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2009/011

DIAMOND RIDGE HEALTHCARE CENTER

2351 LOVERIDGE ROAD
PITTSBURG, CA 94565

FEB 24 2016

(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	<p>INITIAL COMMENTS</p> <p>The following reflects the findings of the California Department of Public Health during the investigation of one complaint and one entity reported incident.</p> <p>Complaint number: CA00461511 and entity reported incident number: CA00461522. Representing the Department: Surveyor 33375.</p> <p>The inspection was limited to the specific complaint and entity reported incident investigated and does not represent the findings of a full inspection of the facility.</p> <p>One deficiency was written for complaint number CA00461511 and entity reported incident number CA00461522</p>	F 000	<p><i>This plan of correction is the center's credible allegation of compliance. 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 conclusions set forth in the statement of deficiencies. The plan of correction is prepared and/or executed solely because it is required by the provisions of federal and state laws.</i></p>	
F 170 SS=D	<p>483.10(i)(1) RIGHT TO PRIVACY - SEND/RECEIVE UNOPENED MAIL</p> <p>The resident has the right to privacy in written communications, including the right to send and promptly receive mail that is unopened.</p> <p>This REQUIREMENT is not met as evidenced by: Based on interview and record review, that facility failed to ensure one (Resident 1) of three sampled residents received mail that was unopened. The facility opened Resident 1's monthly bank statement without his permission.</p> <p>This failure resulted in the violation of Resident 1's right to privacy in written communications potentially depriving him of the ability to make</p>	F 170	<p>F 170 Right To Privacy – Send/Receive Unopened Mail It is the policy of Diamond Ridge Healthcare Center to respect resident right to privacy in written communications, including the right to send and promptly receive mail that is unopened.</p> <p>Corrective Action The Business Office Manager opened Resident 1's monthly bank statement without permission. She re-sealed the mail, immediately gave it to Resident 1, and notified him that the facility opened the mail.</p> <p>Other Residents Affected After this incident, no other resident mail has been opened without permission.</p>	

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

TITLE

(X6) DATE

[Signature] ANTONIO NOYA, JR. ADMINISTRATOR 2/24/16

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.

POC accepted 2/25/16 DR

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F 170	<p>Continued From page 1 financial decisions.</p> <p>Findings:</p> <p>In an interview on 10/21/15 at 10:50 a.m., Social Services Assistant (SSA) said, "The Business Office Manager (BO) opened his (Resident 1) mail at the beginning of the month, thinking it was a payment (to the facility from Resident 1's bank), but it was actually a statement."</p> <p>In an interview on 10/21/15 at 1:45 p.m., the BO said, "Somebody (activities staff or the receptionist) sorts the mail and puts it in my box. I had a bunch of mail and I just started opening everything." Then the BO said she noticed it was, "A bank statement, not a payment to the facility," and she "Didn't know if he (Resident 1) received bank statements before." The BO said she found a very large amount of total-withdrawals from Resident 1's account. The BO said that Resident 1's bank sent a check to the facility addressed to Resident 1 in care of (C/O) the facility."</p> <p>In an interview on 10/21/15 at 2:00 p.m., the Administrator (ADM) said, "The Activities Director is supposed to sort the mail. If it looks like a payment, it goes into (the BO) box." The ADM said, rather than a written policy, it was a verbal policy to put mail that looked like a payment to the facility into the BO mailbox. The ADM said Resident 1 had, "Received bank statements before," and had "A right to unopened mail." The ADM also said, "I think it was just a mistake."</p> <p>Review of the facility's policy and procedure, dated April 2005, titled, "Resident Mail," showed "Residents have the right to privacy in written communications, including the right to send and</p>	F 170	<p>All facility residents have the potential to have their rights violated in regards to sending and promptly receiving mail that is unopened.</p> <p>Systemic Changes On 2/10/16, Administrator conducted in-service to staff about Resident Rights to Privacy, including policies and procedures on "Resident Mail".</p> <p>Monitoring Administrator will conduct daily rounds and reach out to residents to ensure that resident right to privacy is respected by staff. He or designee will monitor the mailroom to ensure that in-coming and out-going mails are not being opened without permission.</p> <p>In addition, any staff who witnesses violation of this resident right will notify the administrator immediately. Findings will be reported to morning stand up meeting for planning and correction. Administrator will identify trends related to Resident Rights and report them to the bi-monthly Quality Assurance Performance Improvement (QAPI) meeting for evaluation and resolution.</p> <p>Completion Date This deficient practice will be corrected by 3/1/2016.</p>	<p>2/10/16</p> <p>3/1/16</p> <p>3/1/16</p>

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F 170	Continued From page 2 promptly receive mail that is unopened." There was no indication in the policy and no procedure regarding who was responsible for sorting and delivering mail belonging to the residents in the facility.	F 170		