

PRINTED: 04/04/2012
FORM APPROVED
OMB NO. 0938-0391

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER/REPRESANTATIVE'S SIGNATURE	TITLE	(X8) DATE
		4/16/12

FORM CMS-2567(02-99) Previous Versions Obsolete

Event ID: CQ6H11

Facility ID: CA070000061

If continuation sheet Page 1 of 3

4/27/12 [REDACTED] - best message
occupational POC

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

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055388	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 03/27/2012
NAME OF PROVIDER OR SUPPLIER SAN JOSE HEALTHCARE & WELLNESS CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 75 N. 13TH STREET SAN JOSE, CA 95112		
(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 241	<p>Continued From page 1</p> <p>minimum data sets (MDS) an assessment tool dated 3/1/12 indicated Resident 1 was cognitively intact.</p> <p>Record review on 3/26/12 of Resident 1's nursing notes indicated she made a complaint about a CNA on 3/18/12 at 8:15 p.m. According to the resident, she saw CNA A passing snacks and asked her what snacks she had on the cart. CNA A stated she had apples, cakes, Jello and pudding. The resident asked for an apple and some pudding. CNA A brought her the snacks, slammed them onto her tray, and, as she left the room, called her a bitch. Resident 1 was speaking to a family member on the telephone at the time and the family member overheard the CNA call the resident a bitch.</p> <p>During an interview with Resident 1 on 3/27/12 at 7:45 a.m., she stated the CNA called her a bitch. She did not think the CNA liked her and she was afraid of the CNA.</p> <p>During a telephone interview on 3/27/12 at 11:50 a.m. with Resident 1's family member, she stated she was talking to Resident 1 on the telephone and overheard someone call Resident 1 a bitch.</p> <p>During a telephone interview with CNA A on 3/27/12 at 1:23 p.m., she stated she gave Resident 1 an apple and some pudding and left the room. She denied ever calling Resident 1 any names.</p> <p>A review of the facility's "Abuse Prevention Policy & Procedure", dated 7/14/10, indicated "...each resident shall be free from any form of abuse..." including "...disparaging and derogatory terms"</p>	F 241	<p>How the facility will identify other residents having the potential to be affected by the same deficient Practice and what corrective action will be taken: All residents have the potential to be affected by the same alleged deficiency. Department heads interviewed Residents to ensure they are treated with respect and dignity by staff. No other resident was affected by the same alleged deficiency.</p> <p>What measure will be put into place or what systemic will make to ensure that the deficient practice does not recur changes the facility: Facility Staff are to be in-serviced by the Director of Nurses/designee on Dignity and respect of individuality on or before 3/22/12. Administrator or designee will include Resident's dignity and respect of individuality as one of the topics to be Discussed at the Monthly staff meeting x 3 months to ensure compliance.</p>		3/22/12

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F 241	Continued From page 2 and "residents must not be subjected to abuse by anyone, including but not limited to facility staff..."	F 241	<p>The Facility's Adopt a resident program Members will interview residents during their rounds with emphasis on staff treatment to ensure they are treated with respect and dignity by the staff. Findings will be discussed daily at the stand up meeting. Activity Director will review quality of life questionnaire with emphasis on staff's treatment during the monthly resident council meeting for 3 months.</p> <p>How the facility plans to monitor its performance to make sure that solutions are maintain: Administrator or designee will do random interview of residents during rounds to ensure they are treated with dignity and respect. Nursing Supervisors will randomly observe staff's interaction with residents during care and notify administrator of findings. All findings will be reported to the Quality Assurance Committee Quarterly.</p>		