California Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: B. WING CA950000042 03/15/2021 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 590 S. INDIAN HILL BLVD. **COUNTRY VILLA CLAREMONT HEALTH CENTER CLAREMONT, CA 91711** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (X5) (EACH DEFICIENCY MUST BE PRECEDED BY FULL **PREFIX** PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) A 000 **Initial Comments** A 000 The following reflects the findings of the California Department of Public Health during a staffing audit visit for 24 randomly selected days from 07/01/2020 to 09/30/2020. Representing the Department: R.P., Associate Governmental Program Analyst. Welfare and Institutions (W&I) Code section 14126.022 sets forth the Department's authority to conduct audits of direct caregiver nursing services provided to residents of skilled nursing facilities, and to establish procedures for conducting such audits through All Facility Letters (AFLs). http://leginfo.legislature.ca.gov/faces/codes_dis playSection.xhtml?sectionNum=14126.022.&law Code=WIC> AFL 21-11, setting forth the audit process and guidelines for facilities is available through the following link: https://www.cdph.ca.gov/Programs/CHCQ/LCP/ Pages/AFL-21-11.aspx> Health and Safety Code (HSC) 1337-1338.5, sets forth the requirements for Certified Nurse Assistants is available through the following link: https://leginfo.legislature.ca.gov/faces/codes_dis playText.xhtml?division=2.&chapter=2.&lawCode =HSC&article=9> W&I section 14126.022 requires the Department to assess an administrative penalty to a SNF if the Department determines that the SNF fails to meet the DHPPD requirements pursuant to HSC sections 1276.5 or 1276.65. The Department shall assess an administrative penalty to any facility that fails to meet the applicable standard Licensing and Certification Division

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

Abministrator /31

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FORM APPROVED California Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: A. BUILDING: _ COMPLETED B. WNG CA950000042 03/15/2021 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 590 S. INDIAN HILL BLVD. **COUNTRY VILLA CLAREMONT HEALTH CENTER** CLAREMONT, CA 91711 (X4) ID SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) A 000 Continued From page 1 A 000 for staffing requirements on any given day. The applicable standard is 3.5 DHPPD and 2.4 DHPPD (CNA), unless an approved Workforce Shortage, Patient Needs, or COVID-19 Waiver is granted. The statute was not met as evidenced by the following findings: Final Audit Result: Total Distinct Non-Compliant Day(s) = 4 Date 3.5 2.4 07/06/2020 3.86 2.43 07/07/2020 3.68 2.29 07/11/2020 3.54 *2.24* 07/13/2020 3.91 2.48 07/15/2020 3.77 *2.28* 07/18/2020 3.54 2.47 07/27/2020 3.89 2.42 08/07/2020 3.75 *2.39* 08/10/2020 *3.45* *2.35* 08/15/2020 3.65 2.45 08/21/2020 3.74 2.38 08/28/2020 3.32 2.23 08/30/2020 3.51 2.22 09/02/2020 3.72 2.30 09/03/2020 3.47 2.02 09/04/2020 3.60 2.31 09/05/2020 3.42 2.32 09/07/2020 3.38 2.23 09/09/2020 3.69 2.07 09/11/2020 3.57 2.29 09/17/2020 3.42 2.22 09/23/2020 3.93 2.36 09/24/2020 3.40 2.04 09/30/2020

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x.xx = non-compliant date

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A 200	HSC 1276.65(c)(1)(B)	SAS - 3.5 Standard	A 200			
	that are a distinct part facility or a state-owned developmental center, number of direct care	skilled nursing facilities of a general acute care				
	This Statute is not me Facility failed to meet: Hours Per Patient Day HSC 1276.65(c)(1)(B)	3.5 Direct Care Service (DHPPD), Pursuant to				
	hours performed by dir	ctual direct care nursing rect caregivers per patient rage census during the eet DHPPD Staffing				
	meal break start and e nursing services assigname and signature who services to skilled nurs salaried staff). Time sportices could not be withe information has respervice hours for such	ing patients (such as ent providing nursing verified. Failure to provide sulted in the exclusion of all employee(s).				
		in current, complete and d payroll records for all ace with CCR Title 22,				

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California Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** A. BUILDING: _ COMPLETED B. WING CA950000042 03/15/2021 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 590 S. INDIAN HILL BLVD. **COUNTRY VILLA CLAREMONT HEALTH CENTER CLAREMONT, CA 91711** (X4) ID SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL **PREFIX** (EACH CORRECTIVE ACTION SHOULD BE COMPLETE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) A 200 Continued From page 3 A 200 section 72533. Time spent providing direct care could not be verified. Failure to provide the information has resulted in the exclusion of all service hours for such employees. Facility failed to replace staff that did not work as scheduled, and/or did not schedule to meet the minimum staffing requirements. Review of Form 280A (Facility: Nurse Assistant Training Program Notice) states "Hire CNA Only, " therefore, the nurse assistant(s) do not count towards the 3.5 DHPPD per HSC, section 1337.1(b)(6). A 205 HSC 1276.65(c)(1)(C) SAS - 2.4 Standard A 205 (C) Skilled nursing facilities shall have a minimum of 2.4 hours per patient day for certified nurse assistants in order to meet the requirements in subparagraph (B). This Statute is not met as evidenced by: Facility Failed to meet 2.4 Direct Care Service Hours Per Patient Day (DHPPD) performed by certified nurse assistants, pursuant to HSC 1276.65(c)(1)(C) for 4 out of 24 days. The total number of actual direct care nursing hours performed by direct caregivers per patient day divided by the average census during the patient day failed to meet DHPPD Staffing Standard(s).

California Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: _ CA950000042 03/15/2021 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 590 S. INDIAN HILL BLVD. COUNTRY VILLA CLAREMONT HEALTH CENTER **CLAREMONT, CA 91711** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) A 205 Continued From page 4 A 205 Employee(s) failed to document actual shift and meal break start and end times, along with their nursing services assignment, discipline, printed name and signature when providing nursing services to skilled nursing patients (such as salaried staff). Time spent providing nursing services could not be verified. Failure to provide the information has resulted in the exclusion of all service hours for such employee(s). Facility failed to maintain current, complete and accurate personnel and payroll records for all employees in accordance with CCR Title 22, section 72533. Time spent providing direct care could not be verified. Failure to provide the information has resulted in the exclusion of all service hours for such employees. Facility failed to replace staff that did not work as scheduled, and/or did not schedule to meet the minimum staffing requirements. Per HSC, section 1337.2 (f) "...It shall be unlawful for any person not certified under this article to hold himself or herself out to be a certified nurse assistant. " CDPH found staff with lapsed, suspended, expired or revoked certifications. This necessitated excluding all service hours for such employees. A 020 AFL 21-11 II.B SAS-Form 530 A 020 B. Facilities must use CDPH 530. Failure to use this CDPH required form will result in a finding of non-compliance for each audited day the form is not available. The facility is responsible for

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California Department of Public Health								
STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:		(X2) MULTIPL	(X3) DATE SURVEY					
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Plan of Correction Country Villa Claremont Healthcare Center Submitted on January 31, 2023 Submitted by: Colleen Christensen, Administrator

Country Villa Claremont Healthcare Center submits this response and Plan of Correction as state and federal law requirements. The plan of correction is submitted in accordance with specific regulatory requirements. It shall not be construed as an admission of any alleged deficiency cited or any liability.

The provider submits this plan of correction with the intention that it is inadmissible by any third party in any civil, criminal action or proceedings against the provider or its employee, agents, officers, directors, or shareholders.

The provider reserves the right to challenge the cited findings if at any time the provider determines that the disputed findings are relied upon in a manner adverse to the interests of the provider either by the governmental agencies or third party.

The facility desires that this plan of correction be considered the facility's allegation of compliance.

"Preparation, submission, and execution of this Plan of Correction does not constitute admission or agreement by the Provider of the truth of the facts alleged or conclusions set forth in this statement of deficiencies. The Plan of Correction is prepared, submitted, and executed solely because the provision requires it of federal and state law."

A200 HSC 12.76.659(c)(1)(B) SAS- 3.5 Standard

A205 HSC 1276.65(c)(1)(C) SAS - 2.4 Standard

What immediate measures and systematic changes will be put into place to ensure that the deficient practice does not recur:

The facility will employ nursing staff on duty with the qualifications required to provide the necessary nursing services for the residents admitted for care. The facility will schedule adequate nursing personnel to meet the required 3.5 direct patient care and 2.4 CNA staffing requirements to meet resident needs, and such information will be posted, as required.

On 1/30/2023, the Administrator provided education to the Director of Staff Development and Director of Nursing on the requirement of meeting the minimal 3.5 direct patient care and 2.4 CNA staffing requirements to meet resident needs.

On 1/30/2023, the Administrator provided education to the Director of Staff Development/Designee and Director of Nursing/Designee regarding utilization of the CDPH 530 form, per AFL 21-11, Section II, Guidelines, Subsection B and pursuant W&I 14126.022.

The Director of Staff Development/Designee will prepare the daily schedule to meet the required 3.5 direct care staffing and 2.4 CNA staffing requirement in relation to the facility's census. The Director of Staff Development will notify the Director of Nursing and Administrator/Designee if the projected DHPPD falls below the required staffing standards.

Plan of Correction Country Villa Claremont Healthcare Center Submitted on January 31, 2023

Submitted by: Colleen Christensen, Administrator

The Director of Staff Development/Designee, Director of Nursing/Designee and Administrator/Designee will review the daily staffing projection and schedule during daily stand-up meetings to ensure the facility complies with the required DHPPD of 3.5 and 2.4 direct care staffing requirements.

A description of the monitoring process and positions of persons responsible for monitoring (i.e. Administrator, Director of Nursing, or other responsible supervisory personnel) as well as how the facility plans to monitor its performance to ensure corrections are achieved and sustained.

The Director of Staff Development/Designee and the Director of Nursing will monitor and review the DHPPD staffing schedule, daily.

The Administrator will randomly audit the DHPPD staffing schedule with the Director of Staff Development/Designee for compliance.

The Administrator will randomly audit the completion of CDPH 530 forms with the Director of Staff Development/Designee for compliance.

The Director of Staff Development/Designee will provide results to the Quality Assurance and Performance Improvement Committee for review and recommendations monthly for 3 months, then quarterly thereafter until substantial compliance is achieved.

The Director of Staff Development and Director of Nursing are responsible for monitoring sustained compliance.

Dates when corrective action will be completed. The corrective action completion dates must be acceptable to the Department. The deficient practice should be corrected immediately. This date shall be no more than 30 calendar days from the date the facility was notified of the non-compliance.

Completion date: February 24, 2023

A020 AFL 21-11 II.B SAS- Form 530

What immediate measures and systematic changes will be put into place to ensure that the deficient practice does not recur:

The facility will utilize CDPH 530 as per AFL 21-11, Section II, Guidelines, Subsection B and pursuant W&I 14126.022.

On 1/30/2023, the Administrator provided education to the Director of Staff Development/Designee and Director of Nursing/Designee regarding utilization of the CDPH 530 form, per AFL 21-11, Section II, Guidelines, Subsection B and pursuant W&I 14126.022.

Plan of Correction Country Villa Claremont Healthcare Center Submitted on January 31, 2023 Submitted by: Colleen Christensen, Administrator

A description of the monitoring process and positions of persons responsible for monitoring (i.e. Administrator, Director of Nursing, or other responsible supervisory personnel) as well as how the facility plans to monitor its performance to ensure corrections are achieved and sustained.

The Director of Staff Development/Designee and the Director of Nursing will monitor and review completion of CDPH 530 forms, as indicated.

The Administrator will randomly audit the completion of CDPH 530 forms with the Director of Staff Development/Designee for compliance.

The Director of Staff Development/Designee will provide results to the Quality Assurance and Performance Improvement Committee for review and recommendations monthly for 3 months, then quarterly thereafter until substantial compliance is achieved.

The Director of Staff Development and Director of Nursing are responsible for monitoring sustained compliance.

Dates when corrective action will be completed. The corrective action completion dates must be acceptable to the Department. The deficient practice should be corrected immediately. This date shall be no more than 30 calendar days from the date the facility was notified of the non-compliance.

Completion date: February 24, 2023



Date: / 30 / 20 Course Title:		***************************************		Start Time:	00 am.		
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COUNTRY VILLA CLAREMONT

CLASS TITLE: NHPPD STAFFING MEETING CRITERIA

TIME: 10:00 AM

Date: 01/30/2023

PROGRAM TYPE: IN-SERVICE

INSTRUCTOR: COLLEEN CHRISTENSEN, ADMINISTRATOR

BEHAVIORAL OBJECTIVES		COURSE CONTENT	TEACHING	EVALUATION
At the conclusion of the presentation, the participants will be able to: • State the importance of ensuring that the facility provides the adequate provision of nursing hours required for each resident. • State the Guidelines regarding 3.5 Nursing Hours per Patient Day. • State the Guideline regarding 2.4 CNA hours	I. II. IV.	Introduction Policy and Procedure of NHPPD Staffing Guidelines Purpose Procedural Steps a. Nursing staffing assignment and sign-in sheet b. Census and Nursing Hours Per Patient Day c. Proper Calculation of Nursing Hours per day. Conclusion	Lecture	Q&A



Date: // 30 / 20 Course Title:			Start Time:	· //// // // // // // // // // // // //	Time: //:00
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COUNTRY VILLA CLAREMONT

CLASS TITLE: CDPH FORM 530

TIME: 10:00 AM

Date: 01/30/2023

PROGRAM TYPE: IN-SERVICE

INSTRUCTOR: COLLEEN CHRISTENSEN, ADMINISTRATOR

BEHAVIORAL OBJECTIVES	COURSE CONTENT	TEACHING METHOD	EVALUATION
At the conclusion of the presentation, the participants will be able to: State the Process of Utilization of the CDPH 530 Form	I. CDPH 530 a. Components:	Lecture	Q&A