based on service-connected disabilities.</p> <p>(a) VA will pay a facility recognized as a State home for nursing home care at the per diem rate determined under paragraph (b) of this section for nursing home care provided to an eligible veteran in such facility, if the veteran:</p> <p>(1) Is in need of nursing home care for a VA adjudicated service-connected disability, or</p> <p>(2) Has a singular or combined rating of 70 percent or more based on one or more service-connected disabilities or a rating of total disability based on individual unemployability and is in need of nursing home care.</p> <p>(b) For purposes of paragraph (a) of this section, the rate is the lesser of the amount calculated under the paragraph (b)(1) or (b)(2) of this section.</p> <p>(1) For each of the 53 case-mix levels, the daily rate for each State home will be determined by multiplying the labor component by the nursing home wage index and then adding to such amount the non-labor component and an amount based on the CMS payment schedule for physician services. The amount for physician services, based on information published by CMS, is the average hourly rate for all physicians, with the rate modified by the applicable urban or rural geographic index for physician work, and then with the modified rate multiplied by 12 and then divided by the number of days in the year.</p> <p>Note to paragraph(b)(1): The amount calculated under this formula reflects the applicable or prevailing rate payable in the geographic area in which the State home is located for nursing home care furnished in a non-Department nursing home (a public or private institution not under the direct jurisdiction of VA which furnishes nursing home care). Further, the formula for establishing these rates includes CMS information that is published in the Federal Register every summer and is effective beginning October 1 for the entire fiscal year. Accordingly, VA will adjust the rates annually.</p> <p>(2) A rate not to exceed the daily cost of care for the month in the State home facility, as determined by the Chief Consultant, Office of Geriatrics and Extended Care, following a report to the Chief Consultant, Office of Geriatrics and Extended Care under the provisions of</p>	(M) Met	Maximum charge for FY 11 is \$334.62.				

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	<p>§51.43(b) of this part by the director of the State home.</p> <p>(c) Payment under this section to a State home for nursing home care provided to a veteran constitutes payment in full to the State home by VA for such care furnished to that veteran. Also, as a condition of receiving payments under this section, the State home must agree not to accept drugs and medicines from VA on behalf of veterans provided under 38 U.S.C. 1712(d) and corresponding VA regulations (payment under this section includes payment for drugs and medicines).</p>						
35	<p>§ 51.43 Per Diem and drugs and medicines—principles.</p> <p>(a) VA will pay per diem under this part from the date of receipt of the completed forms.</p> <p>(b) VA pays per diem on a monthly basis. To receive payment, the State must submit to the VA medical center of jurisdiction a completed VA Form 10–5588, State Home Report and Statement of Federal Aid Claimed. This form is set forth in full at §58.11 of this chapter.</p> <p>(c) Per Diem will be paid under §§51.40 and 51.41 for each day that the veteran is receiving care and has an overnight stay. Per diem also will be paid when there is no overnight stay if the veteran has resided in the facility for 30 consecutive days (including overnight stays) and the facility has an occupancy rate of 90 percent or greater. However, these payments will be made only for the first 10 consecutive days during which the veteran is admitted as a patient for any stay in a VA or other hospital (a hospital stay could occur more than once in a calendar year) and only for the first 12 days in a calendar year during which the veteran is absent for purposes other than receiving hospital care.</p> <p>(e) The daily cost of care for an eligible veteran's nursing home care for purposes of §§51.40(a)(1) and 51.41(b)(2) consists of those direct and indirect costs attributable to nursing home care at the facility divided by the total number of residents at the nursing home.</p>	(M) Met					

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36	<p>§ 51.70 Resident Rights</p> <p>The resident has the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility. The facility management must protect and promote the rights of each resident, including each of the following rights.</p> <p>a. Exercise of rights.</p> <p>1. The resident has a right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States.</p> <p>2. The resident has the right to be free of interference, coercion, discrimination, and reprisal from the facility management in exercising his or her rights.</p> <p>3. The resident has the right to freedom from chemical or physical restraint.</p> <p>4. In the case of a resident determined incompetent under the laws of a State by a court of jurisdiction, the rights of the resident are exercised by the person appointed under State law to act on the resident's behalf.</p> <p>5. In the case of a resident who has not been determined incompetent by the State court, any legal-surrogate designated in accordance with State law may exercise the resident's rights to the extent provided by State law.</p>	(M) Met					

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37	<p>b. Notice of rights and services.</p> <p>1. The facility management must inform the resident both orally and in writing in a language that the resident understands of his or her rights and all rules and regulations governing resident conduct and responsibilities during the stay in the facility. Such notifications must be made prior to or upon admission and periodically during the resident's stay.</p> <p>2. The resident or his or her legal representative has the right:</p> <p>i. Upon an oral or written request, to access all records pertaining to himself or herself including current clinical records within 24 hours (excluding weekends and holidays); and</p> <p>ii. After receipt of his or her records for review, to purchase at a cost not to exceed the community standard photocopies of the records or any portions of them upon request and with 2 working days advance notice to the facility management.</p> <p>3. The resident has the right to be fully informed in language that he or she can understand of his or her total health status;</p> <p>4. The resident has the right to refuse treatment, to refuse to participate in experimental research, and to formulate an advance directive as specified in paragraph (b)(7) of this section; and</p> <p>5. The facility management must inform each resident before, or at the time of admission, and periodically during the resident's stay, of services available in the facility and of charges for those services to be billed to the resident.</p> <p>6. The facility management must furnish a written description of legal rights which includes:</p> <p>i. A description of the manner of protecting personal funds, under paragraph (c) of this section;</p> <p>ii. A statement that the resident may file a</p>	(M) Met					

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	complaint with the State (agency) concerning resident abuse, neglect, misappropriation of resident property in the facility, and non-compliance with the advance directives requirements.						
	<p>7. The facility management must have written policies and procedures regarding advance directives (e.g., living wills). These requirements include provisions to inform and provide written information to all residents concerning the right to accept or refuse medical or surgical treatment and, at the individual's option, formulate an advance directive. This includes a written description of the facility's policies to implement advance directives and applicable State law. If an individual is incapacitated at the time of admission and is unable to receive information (due to the incapacitating conditions) or articulate whether or not he or she has executed an advance directive, the facility may give advance directive information to the individual's family or surrogate in the same manner that it issues other materials about policies and procedures to the family of the incapacitated individual or to a surrogate or other concerned persons in accordance with State law. The facility management is not relieved of its obligation to provide this information to the individual once he or she is no longer incapacitated or unable to receive such information. Follow-up procedures must be in place to provide the information to the individual directly at the appropriate time.</p>						
	<p>8. The facility management must inform each resident of the name and way of contacting the primary physician responsible for his or her care.</p>						

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38	<p>9. Notification of changes:</p> <p>i. Facility management must immediately inform the resident; consult with the primary physician; and if known, notify the resident's legal representative or an interested family member when there is:</p> <p>A. An accident involving the resident which results in injury and has the potential for requiring physician intervention;</p> <p>B. A significant change in the resident's physical, mental, or psychosocial status (i.e., a deterioration in health, mental, or psychosocial status in either life-threatening conditions or clinical complications);</p> <p>C. A need to alter treatment significantly (i.e., a need to discontinue an existing form of treatment due to adverse consequences, or to commence a new form of treatment);</p> <p>D. A decision to transfer or discharge the resident from the facility as specified in § 51.80(a) of this part.</p> <p>ii. The facility management must also promptly notify the resident and, if known, the resident's legal representative or interested family member when there is:</p> <p>A. A change in room or roommate assignment as specified in § 51.100 (f)(2); or</p> <p>B. A change in resident rights under Federal or State law or regulations as specified in paragraph (b)(1) of this section.</p> <p>iii. The facility management must record and periodically update the address and phone number of the resident's legal representative or interested family member.</p>	(M) Met					

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39	<p>c. Protection of resident funds.</p> <p>1. The resident has the right to manage his or her financial affairs, and the facility management may not require residents to deposit their personal funds with the facility.</p> <p>2. Management of personal funds. Upon written authorization of a resident, the facility management must hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility, as specified in paragraphs (c)(3)-(6) of this section.</p>	(M) Met					
40	<p>3. Deposit of funds.</p> <p>i. Funds in excess of \$100. The facility management must deposit any resident's personal funds in excess of \$100 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and that credits all interest earned on residents funds to that account. (In pooled accounts, there must be a separate accounting for each residents share.)</p> <p>ii. Funds less than \$100. The facility management must maintain a resident's personal funds that do not exceed \$100 in a non-interest bearing account, interest-bearing account, or petty cash fund.</p>	(M) Met					
41	<p>4. Accounting and records. The facility management must establish and maintain a system that assures a full and complete and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf.</p> <p>i. The system must preclude any commingling of resident funds with facility funds or with the funds of any person other than another resident.</p> <p>ii. The individual financial record must be available through quarterly statements and on request to the resident or his or her legal representative.</p>	(M) Met	No exceptions noted				

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42	<p>§ 51.70 Resident rights. (C) (5) Conveyance upon death. Upon the death of a resident with a personal fund deposited with the facility, the facility management must convey within 90 calendar days the resident's funds, and a final accounting of those funds, to the individual or probate jurisdiction administering the resident's estate; or other appropriate individual or entity, if State law allows.</p>	(M) Met					
43	<p>6. Assurance of financial security. The facility management must purchase a surety bond, or otherwise provide assurance satisfactory to the Under Secretary for Health, to assure the security of all personal funds of residents deposited with the facility.</p>	(M) Met					
44	<p>d. Free Choice. The resident has the right to:</p> <ol style="list-style-type: none"> 1. Be fully informed in advance about care and treatment and of any changes in that care or treatment that may affect the resident's well-being; and 2. Unless determined incompetent or otherwise determined to be incapacitated under the laws of the State, participate in planning care and treatment or changes in care and treatment. 	(M) Met					

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45	<p>e. Privacy and confidentiality. The resident has the right to personal privacy and confidentiality of his or her personal and clinical records.</p> <p>1. Residents have a right to personal privacy in their accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings of family and resident groups. This does not require the facility management to give a private room to each resident.</p> <p>2. Except as provided in paragraph (e)(3) of this section, the resident may approve or refuse the release of personal and clinical records to any individual outside the facility;</p> <p>3. The resident's right to refuse release of personal and clinical records does not apply when:</p> <p>i. The resident is transferred to another health care institution; or</p> <p>ii. Record release is required by law.</p>	(M) Met					
46	<p>f. Grievances. A resident has the right to:</p> <p>1. Voice grievances without discrimination or reprisal. Residents may voice grievances with respect to treatment received and not received; and</p> <p>2. Prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.</p>	(M) Met					
47	<p>g. Examination of survey results. A resident has the right to:</p> <p>1. Examine the results of the most recent VA survey with respect to the facility. The facility management must make the results available for examination in a place readily accessible to residents, and must post a notice of their availability; and</p> <p>2. Receive information from agencies acting as clinical advocates, and be afforded the opportunity to contact these agencies.</p>	(M) Met					

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48	<p>h. Work. The resident has the right to:</p> <ol style="list-style-type: none"> 1. Refuse to perform services for the facility; 2. Perform services for the facility, if he or she chooses, when: <ol style="list-style-type: none"> i. The facility has documented the need or desire for work in the plan of care; ii. The plan specifies the nature of the services performed and whether the services are voluntary or paid; iii. Compensation for paid services is at or above prevailing rates; and iv. The resident agrees to the work arrangement described in the plan of care. 	(M) Met					
49	<p>i. Mail. The resident has the right to privacy in written communications, including the right to:</p> <ol style="list-style-type: none"> 1. Send and promptly receive mail that is unopened; and 2. Have access to stationary, postage, and writing implements at the resident's own expense. 	(M) Met					

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50	<p>j. Access and visitation rights.</p> <p>1. The resident has the right and the facility management must provide immediate access to any resident by the following:</p> <p>i. Any representative of the Under Secretary for Health;</p> <p>ii. Any representative of the State;</p> <p>iii. Physicians of the resident's choice;</p> <p>iv. The State long-term care ombudsman;</p> <p>v. Immediate family or other relatives of the resident subject to the resident's right to deny or withdraw consent at any time; and</p> <p>vi. Others who are visiting subject to reasonable restrictions and the resident's right to deny or withdraw consent at any time</p> <p>.2. The facility management must provide reasonable access to any resident by any entity or individual that provides health, social, legal, or other services to the resident, subject to the resident's right to deny or withdraw consent at any time.</p> <p>3. The facility management must allow representatives of the State Ombudsman Program, described in paragraph (j)(1)(iv) of this section, to examine a resident's clinical records with the permission of the resident or the resident's legal representative, subject to State law.</p>	(M) Met					
51	<p>k. Telephone. The resident has the right to reasonable access to use a telephone where calls can be made without being overheard.</p>	(M) Met					
52	<p>l. Personal property. The resident has the right to retain and use personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other resident</p>	(M) Met					
53	<p>m. Married couples. The resident has the right to share a room with his or her spouse when married residents live in the same facility and both spouses consent to the arrangement.</p>	(M) Met					

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54	n. Self-Administration of drugs. An individual resident may self-administer drugs if the interdisciplinary team, as defined by § 51.110(d)(2)(ii) of this part, has determined that this practice is safe.	(M) Met					
55	<p>§ 51.80 Admission, transfer and discharge rights.</p> <p>a. Transfer and discharge:</p> <p>1. Definition. Transfer and discharge includes movement of a resident to a bed outside of the facility whether that bed is in the same physical plant or not. Transfer and discharge does not refer to movement of a resident to a bed within the same facility.</p> <p>2. Transfer and discharge requirements. The facility management must permit each resident to remain in the facility, and not transfer or discharge the resident from the facility unless:</p> <p>i. The transfer or discharge is necessary for the resident's welfare and the resident's needs cannot be met in the nursing home;</p> <p>ii. The transfer or discharge is appropriate because the resident's health has improved sufficiently so the resident no longer needs the services provided by the nursing home;</p> <p>iii. The safety of individuals in the facility is endangered;</p> <p>iv. The health of individuals in the facility would otherwise be endangered;</p> <p>v. The resident has failed, after reasonable and appropriate notice to pay for a stay at the facility; or</p> <p>vi. The nursing home ceases to operate.</p>	(P) Provisional Met	<p>Based on record review and interview the facility failed to complete transfer documentation for two un-sampled residents who were transferred to an acute care facility. Documentation including the physician decision to transfer, the date, time and details of the transfer where not documented in the medical record. The findings include:</p> <p>Record review</p> <p>1. Un-sampled Resident #1 was admitted to the facility on 1/18/2011 with diagnoses including Paranoid Schizophrenia, Cognitive impairment, Congestive Heart Failure and Hypertension. The Resident was transferred to an acute care hospital on 3/7/2011. A review of the record revealed no documentation describing the clinical reason, decision, or any details for the transfer had been documented.</p> <p>2. Un-sampled Resident #2 was admitted to the facility on 2/7/2002 with diagnoses including Heart Disease, Hearing Loss, and Organic Brain Syndrome. The Resident was transferred to an acute care hospital on 3/21/2011. A review of the record revealed no documentation describing the clinical reason, decision, or any details for the transfer had been documented.</p> <p>Interview</p> <p>During an interview with the Assistant Director of Nursing (ADON) on 3/31/2011 at 11:00 am, the ADON acknowledged that a transfer sheet must be completed whenever a transfer occurs. The ADON stated "Our transfer sheet is called a Nursing Referral and I don't know why one was not filled out for these transfers".</p> <p>S/S=D</p>	<p>a. Un-sampled members 1 & 2 charts contained clinical information provided by the physician for decision of reason of transfer to hospital.</p> <p>b. Members with a change of condition will have a Physician Notification Form completed for Doctor notification. If the Doctor makes the decision to transfer to hospital, a transfer form will be completed with the clinical information stating member's condition. A copy of the transfer form will be filed in the member's medical record.</p> <p>c. Licensed nurses were educated on the new Physician Notification Form on 04/18/2011 and 04/20/2011 and will be educated on new Transfer Form on 05/11/2011 and 05/12/2011.</p> <p>d. After education and training the ADONs and Nurse Supervisor will complete audits of every transfer form for completeness of clinical reason for 3 months. Data will be brought to QA for review and revision. DON or designee will monitor process to assure correction.</p> <p>e. Completed by 05/16/2011</p>			

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56	3. Documentation. When the facility transfers or discharges a resident under any of the circumstances specified in paragraphs (a)(2)(i) through (a)(2)(vi) of this section, the primary physician must document in the resident's clinical record.	(M) Met					
57	4. Notice before transfer. Before a facility transfers or discharges a resident, the facility must: i. Notify the resident and, if known, a family member or legal representative of the resident of the transfer or discharge and the reasons for the move in writing and in a language and manner they understand. ii. Record the reasons in the resident's clinical record; and iii. Include in the notice the items described in paragraph (a)(6) of this section.	(M) Met					
58	5. Timing of the notice. i. The notice of transfer or discharge required under paragraph (a)(4) of this section must be made by the facility at least 30 days before the resident is transferred or discharged, except when specified in paragraph (a)(5)(ii) of this section; ii. Notice may be made as soon as practicable before transfer or discharge when: A. The safety of individuals in the facility would be endangered; B. The health of individuals in the facility would be otherwise endangered; C. The resident's health improves sufficiently so the resident no longer needs the services provided by the nursing home; D. The resident's needs cannot be met in the nursing home.	(M) Met					

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59	<p>6. Contents of the notice. The written notice specified in paragraph (a)(4) of this section must include the following:</p> <p>i. The reason for transfer or discharge;</p> <p>ii. The effective date of transfer or discharge;</p> <p>iii. The location to which the resident is transferred or discharged;</p> <p>iv. A statement that the resident has the right to appeal the action to the State official designated by the State; and</p> <p>v. The name, address and telephone number of the State long term care ombudsman.</p>	(M) Met					
60	<p>7. Orientation for transfer or discharge. A facility management must provide sufficient preparation and orientation to residents to ensure safe and orderly transfer or discharge from the facility.</p>	(M) Met					

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61	<p>b. Notice of bed-hold policy and readmission.</p> <p>1. Notice before transfer. Before a facility transfers a resident to a hospital or allows a resident to go on therapeutic leave, the facility management must provide written information to the resident and a family member or legal representative that specifies:</p> <p>i. The duration of the facility's bed-hold policy, if any, during which the resident is permitted to return and resume residence in the facility; and</p> <p>ii. The facility's policies regarding bed-hold periods, which must be consistent with paragraph (b)(3) of this section permitting a resident to return.</p> <p>2. Bed-hold notice upon transfer. At the time of transfer of a resident for hospitalization or therapeutic leave, facility management must provide to the resident and a family member or legal representative written notice which specifies the duration of the bed-hold policy described in paragraph (b)(1) of this section.</p> <p>3. Permitting resident to return to facility. A nursing facility must establish and follow a written policy under which a resident, whose hospitalization or therapeutic leave exceeds the bed-hold period is readmitted to the facility immediately upon the first availability of a bed in a semi-private room. If the resident required the services provided by the facility.</p>	(P) Provisional Met	<p>Based on record review, interview and policy review, the facility failed to ensure that three Residents (Resident #1, and two un-sampled Residents) were presented written information about the facility's bed-hold policy before being transferred out of the facility. No documentation noting that the Resident, and a family member or legal representative were provided with notice of the facility's bed-hold policy before these Residents were transferred to an acute care hospital could be found in the medical record. The findings include:</p> <p>Record review</p> <p>1. Resident #1 was admitted to the facility on 5/11/2010 with diagnoses including Heart Disease, Congestive Heart Failure, and Esophageal Reflux. The Resident was transferred to an acute care hospital on 3/30/2011. A review of the medical record revealed no documentation that the Resident and a family member or legal representative was provided with information on the facility's bed-hold policy prior to transfer.</p> <p>2. Un-sampled Resident #1 was admitted to the facility on 1/18/2011 with diagnoses including Paranoid Schizophrenia, Cognitive Impairment, Congestive Heart Failure and Hypertension. The Resident was transferred to an acute care hospital on 3/7/2011. A review of the medical record revealed no documentation that the Resident and a family member or legal representative was provided with information on the facility's bed-hold policy prior to transfer.</p> <p>3. Un-sampled Resident #2 was admitted to the facility on 2/7/2002 with diagnoses including Heart Disease, hearing loss, and Organic Brain Syndrome. The Resident was transferred to an acute care hospital on 3/21/2011. A review of the medical record revealed no documentation that the Resident and a family member or legal representative was provided with information on the facility's bed-hold policy prior to transfer.</p>	<p>a. Member #1 and un-sampled member 1 & 2 bed hold notification were sent to their legal representative.</p> <p>b. For members requiring a bed hold notification, at time of transfer a verbal notification will be given to member and legal representative by licensed nurse. Social Worker will mail out written notice of bed hold notification to legal representative and give the member a copy and a copy will be placed in the member's medical record.</p> <p>c. Licensed nurses and Social Workers will be trained on the Bed Hold Policy and Procedure by 05/11/2011 and 05/12/2011.</p> <p>d. After education and training the Social Worker, ADONs, and Nursing Supervisor will complete audits to assure completeness of bed hold process. Audits will be completed the next business day after the transfer & continue for 3 months. Data will be taken to QA for review and revision. QA coordinator will monitor process.</p> <p>e. Completed by 05/16/2011</p>			

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			<p>Interview An interview was conducted with the Assistant Director of Nursing (ADON) on 3/30/2011 at 11:30 am. The ADON stated "Our policy requires that we inform the Resident and a family member at the time of transfer of our bed-hold policy. We document that we informed the Resident on the Nursing Referral form. The ADON could not explain why this form was not found in the medical record.</p> <p>Policy review The facility's policy titled "Bed Hold Policy", reviewed date October 9, 2009, and indicates the following: "Procedure: 5. nursing personnel will review the bed hold policy with the member/POA (Power of Attorney)/Guardian prior to transfer to an acute care setting. This will be documented on the "Nursing Referral Form" or the "Transfer Sheet". S/S=D</p>				
62	c. Equal access to quality care. The facility management must establish and maintain identical policies and practices regarding transfer, discharge, and the provision of services for all individuals regardless of source of payment.	(M) Met					
63	d. Admissions policy. The facility management must not require a third party guarantee of payment to the facility as a condition of admission or expedited admission, or continued stay in the facility. However, the facility may require an individual	(M) Met					

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64	<p>§ 51.90 Resident behavior and facility practices.</p> <p>a. Restraints.</p> <p>1. The resident has a right to be free from any chemical or physical restraints imposed for purposes of discipline or convenience. When a restraint is applied or used, the purpose of the restraint is reviewed and is justified as a therapeutic intervention.</p> <p>i. Chemical restraint is the inappropriate use of a sedating psychotropic drug to manage or control behavior.</p> <p>ii. Physical restraint is any method of physically restricting a person's freedom of movement, physical activity or normal access to his or her body. Bed rails and vest restraints are examples of physical restraints.</p> <p>2. The facility management uses a system to achieve a restraint-free environment.</p> <p>3. The facility management collects data about the use of restraints.</p> <p>4. When alternatives to the use of restraint are ineffective, restraint is safely and appropriately used.</p>	(M) Met					

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65	<p>b. Abuse. The resident has the right to be free from mental, physical, sexual, and verbal abuse or neglect, corporal punishment, and involuntary seclusion.</p> <p>1. Mental abuse includes humiliation, harassment, and threats of punishment or deprivation.</p> <p>2. Physical abuse includes hitting, slapping, pinching or kicking. Also includes controlling behavior through corporal punishment.</p> <p>3. Sexual abuse includes sexual harassment, sexual coercion, and sexual assault.</p> <p>4. Neglect is any impaired quality of life for an individual because of the absence of minimal services or resources to meet basic needs. Includes withholding or inadequately providing food and hydration (without physician, resident, or surrogate approval), clothing, medical care, and good hygiene. May also include placing the individual in unsafe or unsupervised conditions.</p> <p>5. Involuntary seclusion is a resident's separation from other residents or from the resident's room against his or her will or the will of his or her legal representative.</p>	(M) Met					

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66	<p>c. Staff treatment of residents. The facility management must develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of resident property. The facility management must:</p> <p>i. Not employ individuals who:</p> <p>A. Have been found guilty of abusing, neglecting, or mistreating individuals by a court of law; or</p> <p>B. Have had a finding entered into an applicable State registry or with the applicable licensing authority concerning abuse, neglect, mistreatment of individuals or misappropriation of their property; and</p> <p>ii. Report any knowledge it has of actions by a court of law against an employee, which would indicate unfitness for service as a nurse aide or other facility staff to the State nurse aide registry or licensing authorities.</p> <p>2. The facility management must ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source, and misappropriation of resident property are reported immediately to the administrator of the facility and to other officials in accordance with state law through established procedures.</p> <p>3. The facility management must have evidence that all alleged violations are thoroughly investigated, and must prevent further potential abuse while the investigation is in progress.</p> <p>4. The results of all investigations must be reported to the administrator or the designated representative and to other officials in accordance with State law within 5 working days of the incident and appropriate corrective action must be taken if the alleged violation is verified.</p>	(M) Met					

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67	<p>§ 51.100 Quality of Life.</p> <p>A facility management must care for its residents in a manner and in an environment that promotes maintenance or enhancement of each resident's quality of life.</p> <p>a. Dignity. The facility management must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.</p> <p>b. Self-determination and participation. The resident has the right to:</p> <ol style="list-style-type: none"> 1. Choose activities, schedules, and health care consistent with his or her interests, assessments, and plans for care; 2. Interact with members of the community both inside and outside the facility; and 3. Make choices about aspects of his or her life in the facility that is significant to the resident. 	(M) Met					
68	<p>c. Resident Council. The facility management must establish a council of residents that meet at least quarterly. The facility management must document any concerns submitted to the management of the facility by the council.</p>	(M) Met					

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69	<p>d. Participation in resident and family groups.</p> <ol style="list-style-type: none"> 1. A resident has the right to organize and participate in resident groups in the facility; 2. A resident's family has the right to meet in the facility with the families of other residents in the facility; 3. The facility management must provide the council and any resident or family group that exists with private space; 4. Staff or visitors may attend meetings at the group's invitation; 5. The facility management must provide a designated staff person responsible for providing assistance and responding to written requests that result from group meetings; 6. The facility management must listen to the views of any resident or family group, including the council established under paragraph (c) of this section, and act upon the concerns of residents, families, and the council regarding policy and operational decisions affecting resident care and life in the facility. 	(M) Met					
70	<p>e. Participation in other activities. A resident has the right to participate in social, religious, and community activities that do not interfere with the rights of other residents in the facility. The facility management must arrange for religion</p>	(M) Met					
71	<p>f. Accommodation of needs. A resident has the right to:</p> <ol style="list-style-type: none"> 1. Reside and receive services in the facility with reasonable accommodation of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered; and 2. Receive notice before the resident's room or roommate in the facility is changed. 	(M) Met					

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72	<p>g. Patient activities.</p> <p>1. The facility management must provide for an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psychosocial well-being of each resident.</p>	(M) Met					
73	<p>2. The activities program must be directed by a qualified professional who is a qualified therapeutic recreation specialist or an activities professional who:</p> <p>- Is licensed or registered, if applicable, by the State in which practicing; and</p> <p>- Is certified as a therapeutic recreation specialist or as an activities professional by a recognized accrediting body.</p>	(M) Met					
74	<p>h. Social Services.</p> <p>1. The facility management must provide medically related social services to attain or maintain the highest practicable mental and psychosocial well being of each resident;</p>	(M) Met					
75	<p>2. For each 120 beds, a nursing home must employ one or more qualified social workers who work for a total period that equals at least the work time of one full-time employee (FTE). A State home that has more or less than 120 beds must provide qualified social worker services on a proportionate basis (for example, a nursing home with 60 beds must employ one or more qualified social workers who work for a total period equaling at least one-half FTE and a nursing home with 180 beds must employ qualified social workers who work for a total period equaling at least one and one-half FTE).</p>	(M) Met					

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76	<p>3. Qualifications of social worker. A qualified social worker is an individual with:</p> <p>i. A bachelor's degree in social work from a school accredited by the Council of Social Work Education; and</p> <p>Note: A master's degree social worker with experience in long-term care is preferred.</p> <p>ii. A social work license from the State in which the State home is located, if offered by the State; and</p> <p>iii. A minimum of one year of supervised social work experience, in a health care setting working directly with individuals.</p>	(M) Met					
77	<p>4. The facility management must have sufficient support staff to meet patient's social services needs.</p>	(M) Met					
78	<p>5. Facilities for social services must ensure privacy for interviews.</p>	(M) Met					
79	<p>i. Environment. The facility management must provide:</p> <p>1. A safe, clean, comfortable, and homelike environment, allowing the resident to use his or her personal belongings to the extent possible;</p>	(M) Met					
80	<p>2. Housekeeping and maintenance services necessary to maintain a sanitary, orderly, and comfortable interior;</p>	(M) Met					
81	<p>3. Clean bed and bath linens that are in good condition;</p>	(M) Met					
82	<p>4. Private closet space in each resident room, as specified in § 51.200 (d)(2)(iv) of this part;</p>	(M) Met					
83	<p>5. Adequate and comfortable lighting levels in all areas;</p>	(M) Met					
84	<p>6. Comfortable and safe temperature levels. Facilities must maintain a temperature range of 71-81 degrees F.; and</p>	(M) Met					
85	<p>7. For the maintenance of comfortable sound levels.</p>	(M) Met					

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86	<p>§ 51.110 Resident assessment.</p> <p>The facility management must conduct initially, annually and as required by a change in the resident's condition a comprehensive, accurate, standardized, reproducible assessment of each resident's functional capacity.</p> <p>a. Admission orders. At the time each resident is admitted, the facility management must have physician orders for the resident's immediate care and a medial assessment, including a medical history and physical examination, within a time frame appropriate to the resident's condition, not to exceed 72 hours after admission, except when an examination was performed within five days before admission and the findings were recorded in the medical record on admission.</p>	(M) Met					
87	<p>b. Comprehensive assessments. (1) The facility management must make a comprehensive assessment of a resident's needs:</p> <p>i. Using the Centers for Medicare and Medicaid Services (CMS) Resident Assessment Instrument Minimum Data Set, Version 2.0</p> <p>-----</p> <p>d. Submission of assessments. Each assessment (initial, annual, change in condition, and quarterly) using the Centers for Medicare and Medicaid Services (CMS) Resident Assessment Instrument Minimum Data Set, Version 2.0 must be submitted electronically to VA at the IP address provided by VA to the State within 30 days after completion of the assessment document.</p>	(M) Met					
88	<p>2. Frequency. Assessments must be conducted:</p> <p>i. No later than 14 days after the date of admission;</p> <p>ii. Promptly after a significant change in the resident's physical, mental, or social condition; and</p> <p>iii. In no case less often than once every 12 months.</p>	(M) Met					

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89	3. Review of Assessments. The nursing facility management must examine each resident no less than once every 3 months, and as appropriate, revise the resident's assessment to assure the continued accuracy of the assessment.	(M) Met					
90	4. Use. The results of the assessment are used to develop, review, and revise the resident's individualized comprehensive plan of care, under paragraph (d) of this section.	(M) Met					
91	c. Accuracy of Assessments 1. Coordination. i. Each assessment must be conducted or coordinated with the appropriate participation of health professionals. ii. Each assessment must be conducted or coordinated by a registered nurse that signs and certifies the completion of the assessment. 2. Certification. Each person who completes a portion of the assessment must sign and certify the accuracy of that portion of the assessment.	(M) Met					
92	e. Comprehensive care plans. (1) The facility management must develop an individualized comprehensive care plan for each resident that includes measurable objectives and timetables to meet a resident's physical, mental, and psychosocial needs that are identified in the comprehensive assessment. The care plan must describe the following— (i) The services that are to be furnished to attain or maintain the resident's highest practicable physical, mental, and psychosocial well-being as required under §51.120; and (ii) Any services that would otherwise be required under §51.120 of this part but are not provided due to the resident's exercise of rights under §51.70, including the right to refuse treatment under §51.70(b)(4) of this part.	(M) Met					

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93	<p>2. A comprehensive care plan must be:</p> <p>i. Developed within 7 calendar days after completion of the comprehensive assessment;</p> <p>ii. Prepared by an interdisciplinary team, that includes the primary physician, a registered nurse with responsibility for the resident, and other appropriate staff in disciplines as determined by the resident's needs, and to the extent practicable, the participation of the resident, the resident's family or the resident's legal representative; and</p> <p>iii. Periodically reviewed and revised by a team of qualified persons after each assessment.</p>	(M) Met					
94	<p>3. The services provided or arranged by the facility must:</p> <p>i. Meet professional standards of quality; and</p> <p>ii. Be provided by qualified persons in accordance with each resident's written plan of care.</p>	(M) Met					
95	<p>f. Discharge summary. Prior to discharging a resident, the facility management must prepare a discharge summary that includes—</p> <p>(1) A recapitulation of the resident's stay;</p> <p>(2) A summary of the resident's status at the time of the discharge to include items in paragraph (b)(2) of this section; and</p> <p>(3) A post-discharge plan of care that is developed with the participation of the resident and his or her family, which will assist the resident to adjust to his or her new living environment.</p>	(M) Met					

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96	<p data-bbox="155 224 365 240">§ 51.120 Quality of care.</p> <p data-bbox="155 282 558 399">Each resident must receive and the facility management must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.</p> <p data-bbox="155 435 436 451">a. Reporting of Sentinel Events:</p> <p data-bbox="155 493 533 548">1. Definition. A sentinel event is an adverse event that results in the loss of life or limb or permanent loss of function.</p> <p data-bbox="155 591 533 607">2. Examples of sentinel events are as follows:</p> <p data-bbox="155 646 550 701">i. Any resident death, paralysis, coma or other major permanent loss of function associated with a medication error; or</p> <p data-bbox="155 740 550 795">ii. Any suicide of a resident, including suicides following elopement (unauthorized departure) from the facility; or</p> <p data-bbox="155 834 541 889">iii. Any elopement of a resident from the facility resulting in a death or a major permanent loss of function; or</p> <p data-bbox="155 928 533 984">iv. Any procedure or clinical intervention, including restraints, that result in death or a major permanent loss of function; or</p> <p data-bbox="155 1023 558 1068">v. Assault, homicide or other crime resulting in patient death or major permanent loss of function; or</p> <p data-bbox="155 1107 541 1162">vi. A patient fall that results in death or major permanent loss of function as a direct result of the injuries sustained in the fall.</p> <p data-bbox="155 1201 558 1256">3. The facility management must report sentinel events to the director of the VA medical center of jurisdiction within 24 hours of identification.</p>	(M) Met					

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97	<p>4. The facility management must establish a mechanism to review and analyze a sentinel event resulting in a written report no later than 10 working days following the event.</p> <p>i. Goal. The purpose of the review and analysis of a sentinel event is to prevent injuries to residents, visitors, and personnel, and to manage those injuries that do occur and to minimize the negative consequences to the injured individuals and facility.</p>	(M) Met					
98	<p>b. Activities of daily living. Based on the comprehensive assessment of a resident, the facility management must ensure that:</p> <p>i. Bathe, dress, and groom;</p> <p>1. A resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's ability to:</p> <p>ii. Transfer and ambulate;</p> <p>iii. Toilet;</p> <p>iv. Eat; and</p>	(M) Met					
99	<p>2. A resident is given the appropriate treatment and services to maintain or improve his or her abilities specified in paragraph (b)(1) of this section; and</p>	(M) Met					
100	<p>3. A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, hydration, grooming, personal and oral hygiene, mobility, and bladder and bowel elimination.</p>	(M) Met					
101	<p>c. Vision and hearing. To ensure that residents receive proper treatment and assistive devices to maintain vision and hearing abilities, the facility must, if necessary, assist the resident:</p> <p>1. In making appointments; and</p> <p>2. By arranging for transportation to and from the office of a practitioner specializing in the treatment of vision or hearing impairment or the office of a professional specializing in the provision of vision or hearing assistive devices.</p>	(M) Met					

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102	<p>d. Pressure sores. Based on the comprehensive assessment of a resident, the facility management must ensure that:</p> <p>1. A resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that they were unavoidable; and</p> <p>2. A resident having pressure sores receives necessary treatment and services to promote healing, prevent infection and prevent new sores from developing.</p>	(M) Met					
103	<p>e. Urinary and Fecal Incontinence. Based on the resident's comprehensive assessment, the facility management must ensure that:</p> <p>1. A resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary; and</p> <p>2. A resident who is incontinent of urine receives appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible.</p>	(M) Met					
104	<p>3. A resident who has persistent fecal incontinence receives appropriate treatment and services to treat reversible causes and to restore as much normal bowel function as possible.</p>	(M) Met					
105	<p>f. Range of motion. Based on the comprehensive assessment of a resident, the facility management must ensure that:</p> <p>1. A resident who enters the facility without a limited range of motion does not experience reduction in range of motion unless the resident's clinical condition demonstrates that a reduction in range of motion is unavoidable; and</p> <p>2. A resident with a limited range of motion receives appropriate treatment and services to increase range of motion and/or prevent further decrease in range of motion.</p>	(M) Met					
106	<p>g. Mental and Psychosocial functioning. Based on the comprehensive assessment of a resident, the facility management must ensure that a resident, who displays mental or psychosocial adjustment difficulty, receives appropriate treatment and service</p>	(M) Met					

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107	<p>h. Enteral Feedings. Based on the comprehensive assessment of a resident, the facility management must ensure that:</p> <p>2. A resident who is fed by enteral feedings receives the appropriate treatment and services to prevent aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers and other skin breakdowns, and to restore, if possible, normal eating skills.</p> <p>1. A resident who has been able to adequately eat or take fluids alone or with assistance is not fed by enteral feedings unless the resident's clinical condition demonstrates that use of enteral feedings were unavoidable; and</p>	(M) Met					
108	<p>i. Accidents. The facility management must ensure that:</p> <p>1. The resident environment remains as free of accident hazards as is possible; and</p> <p>2. Each resident receives adequate supervision and assistance devices to prevent accidents.</p>	(M) Met					

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109	<p>j. Nutrition. Based on a resident's comprehensive assessment, the facility management must ensure that a resident:</p> <p>1. Maintains acceptable parameters of nutritional status, such as body weight and protein levels, unless the resident's clinical condition demonstrates that this is not possible; and</p> <p>2. Receives a therapeutic diet when a nutritional deficiency is identified.</p>	(P) Provisional Met	<p>Based on record review, interview and policy review, the facility failed to follow Resident #1 for unplanned weight loss. Resident #1 experienced a 14 pound weight loss in two weeks that was not assessed.</p> <p>The findings include: Record review Resident #1 was admitted to the facility on 5/11/2010 with diagnoses including Heart Disease, Congestive Heart Failure, and Esophageal Reflux. Review of Resident #1's weight record revealed the following: 3/15/2011 – 172.4 pounds 3/22/2011 – 164.0 pounds 3/25/2011 – 165.8 pounds 3/29/2011 – 159.8 pounds A review of the Physician Notes revealed a note was written on 3/16/2011 and 3/21/2011. These notes contained no documentation that a weight loss had been reported to the physician. Nutrition Screen/Assessment on 3/3/2011 documented the following: "New weights 2/13/11: 175.4 lbs; 2/18/11: 188.6 lbs re weigh 188.6 to 185.8 lbs. 2/25/11: refused. Question correctness of last weight". A review of the Nurse's Notes from 3/15/2011 through 3/29/2011 indicated no documentation that the physician or the registered dietician had been notified of weight loss. A Nurse's Note written on 3/29/2011 at 2:00 pm indicated "Dr. notified of weight loss". Review of "Food Intake Record" revealed: 3/15/2011 – Breakfast 25%, Lunch 25%, Dinner 25% 3/16/2011 – Breakfast 25%, Lunch 25%, Dinner 50% 3/17/2011 – Breakfast 25%, Lunch 50%, Dinner 50% 3/18/2011 – Breakfast 50%, Lunch 25%, Dinner 25% 3/19/2011 – Breakfast 75%, Lunch 50%, Dinner 50% 3/20/2011 – Breakfast 50%, Lunch 0%, Dinner 25% 3/21/2011 – Breakfast 25%, Lunch 0%, Dinner 100% 3/22/2011 – Breakfast 50%, Lunch 50%,</p>	<p>a. Member #1 has been assessed by Registered Dietitian with Doctor notified of findings and recommendations.</p> <p>b. Members will be weighed weekly and reviewed by RD. When an unplanned weight loss is identified, RD will make recommendations and refer to the doctor.</p> <p>c. ADONs implemented weight monitoring process on 05/02/2011.</p> <p>d. RD or designee will audit weekly weights and interventions to assure compliance for 3 months. QA coordinator will monitor weight process to assure unplanned weight loss is addressed.</p> <p>e. Completed by 05/16/2011</p>			

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			<p>Dinner 50%</p> <p>3/23/2011 – Breakfast 25%, Lunch 0%, Dinner 50%</p> <p>3/24/2011 – Breakfast 50%, Lunch 50%, Dinner 50%</p> <p>3/25/2011 – Breakfast 0%, Lunch 25%, Dinner 50%</p> <p>3/26/2011 – Breakfast 25%, Lunch 25%, Dinner 50%</p> <p>3/27/2011 – Breakfast 0%, Lunch 25%, Dinner 25%</p> <p>3/28/2011 – Breakfast 25%, Lunch (no % documented, Dinner 75%</p> <p>3/29/2011 – Breakfast 75%, Lunch 25%</p> <p>Interviews</p> <p>An interview was conducted with the charge nurse on 3/29/2011 at 9:30 am. The charge nurse stated that the Dietary Department was notified of the weight loss on 3/22/2011 on a "Weekly Weight Change form". The charge nurse acknowledged that a copy of this form is not kept on the record and notifying the Dietary Department is not documented anywhere else. The charge nurse could not explain why the Dietary Manager or the Registered Dietician had not assessed Resident #1 or made recommendations.</p> <p>An interview was conducted with the Dietary Manager on 3/29/2011 at 10:00 am. The Dietary Manager stated "I did not receive a weight change notification on this Resident". The Dietary Manager also stated "I was unaware that Resident #1 was only eating chicken noodle soup for dinner every night, we could have fortified the soup if that is all he will eat".</p> <p>An interview was conducted with the Registered Dietician on 3/30/2011 at 4:00 pm. The RD acknowledged that she was not notified of the weight loss until 3/30/2011 at which time new recommendations were made.</p> <p>Policy review</p> <p>The facility's policy titled "Weight Change/Height Documentation" revision date 5/5/2008 indicates:</p> <p>"Procedure: 6 (a) If an unplanned significant weight loss is noted, the Physician and Dietary Professional will be notified. (b) The Dietary Professional</p>				

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110	k. Hydration. The facility management must provide each resident with sufficient fluid intake to maintain proper hydration and health.	(M) Met	will do an assessment and implement interventions as needed". S/S=D				
111	l. Special needs. The facility management must ensure that residents receive proper treatment and care for the following special services: 1. Injections; 2. Parenteral and enteral fluids; 3. Colostomy, ureterostomy, or ileostomy care 4. Tracheostomy care; 5. Tracheal suctioning; 6. Respiratory care; 7. Foot care; and 8. Prostheses.	(M) Met					
112	m. Unnecessary drugs: 1. General. Each resident's drug regimen must be free from unnecessary drugs. An unnecessary drug is any drug when used: i. In excessive dose (including duplicate drug therapy); or ii. For excessive duration; or iii. Without adequate monitoring; or iv. Without adequate indications for its use; or v. In the presence of adverse consequences which indicate the dose should be reduced or discontinued; or	(M) Met					

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113	<p>2. Antipsychotic Drugs. Based on a comprehensive assessment of a resident, the facility management must ensure that:</p> <p>ii. Residents who use antipsychotic drugs receive gradual dose reductions, and behavioral interventions, unless clinically contraindicated, in an effort to discontinue these drugs.</p> <p>i. Residents who have not used antipsychotic drugs are not given these drugs unless antipsychotic drug therapy is necessary to treat a specific condition as diagnosed and documented in the clinical record; and</p>	(M) Met					
114	<p>n. Medication Errors. The facility management must ensure that:</p> <p>1. Medication errors are identified and reviewed on a timely basis; and</p> <p>2. Strategies for preventing medication errors and adverse reactions are implemented.</p>	(M) Met					
115	<p>§ 51.130 Nursing Services.</p> <p>The facility management must provide an organized nursing service with a sufficient number of qualified nursing personnel to meet the total nursing care needs, as determined by resident assessment and individualized comprehensive plans of care, of all patients within the facility 24 hours a day, 7 days a week.</p> <p>a. The nursing service must be under the direction of a full-time registered nurse who is currently licensed by the State and has, in writing, administrative authority, responsibility, and accountability for the functions, activities, and training of the nursing services staff.</p>	(M) Met					
116	<p>b. The facility management must provide registered nurses 24 hours per day, 7 days per week.</p>	(M) Met					

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117	<p>c. The director of nursing services must designate a registered nurse as a supervising nurse for each tour of duty.</p> <p>2. Based on the application and results of the case mix and staffing methodology, the evening or night supervising nurse may serve in a dual role as supervising nurse as well as provides direct patient care only when the facility has an average daily occupancy of 60 or fewer residents in nursing homes.</p> <p>1. Based on the application and results of the case mix and staffing methodology, the director of nursing may serve in a dual role as director and as an onsite-supervising nurse only when the facility has an average daily occupancy of 60 or fewer residents in nursing homes.</p>	(M) Met					
118	<p>d. The facility management must provide nursing services to ensure that there is a minimum direct care nurse staffing per patient per 24 hours, 7 days per week of no less than 2.5 hours.</p>	(M) Met					
119	<p>e. Nurse staffing must be based on a staffing methodology that applies case mix and is adequate for meeting the standards of this part.</p>	(M) Met					
120	<p>§ 51.140 Dietary Services.</p> <p>The facility management must provide each resident with a nourishing, palatable, well-balanced diet that meets the daily nutritional and special dietary needs of each resident.</p> <p>a. Staffing. The facility management must employ a qualified dietitian either full-time, part-time, or on a consultant basis.</p> <p>1. If a qualified dietitian is not employed full-time, the facility management must designate a person to serve as the director of food service who receives at least a monthly scheduled consultation from a qualified dietitian.</p> <p>2. A qualified dietitian is one who is qualified based upon registration by the Commission on Dietetic Registration of the American Dietetic Association.</p>	(M) Met					

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121	b. Sufficient staff. The facility management must employ sufficient support personnel competent to carry out the functions of the dietary service.	(M) Met					
122	c. Menus and nutritional adequacy. Menus must: 1. Meet the nutritional needs of residents in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences; 2. Be prepared in advance; and 3. Be followed.	(M) Met					
123	d. Food. Each resident receives and the facility provides: 1. Food prepared by methods that conserve nutritive value, flavor, and appearance; 2. Food that is palatable, attractive, and at the proper temperature; 3. Food prepared in a form designed to meet individual needs; and 4. Substitutes offered of similar nutritive value to residents who refuse food served.	(M) Met					
124	e. Therapeutic diets. Therapeutic diets must be prescribed by the primary care physician.	(M) Met					

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125	<p>f. Frequency of meals.</p> <p>1. Each resident receives and the facility provides at least three meals daily, at regular times comparable to normal mealtimes in the community.</p> <p>2. There must be no more than 14 hours between a substantial evening meal and breakfast the following day, except as provided in paragraph (f)(4) of this section.</p> <p>3. The facility staff must offer snacks at bedtime daily.</p> <p>4. When a nourishing snack is provided at bedtime, up to 16 hours may elapse between a substantial evening meal and breakfast the following day, if a resident group agrees to this meal span, and a nourishing snack is served.</p>	(M) Met					
126	<p>g. Assistive devices. The facility management must provide special eating equipment and utensils for residents who need them.</p>	(M) Met					
127	<p>h. Sanitary conditions. The facility must:</p> <p>1. Procure food from sources approved or considered satisfactory by Federal, State, or local authorities;</p> <p>2. Store, prepare, distribute, and serve food under sanitary conditions; and</p>	(M) Met					

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128	<p>§ 51.150 Physician services.</p> <p>A physician must personally approve in writing a recommendation that an individual be admitted to a facility. Each resident must remain under the care of a physician.</p> <p>a. Physician supervision. The facility management must ensure that:</p> <ol style="list-style-type: none"> 1. The medical care of each resident is supervised by a primary care physician; 2. Each resident's medical record must list the name of the resident's primary physician; and 3. Another physician supervises the medical care of residents when their primary physician is unavailable. 	(M) Met					
129	<p>b. Physician visits. The physician must:</p> <ol style="list-style-type: none"> 1. Review the resident's total program of care, including medications and treatments, at each visit required by paragraph (c) of this section; 2. Write, sign, and date progress notes at each visit; and 3. Sign and date all orders. 	(M) Met					

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130	<p>c. Frequency of physician visits.</p> <p>1. The resident must be seen by the primary physician at least once every 30 days for the first 90 days after admission, and at least once every 60 days thereafter, or more frequently based on the condition of the resident.</p> <p>2. A physician visit is considered timely if it occurs not later than 10 days after the date the visit was required.</p> <p>3. Except as provided in paragraphs (c) (4) of this section, all required physician visits must be made by the physician personally.</p> <p>4. At the option of the physician, required visits in the facility after the initial visit may alternate between personal visits by the physician and visits by a physician assistant, nurse practitioner, or clinical nurse specialist in accordance with paragraph (e) of this section.</p>	(M) Met					
131	<p>d. Availability of physicians for emergency care. The facility management must provide or arrange for the provision of physician services 24 hours a day, 7 days per week, in case of an emergency.</p>	(M) Met					
132	<p>e. Physician delegation of tasks.</p> <p>1. Except as specified in paragraph (e)(2) of this section, a primary physician may delegate tasks to:</p> <p>i. A certified physician assistant or a certified nurse practitioner; or</p> <p>ii. A clinical nurse specialist who:</p> <p>A. Is acting within the scope of practice as defined by State law; and</p> <p>B. Is under the supervision of the physician.</p> <p>Note: A certified clinical nurse specialist with experience in long term care is preferred.</p>	(M) Met					
133	<p>2. The primary physician may not delegate a task when the regulations specify that the primary physician must perform it personally, or when the delegation is prohibited under State law or by the facility's own policies.</p>	(M) Met					

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134	<p>§ 51.160 Specialized rehabilitative services.</p> <p>a. Provision of services. If specialized rehabilitative services such as but not limited to physical therapy, speech therapy, occupational therapy, and mental health services for mental illness are required in the resident's comprehensive plan of care, facility management must:</p> <ol style="list-style-type: none"> 1. Provide the required services; or 2. Obtain the required services from an outside resource, in accordance with § 51.210(h) of this part, from a provider of specialized rehabilitative services. 	(M) Met					
135	<p>b. Specialized rehabilitative services must be provided under the written order of a physician by qualified personnel.</p>	(M) Met					
136	<p>§ 51.170 Dental Services. A facility:</p> <p>a. Must provide or obtain from an outside resource, in accordance with § 51.210 (h) of this part, routine and emergency dental services to meet the needs of each resident;</p> <p>b. May charge a resident an additional amount for routine and emergency dental services;</p> <p>c. Must, if necessary, assist the resident:</p> <ol style="list-style-type: none"> 1. In making appointments; and 2. By arranging for transportation to and from the dental services; and 3. Promptly refer residents with lost or damaged dentures to a dentist. 	(M) Met					
137	<p>§ 51.180 Pharmacy services.</p> <p>The facility management must provide routine and emergency drugs and biologicals to its residents, or obtain them under an agreement described in § 51.210 (h) of this part. The facility management must have a system for disseminating drug information to medical and nursing staff.</p>	(M) Met					

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138	<p>a. Procedures. The facility management must provide pharmaceutical services (including procedures that assure the accurate acquiring, receiving, dispensing, and administering of all drugs and biologicals) to meet the needs of each resident.</p> <p>b. Service consultation. The facility management must employ or obtain the services of a pharmacist licensed in a State in which the facility is located who:</p> <ol style="list-style-type: none"> 1. Provides consultation on all aspects of the provision of pharmacy services in the facility; 2. Establishes a system of records of receipt and disposition of all controlled drugs in sufficient detail to enable an accurate reconciliation; and 3. Determines that drug records are in order and that an account of all controlled drugs is maintained and periodically reconciled. 	(M) Met					
139	<p>b. Service consultation. The facility management must employ or obtain the services of a pharmacist licensed in a State in which the facility is located who:</p> <ol style="list-style-type: none"> 1. Provides consultation on all aspects of the provision of pharmacy services in the facility; 2. Establishes a system of records of receipt and disposition of all controlled drugs in sufficient detail to enable an accurate reconciliation; and 3. Determines that drug records are in order and that an account of all controlled drugs is maintained and periodically reconciled. 	(M) Met					
140	<p>c. Drug regimen review.</p> <ol style="list-style-type: none"> 1. The drug regimen of each resident must be reviewed at least once a month by a licensed pharmacist. 2. The pharmacist must report any irregularities to the primary physician and the director of nursing, and these reports must be acted upon. 	(M) Met					

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141	d. Labeling of drugs and biologicals. Drugs and biologicals used in the facility management must be labeled in accordance with currently accepted professional principles, and include the appropriate accessory and cautionary instructions, and the e	(M) Met					
142	e. Storage of drugs and biologicals. 1. In accordance with State and Federal laws, the facility management must store all drugs and biologicals in locked compartments under proper temperature controls, and permit only authorized personnel to have access to the keys.	(M) Met					
143	2. The facility management must provide separately locked, permanently affixed compartments for storage of controlled drugs listed in Schedule II of the Comprehensive Drug Abuse Prevention and Control Act of 1976 and other drugs subject to abuse.	(M) Met					
144	§ 51.190 Infection Control. The facility management must establish and maintain an infection control program designed to provide a safe, sanitary, and comfortable environment and to help prevent the development and transmission of disease and infection. a. Infection control program. The facility management must establish an infection control program under which it: 1. Investigates, controls, and prevents infections in the facility; 2. Decides what procedures, such as isolation, should be applied to an individual resident; and 3. Maintains a record of incidents and corrective actions related to infections.	(M) Met					

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145	<p>b. Preventing spread of infection:</p> <p>1. When the infection control program determines that a resident needs isolation to prevent the spread of infection, the facility management must isolate the resident.</p> <p>2. The facility management must prohibit employees with a communicable disease or infected skin lesions from direct contact with residents or their food, if direct contact will transmit the disease.</p> <p>3. The facility management must require staff to wash their hands after each direct resident contact for which hand washing is indicated by accepted professional practice.</p>	(M) Met					
146	<p>c. Linens. Personnel must handle, store, process, and transport linens so as to prevent the spread of infection.</p>	(M) Met					
147	<p>§ 51.200 Physical environment.</p> <p>The facility management must be designed, constructed, equipped, and maintained to protect the health and safety of residents, personnel and the public.</p> <p>a. Life safety from fire. The facility must meet the applicable provisions of the 2006 edition of the Life Safety Code of the National Fire Protection Association (which is incorporated by reference).</p>	(M) Met					

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148	<p>b. Emergency power.</p> <p>(1) An emergency electrical power system must be provided to supply power adequate for illumination of all exit signs and lighting for the means of egress, fire alarm and medical gas alarms, emergency communication systems, and generator task illumination.</p> <p>(2) The system must be the appropriate type essential electrical system in accordance with the applicable provisions of the National Fire Protection Association's NFPA 101, Life Safety Code (2006 edition) and the NFPA 99, Standard for Health Care Facilities (2005 edition).</p> <p>(3) When electrical life support devices are used, an emergency electrical power system must also be provided for devices in accordance with NFPA 99, Standard for Health Care Facilities (2005 edition).</p> <p>(4) The source of power must be an on-site emergency standby generator of sufficient size to serve the connected load or other approved sources in accordance with the National Fire Protection Association's NFPA 101, Life Safety Code (2006 edition) and the NFPA 99, Standard for Health Care Facilities (2005 edition).</p>	(M) Met					
149	<p>c. Space and equipment. Facility management must:</p> <p>1. Provide sufficient space and equipment in dining, health services, recreation, and program areas to enable staff to provide residents with needed services as required by these standards and as identified in each resident's plan of care; and</p> <p>2. Maintain all essential mechanical, electrical, and patient care equipment in safe operating condition.</p>	(M) Met					

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150	<p>d. Resident rooms. Resident rooms must be designed and equipped for adequate nursing care, comfort, and privacy of residents:</p> <p>1. Bedrooms must:</p> <p>i. Accommodates no more than four residents;</p> <p>ii. Measure at least 115 net square feet per resident in multiple resident bedrooms;</p> <p>iii. Measure at least 150 net square feet in single resident bedrooms;</p> <p>iv. Measure at least 245 net square feet in small double resident bedrooms; and</p> <p>v. Measure at least 305 net square feet in large double resident bedrooms used for spinal cord injury residents. It is recommended that the facility have one large double resident bedroom for every 30 resident bedrooms.</p> <p>vi. Have direct access to an exit corridor;</p> <p>vii. Be designed or equipped to assure full visual privacy for each resident;</p> <p>viii. Except in private rooms, each bed must have ceiling suspended curtains, which extend around the bed to provide total visual privacy in combination with adjacent walls and curtains;</p> <p>ix. Have at least one window to the outside; and</p> <p>x. Have a floor at or above grade level.</p>	(M) Met					
151	<p>2. The facility management must provide each resident with:</p> <p>i. A separate bed of proper size and height for the safety of the resident;</p> <p>ii. A clean, comfortable mattress;</p> <p>iii. Bedding appropriate to the weather and climate; and</p> <p>iv. Functional furniture appropriate to the resident's needs, and individual closet space in the resident's bedroom with clothes racks and shelves accessible to the resident.</p>	(M) Met					

NO.	STANDARD DESCRIPTION	RATING	EXPLANATORY STATEMENTS	STATE CORRECTIVE ACTION PLAN	STATE PROPOSED COMPLETION DATE	VA FOLLOW UP	FINAL RATING DATE
152	e. Toilet facilities. Each resident room must be equipped with or located near toilet and bathing facilities. It is recommended that public toilet facilities be also located near the resident's dining and recreational areas.	(M) Met					
153	f. Resident call system. The nurse's station must be equipped to receive resident calls through a communication system from: 1. Resident rooms; and	(M) Met					
154	2. Toilet and bathing facilities g. Dining and resident activities. The facility management must provide one or more rooms designated for resident dining and activities. These rooms must: 1. Be well lighted; 2. Be well ventilated; 3. Be adequately furnished; and 4. Have sufficient space to accommodate all	(M) Met					
155	h. Other environmental conditions. The facility management must provide a safe, functional, sanitary, and comfortable environment for the residents, staff and the public. The facility must: 1. Establish procedures to ensure that water is available to essential areas when there is a loss of normal water supply;	(M) Met					
156	2. Have adequate outside ventilation by means of windows, or mechanical ventilation, or a combination of the two;	(M) Met					
157	3. Equip corridors with firmly secured handrails on each side; and	(M) Met					
158	4. Maintain an effective pest control program so that the facility is free of pests and rodents.	(M) Met					

Department of Veterans Affairs - (Standards - Nursing Home Care)

SURVEY CLASS

Annual Survey

SURVEY YEAR

2011

COMPLETION DATE

3/31/2011

NAME OF FACILITY

NorfolkN

STREET ADDRESS

600 East Benjamin Ave.

CITY

Norfolk

STATE

NE

ZIP CODE

68702

Catherine.Cummings_Nor

Colleen Donovan_mgr

Darlene.Ellis_Nor

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