

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 10/26/2017  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  555397	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  C 10/26/2017
NAME OF PROVIDER OR SUPPLIER  COUNTRY VILLA REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 340 SOUTH ALVARADO STREET LOS ANGELES, CA 90057		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID. PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
F 000	INITIAL COMMENTS  The following reflects the findings of the California Department of Public Health during the investigation of two complaints.  Complaint numbers: 551109 and 551161  Representing the Department of Public Health: Health Facilities Evaluator Nurse 38487  The inspection was limited to the specific complaints investigated and does not represent the findings of a full inspection of the facility.  One deficiency was written as a result of complaint 551109 and 551161.	F 000	Preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of the facts alleged or the conclusions set forth in this statement of deficiencies. This plan of correction is prepared and/or executed solely because it is required by the provisions of Health and Safety code section 1280 and 42CFR et seq. This plan of correction constitutes the facilities credible allegation of compliance		
F 257 SS=E	483.10(I)(6) COMFORTABLE & SAFE TEMPERATURE LEVELS  (I)(6) Comfortable and safe temperature levels. Facilities initially certified after October 1, 1990 must maintain a temperature range of 71 to 81 degrees F. This REQUIREMENT is not met as evidenced by: Based on observation, interview, and record review, the facility failed to maintain a temperature range of 71 to 81 degrees fahrenheit (F) in the following area: (a) the third and fourth floor day room, (b) the hallways between rooms 120-127 and 417-422, (c) in the rooms of five of 11 randomly selected residents (Residents 2, 3, 4, 5, & 7) to ensure comfortable and safe environment.  This deficient practice had the potential to cause the residents to have heat stroke (the body overheating).	F 257	483.10(I)(6) COMFORTABLE & SAFE TEMPERATURE LEVELS 1. Residents who were identified were offered room changes to a cooler part of the facility, however none of the identified residents wanted to relocate to other areas of the facility where the temperatures were within acceptable range. 2. As a result of the extreme temperatures in Los Angeles staff had already been checking on residents to make sure residents were comfortable and to ensure that residents were well hydrated and that no resident's health were at risk. Residents were given fluids and many residents indicated that we were in an unusual heat wave in Los Angeles and that most felt that staff was acting properly.		

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

TITLE

(X6) DATE

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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NAME OF PROVIDER OR SUPPLIER  COUNTRY VILLA REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 340 SOUTH ALVARADO STREET LOS ANGELES, CA 90057		
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F 257	<p>Continued From page 1</p> <p><b>Findings:</b></p> <p>On 9/1/17, at 12 p.m. a tour of the facility was conducted with the maintenance supervisor (MS). During the tour, the temperatures of randomly selected rooms were obtained. The MS used the facility's infrared thermometer and obtained the measurements above floor level, extending his arm at chest level. The MS stated the temperatures should be between 71-81 degrees Fahrenheit. The following temperatures (degrees in Fahrenheit) were obtained (8 of 14 rooms had temperature higher than 81 degrees):</p> <p>Hallway between rooms 120 to 127 - 83 First floor dining and day room - 79 Room 105 - 79 Room 122 - 78 Room 123 - 78 Room 125 - 79 Room 128 - 80 Third floor day room - 85 Room 318 - 83 Fourth floor day room - 85 Hallway between rooms 417 to 422 - 37 Room 418 - 90 Room 419 - 85 Room 422 - 82</p> <p>On 9/1/17, at 12:15 p.m., Resident 1 was observed lying on his back in his bed. His forehead and nose were glistening. He appeared to be naked with the exception of a sheet covering his private area. During a concurrent interview, Resident 1 stated, "It is so hot in here!" Resident 1 instructed the staff to take his clothes off. He stated, "They said the AC (air conditioning) is not working well."</p>	F 257	<p>Residents were asked if they wanted to change rooms to a cooler part of the facility and many residents were unwilling to relocate. There were some resident who were moved to the first floor as temperatures were in the middle to upper 70's. In that location. As a result of the facility response to this situation there were no residents discharged to the acute.</p> <p>3. At approximately 10:30Am on the morning of September 1, 2017 one of two valves that circulates air cooled water throughout the chiller system broke. A call was made to our service vendor, however they were already on several emergency calls to other Skilled Nursing Facilities. Several other vendors were called and we got the same response. The facility had already implemented our procedure for monitoring residents when temperatures reach abnormal conditions. This was done by extra rounds being made by facility staff as well as additional hydration. Staff was also passing out ice pops and ice cream to residents.</p> <p>Residents were asked if they wanted to move to other parts of the facility that were not affected by the air-conditioning system.</p>		

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NAME OF PROVIDER OR SUPPLIER  COUNTRY VILLA REHABILITATION CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 340 SOUTH ALVARADO STREET LOS ANGELES, CA 90057		
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F 257	<p>Continued From page 2</p> <p>On 9/1/17, at 12:20 p.m., Resident 1 was observed to have moisture dripping between his eyes. During a concurrent interview, Resident 2's grandson (Family 1) stated the room temperature is usually "hotter" and "today it is tolerable. Resident 2 feels it is hot in the room for two weeks, but "deals" with it. Resident 2 stated his only relief is a fan facing his bed. Resident also stated, he "would like it not to be this temperature."</p> <p>On 9/1/17, at 12:25 p.m., Resident 3 was interviewed. Resident 3 states it has been "really hot" for four days and the facility has only addressed the issue with a fan.</p> <p>On 9/1/17, at 12:35 p.m., Resident 4 was interviewed. Resident 4 was given a fan because she complained it was "too hot." She stated it has been hot for the whole month of August.</p> <p>On 9/1/17, at 12:45 p.m., Resident 5 was interviewed. Resident 5 stated "Mucho calor (very hot)" Resident 5's family (Family 2) at bedside stated, "It's not working," while she points to the vents. Family 2 states Resident 5 "just sweats."</p> <p>On 9/1/17, at 1:15 p.m., a licensed vocational nurse (LVN 1) was observed eating an orange, popsicle at 2nd floor nurses' station. She stated, "It's so hot!"</p> <p>On 9/1/17, at 1:20 p.m., Resident 6 was interviewed. Resident 6 stated the room was "hot" and it "would be nicer if it were cooler." It has been hot for about a month. Resident 6 stated, "All I have is a little fan."</p>	F 257	<p>There were some residents who were moved to the first floor where temperatures were in the middle to upper 70's, but many residents decided to stay in their rooms with no negative outcomes noted.</p> <p>4. As recently as July 2017 the facility had an overhaul and repairs done to the air-conditioning system. Facility maintenance staff checks and monitors on the cooling system daily and during extreme temperature checks more frequently and reports any system issues to the Administrator. Facility had already purchased 15 portable AC units earlier in the year. Facility had purchased many fans to help circulate air and facility was able to purchase additional units when they became available later in September. Facility will also purchase additional portable AC as they become available. The AC chiller was repaired when the part became available on September 14, 2017.</p> <p>In our September QAA meeting this area of concern was discussed and there were no additional comment or recommendations from the QAA panel.</p> <p>5. Corrective action completion is September 14, 2017</p>		

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F 257	<p>Continued From page 3</p> <p>On 9/1/17, at 1:30 p.m., a LVN 2 was observed eating a popsicle at the 3rd floor nurses' station. She had no explanation for eating the popsicle at the station.</p> <p>On 9/1/17, at 1:35 p.m., a certified nurse assistant (CNA 1) was observed eating an orange popsicle in the hallway by the case managers office. She stated, "It helps you cool down!"</p> <p>On 9/1/17, at 1:40 p.m., Resident 7 was observed in his wheel chair next to his bed with his shirt off his body and lifted over and around his neck. Resident 7 stated, "Plenche mucho calor" CNA 2 translated this as "it is very hot."</p> <p>On 9/1/17, at 1:50 p.m., CNA 3 stated, "It's hot" and has been "on and off" for a year. CNA 3 has brought the concern to the maintenance staff and was told it was taken care of. According to CNA 3, "They're always working on it."</p> <p>On 9/1/17, at 2:13 p.m., LVN 3 stated, "It's hot." She admitted, residents have complained about the heat.</p> <p>On 9/1/17, at 2:30 p.m., Resident 8's husband (Family 3) was interviewed. He stated it has been "hot on and off" for three to four years. According to Family 3, "The heat is not acceptable. He stated the facility has provided Resident 8 with a fan.</p> <p>On 9/1/17, at 2:45 p.m., Resident 9 was interviewed. Resident stated, "It's too hot." He stated a small fan would "be nice" seeing as how his roommate had one.</p>	F 257			

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F 257	<p>Continued From page 4</p> <p>On 9/1/17, at 3:00 p.m., Resident 10 was interviewed. According to Resident 10, the MS addressed the temperature three times, but it is "still too hot." Resident 10 describes the heat as "unbearable." The facility provided fan "barely helps."</p> <p>On 9/1/17, at 3:06 p.m., Resident 11 was observed to be in his bed. He appeared to be naked with the exception of a sheet covering his privates.</p> <p>A review of the "Resident Council Minutes" dated 8/4/17, indicated 1 of 6 residents stated "no air comes out of his ventilation". The maintenance department response to Resident Council record indicated "installed a new blower motor for the AC, provided a portable AC for the residents..."</p> <p>On 9/1/17, at 3:30 p.m., the MS was interviewed. The MS admitted, "It's a little hot." He attributed the high temperature was due to a broken compressor. The MS stated the AC needed be fixed today.</p>	F 257			