

California Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>CA030000028</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/29/2024</b>
NAME OF PROVIDER OR SUPPLIER  <b>MISSION CARMICHAEL HEALTHCARE CENTE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>3630 MISSION AVENUE CARMICHAEL, CA 95608</b>			
(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) COMPLETE DATE
C 000	Initial Comments  The following reflects the findings of the California Department of Public Health during an abbreviated survey for the investigation of facility reported incident #CA00879984.  Representing the Department of Public Health: Health Facilities Evaluator Nurse, 29825  The inspection was limited to the specific facility reported incident investigated and does not represent the findings of a full inspection of the facility.	C 000			
C4770	T22 DIV5 CH3 ART5-72533(a)(1)(E) Employee Personnel Records  (a) Each facility shall maintain current complete and accurate personnel records for all employees.  (1) The record shall include:  (E) Information as to past employment and qualifications.  This Statute is not met as evidenced by: Based on interview and record review, the facility failed to maintain current complete and accurate personnel records when reference checks were not done for three of three sampled employees (CNA 1, CNA 2 and the DSD).  This failure increased the potential for employees to be hired who had poor performance records placing residents at risk for mistreatment.  Findings:  The reference checks for Certified Nurses	C4770			

Licensing and Certification Division

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

TITLE

(X6) DATE

STATE FORM

6899

HKON11

If continuation sheet 1 of 3

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C4770	<p>Continued From page 1</p> <p>Assistant (CNA) 1 were requested following two allegations of resident abuse, dated 10/2/23 and 1/16/24.</p> <p>During a review of an email dated 1/23/24 at 10:07 a.m., from Medical Records (MR), MR wrote, "Reference Check [for CNA 1] - none on file."</p> <p>During a telephone interview on 1/24/24 at 11:55 a.m. with the Director of Staff Development, the DSD was asked if she was able to locate the reference checks for CNA 1 and said, "No. I didn't do it. The previous DSD didn't even do mine. There were no reference checks done on [CNA 1]. The previous administrator [ADM 1] said we didn't have to do them..."</p> <p>The reference checks were requested for CNA 2 and the DSD.</p> <p>During a review of a subsequent email dated 1/29/24 at 8:44 a.m., MR wrote, "Unfortunately, I did not find any reference checks [for CNA 2 or the DSD].</p> <p>During an interview on 1/29/24 at 12:19 p.m. with the current Administrator (ADM 2), ADM 2 was asked what his expectations were for reference checks for new employees and said, "I'm not sure why it was dropped. We were supposed to be doing reference checks before hire such as a former employer, professional colleague, or a friend."</p> <p>During a review of the facility policy and procedure (P&amp;P), titled "Abuse - Prevention Program," revised 2/2020, the P&amp;P indicated, "Screening/Hiring Protocols... Reference checks from previous or current employers are obtained</p>	C4770	<p>a.) What corrective action. The employee was suspended immediately upon knowledge of the alleged incident.</p> <p>b.) How other patients. No other patients were affected by the deficient practice. The employee was eventually terminated on 1-24-2024 as corrective action.</p> <p>c.) What immediate measures. All new hires employees are subjected to background and employment verification and reference check prior to offer of employment.</p> <p>d.) DSD and or Payroll Coordinator will conduct reference check and employment verification prior to offer of employment and do background check (OIG clearance and Megan's law check) once applicant accepted the position. DSD to report during QA meeting to ensure all new hires were subjected to employment verification, background and reference check to evaluate effectiveness of the hiring process.</p> <p>e.) All new hires effective January 15, 2024 and ongoing, were subjected to reference check, background and employment verification.</p>	

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C4770	Continued From page 2 prior to hiring an applicant..."	C4770			