

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 414090		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 11/7/2023	
NAME OF PROVIDER OR SUPPLIER COREWELL HEALTH REHAB & NURSING CENTER - KENTRIDGE				STREET ADDRESS, CITY, STATE, ZIP CODE 4118 KALAMAZOO AVE S E GRAND RAPIDS, MI 49508			
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F0000 SS=	INITIAL COMMENTS Corewell Health Rehab & Nursing Center - Kentridge was surveyed for an Abbreviated survey from 11/6/2023 to 11/7/2023. Intakes: MI00138935 and MI00139889. Census=135	F0000					
F0550 SS= D	Resident Rights/Exercise of Rights §483.10(a) Resident Rights. The resident has a right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility, including those specified in this section. §483.10(a)(1) A facility must treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident's individuality. The facility must protect and promote the rights of the resident. §483.10(a)(2) The facility must provide equal access to quality care regardless of diagnosis, severity of condition, or payment source. A facility must establish and maintain identical policies and practices regarding transfer, discharge, and the provision of services under the State plan for all residents regardless of payment source. §483.10(b) Exercise of Rights. The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States. §483.10(b)(1) The facility must ensure that the resident can exercise his or her rights without interference, coercion, discrimination, or reprisal from the facility. §483.10(b)(2) The resident has the right to be free of interference, coercion, discrimination, and	F0550	This plan of correction does not constitute an admission or agreement by the provider of truth of the facts alleged or conclusion set forth on this statement of deficiencies. This plan of correction is prepared solely because it is required by State and Federal law. Spectrum Health Rehab and Nursing Center wishes to have this plan of correction stand as its written statement of compliance. F550 Resident Rights/Exercise of Rights Element #1 The identified concerns have been addressed and follow-up completed to satisfaction with Resident #101. Element #2 All residents residing in the facility as of November 7, 2023 have the potential to be affected. Element #3 Resident Rights and Patient Rights and Responsibilities Policies has been reviewed and deemed appropriate by the facility Nursing Home Administrator and Director of Nursing. Annual Regulatory Training and New Employee Orientation Training (which also			11/30/2023	

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

TITLE

(X6) DATE

Electronically Signed

11/15/2023

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

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	<p>reprisal from the facility in exercising his or her rights and to be supported by the facility in the exercise of his or her rights as required under this subpart. This REQUIREMENT is not met as evidenced by:</p> <p>This citation pertains to intake MI00138935.</p> <p>Based on interview and record review, the facility failed to promote resident dignity in 1 (Resident #101) of 3 residents reviewed for dignity, resulting in feelings of diminished self worth and the potential for residents to not meet their highest practicable physical, mental, and psychosocial well being.</p> <p>Findings include:</p> <p>Review of an "Admission Record" revealed Resident #101 admitted to the facility on 8/16/2021 with pertinent diagnoses which included depression and heart disease.</p> <p>Review of a "Minimum Data Set" (MDS) assessment for Resident #101, with a reference date of 7/28/2023 revealed a "Brief Interview for Mental Status" (BIMS) which indicated Resident #101 was cognitively intact. Further review of same MDS assessment revealed Resident #101 required assistance with toileting.</p> <p>In an interview on 11/6/2023 at 1:00 PM, Resident #101 described a verbal altercation that took place between herself and Certified Nursing Assistant (CNA) "N" on 8/4/2023 at approximately 9:20 PM. Resident #101 reported while CNA "N" was assisting her to the bathroom commode with the sit to stand lift, CNA "N" pulled her pants and brief down but did not remove her soiled brief. Resident #101 reported</p>		<p>includes Annual Regulatory Training) on Resident Rights has been reviewed and deemed appropriate by the facility Nursing Home Administrator and Director of Nursing.</p> <p>All Spectrum Health Rehab and Nursing Center team members will be re-educated on resident rights in providing an environment that promotes resident dignity, self-worth, and the potential to meet their highest practicable physical, mental, and psychosocial well-being.</p> <p>Element #4 A quality-assurance program was implemented under the supervision of the Nursing Home Administrator to monitor compliance of an environment that promotes resident dignity and respect. The Nursing Home Administrator or designated quality-assurance representative will perform the following systematic changes: randomly checking, or weekly checking with residents for any recent concerns regarding providing an environment that promotes resident dignity, self-worth, and the potential to meet their highest practicable physical, mental, and psychosocial well-being. Any deficiencies will be corrected on the spot and the findings of the quality-assurance checks will be documented and submitted at the monthly quality-assurance committee meeting for further review or corrective action.</p> <p>Element #5 The facility is confident that these corrective measures will be fully implemented by November 30, 2023. The Administrator is responsible for sustained compliance.</p>		

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	<p>CNA "N" then dropped a disposable wipe on the floor and picked it up. Resident #101 reported she told CNA "N" not to use the wipe on her as CNA "N" acted as if she were still planning to use the wipe to clean her. Resident #101 reported CNA "N" stated, "you don't pay my salary". Resident #101 reported CNA "N" tried to pull up the dirty brief without wiping her, and Resident #101 held on to her pants with one while CNA "N" attempted to pull them up. Resident #101 reported she asked CNA "N" to get the nurse multiple times before CNA "N" complied with her request. Resident #101 stated this event made her feel "like I was less than a person, told me that I had no rights."</p> <p>In an interview on 11/7/2023 at 8:10 PM, CNA Team Lead "C" reported she was team lead the evening of 8/4/2023 when the event took place between Resident #101 and CNA "N". CNA Team Lead "C" reported the nurse caring for Resident #101 contacted her to inform her that Resident #101 was upset about an interaction with CNA "N". CNA Team Lead "C" reported Resident #101 was upset that her old brief was left on by CNA "N" while she was on the commode when she wanted it to be removed. CNA Team Lead "C" reported CNA "N" dropped some disposable wipes on the floor and Resident #101 did not want them to be used on her. CNA Team Lead "C" reported there was a discussion between Resident #101 and CNA "N" regarding who paid CNA "N". CNA Team Lead "C" reported CNA "N" told Resident #101 that the facility paid her, and Resident #101 told CNA "N" that she paid CNA "N". CNA Team Lead "C" reported she notified Nursing Home Administrator "A" of the situation.</p> <p>On 11/7/2023 at 10:35 AM, CNA "N" was unable to be reached for an interview.</p>						

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	<p>Review of the facility "Event Summary and Investigation Worksheet" regarding incident dated 8/4/2023 at 9:20 PM, revealed " ... (Resident #101) and (CNA "N") became involved in a verbal disagreement regarding how the cares were being provided and who pays the aide's salary resulting in the resident feeling disrespected in the moment ... As a result of this incident, the CNA did receive performance coaching from her upline which included review of: provision of bathroom cares, residents' rights (including to direct their own individual care), and recommendation to always bring in additional staff support when conversations/situations with residents become challenging ..." The investigation did not show all staff had received any education on resident rights and professional conduct after the incident with Resident #101 occurred. On 11/7/23 at 12:13 PM, this was confirmed by NHA "A".</p> <p>Review of CNA "N"'s Performance Correction Documented Coaching regarding the verbal altercation between Resident #101 and CNA "N", dated 8/7/2023, revealed " ...Team member caring for resident during toileting. Resident directing care, team member did not honor residents request while providing care. Including timing of soiled brief removal and seeking alternative care provider ... Team member engaged in unprofessional conversation, related to salary ... Policy and/or Procedure Violated ... Professional Expectations ... Resident Rights ... Expectations for Improvement ... Team member will allow resident to direct care, seek alternative care provider as resident requests ... Team member to adhere to Professional expectation policy when communicating with team members, residents and patients as a representative of (facility) ..."</p> <p>Review of facility policy/procedure "Resident Rights", effective 10/30/2023, revealed " ...Every resident shall be entitled to humane care and</p>						

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	treatment provided with dignity and respect ... Resident self-determination through support of resident choice should be promoted by the facility ..."						