

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

PRINTED: 05/31/2023
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056185	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 05/25/2023
NAME OF PROVIDER OR SUPPLIER LIFE CARE CENTER OF MENIFEE			STREET ADDRESS, CITY, STATE, ZIP CODE 27600 ENCANTO DRIVE SUN CITY, CA 92586		
(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		F 000		
	<p>The following reflects the findings of the California Department of Public Health during the investigation of a complaint.</p> <p>Complaint Number: CA00834877</p> <p>Representing the Department: Health Facilities Evaluator Nurse(s): 38479</p> <p>The inspection was limited to the specific complaint investigated and does not represent the findings of a full inspection of the facility.</p> <p>One deficiency was identified for complaint number: CA00834877.</p>			<p>The statements made in this Plan of Correction are not an admission to or an agreement with the stated deficiencies.</p> <p>To remain in compliance with all Federal and State Regulations, the facility has taken or will take actions set forth in the following Plan of Correction. This Plan of Correction constitutes the facility's Allegation of Compliance such that all stated deficiencies have been or will be corrected by the specified date/s.</p>	6.9.23
F 573 SS=D	<p>Right to Access/Purchase Copies of Records CFR(s): 483.10(g)(2)(i)(ii)(3)</p> <p>§483.10(g)(2) The resident has the right to access personal and medical records pertaining to him or herself.</p> <p>(i) The facility must provide the resident with access to personal and medical records pertaining to him or herself, upon an oral or written request, in the form and format requested by the individual, if it is readily producible in such form and format (including in an electronic form or format when such records are maintained electronically), or, if not, in a readable hard copy form or such other form and format as agreed to by the facility and the individual, within 24 hours (excluding weekends and holidays); and</p> <p>(ii) The facility must allow the resident to obtain a copy of the records or any portions thereof (including in an electronic form or format when such records are maintained electronically) upon request and 2 working days advance notice to the</p>		F 573	<p>F573</p> <p>It is the practice of this facility to release medical records timely.</p> <p>A) This patient no longer resides in the facility. Medical records were released to the requesting agency on (date)</p> <p>B) This practice has the potential to affect patients who have medical record requests pending. A new Medical Records Director was hired on 6.5.2023. An audit was done on 6.6.2023 and any</p>	

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

TITLE

(X6) DATE

Micki Javelkoul Administrator

6.5.23

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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F 573	Continued From page 1 facility. The facility may impose a reasonable, cost-based fee on the provision of copies, provided that the fee includes only the cost of: (A) Labor for copying the records requested by the individual, whether in paper or electronic form; (B) Supplies for creating the paper copy or electronic media if the individual requests that the electronic copy be provided on portable media; and (C) Postage, when the individual has requested the copy be mailed. §483.10(g)(3) With the exception of information described in paragraphs (g)(2) and (g)(11) of this section, the facility must ensure that information is provided to each resident in a form and manner the resident can access and understand, including in an alternative format or in a language that the resident can understand. Summaries that translate information described in paragraph (g)(2) of this section may be made available to the patient at their request and expense in accordance with applicable law. This REQUIREMENT is not met as evidenced by: Based on interview and record review, the facility failed to ensure copy of requested medical record was released timely to the authorized representative for one of four residents (Resident 1). The facility failure had the potential for the requesting party to delay services or for whatever purposes they intended to use the medical records on behalf of Resident 1. Findings: On April 20, 2023, at 9:30 a.m., an unannounced	F 573	outstanding requests were processed. C) In-service was presented to Medical Records Director by the Administrator regarding the timely release of medical records on 6.5.2023. D) Compliance will be monitored by the Medical Records Director by a spreadsheet of requests and releases for 4 weeks and then monthly x 2 months. Findings will be presented monthly to Quality Assurance Performance Improvement committee for the purpose of analyzing and identifying trends, and to monitor for compliance and make recommendations.		

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NAME OF PROVIDER OR SUPPLIER

LIFE CARE CENTER OF MENIFEE

STREET ADDRESS, CITY, STATE, ZIP CODE

**27600 ENCANTO DRIVE
SUN CITY, CA 92586**

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F 573	<p>Continued From page 2</p> <p>visit was conducted at the facility to investigate a resident's rights concern.</p> <p>A review of Resident 1's record indicated Resident 1 was admitted on August 22, 2022, with diagnoses which included chronic inflammatory demyelinating polyneuropathy (a neurological disorder that involves progressive weakness and reduced senses in the arms and legs caused by damaged to the fat-based protective coverings on nerves).</p> <p>A review of the document titled, "Authorization for the Release of Records," indicated the authorization for the release of records was made on dated March 2, 2023.</p> <p>A review of the document titled, "DECLARATION OF CUSTODIAN OF RECORDS," indicated the facility processed the request on April 11, 2023, as evidenced by the affixed signature at the bottom of the form.</p> <p>On April 20, 2023, at 1:43 p.m., during a concurrent interview and record review of Resident 1's record with the Medical Record Director (MRD), the MRD stated that if a resident or a representative requested a copy of their medical record, the facility should give the copy within two (2) business days. The MRD stated that the request for copy was made on March 2, 2023, and the facility had forwarded the copy on April 11, 2023. The MRD stated that if a copy was requested and not provided on time, the resident or the resident representative will not be able to use the copy to whatever purposes they intend to use it. The MRD stated they have no documented evidence they have corresponded to Resident 1's representative about the delay in forwarding the</p>	F 573
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F 573 Continued From page 3
requested medical records.

F 573

On April 20, 2023, at 2:14 p.m., the Director of Nursing (DON) was interviewed on the issue of medical record request. The DON stated the facility received the record request for Resident 1, and a copy was sent on April 11, 2023. The DON stated there was a delay in forwarding the copies of requested records. The DON stated if copies of resident 's record requested were not provided on time, this could delay their timeline for whatever reason they need the documents for.

On April 20, 2023, at 2:34 p.m., the Administrator (ADM) was interviewed on the request for record of Resident 1's representative, and the ADM stated that there was a delay in processing the requested copies of records. The ADM stated copies not forwarded on time could delay their services or for whatever reason they intended to use the record for.

A review of the facility policy titled, "Release of Medical Records", dated September 2, 2022, indicated, "Policy: Medical records will be released with a valid request and in accordance with stated and federal laws. Policy Explanation and Compliance Guidelines ...6. Upon receipt of a request for medical record copies, the facility should notify the requesting party, in writing, of the cost for obtaining records and that the records are available 2 days after receipt of payment for the copies ..."