

POL APPROVED 7-5-16
07598

PRINTED: 06/24/2016
FORM APPROVED

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055344	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 06/23/2016
NAME OF PROVIDER OR SUPPLIER COUNTRY VILLA CLAREMONT HEALTH			STREET ADDRESS, CITY, STATE, ZIP CODE 590 S. INDIAN HILL BLVD. CLAREMONT, CA 91711		
(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	
A 000	<p>Initial Comments</p> <p>The following reflects the findings of the Department of Public Health during a Complaint Visit.</p> <p>Complaint Number: CA00492871 - Substantiated</p> <p>Category: Other</p> <p>Representing the Department of Public Health: 07598</p> <p>Inspection was limited to the specific component investigated and does not represent the findings of a full inspection of the facility.</p>	A 000	<p>A. The commercial website by the name of Gardenview Healthcare and wellness was removed on 6/21/16.</p> <p>On 6/21/16 the Administrator reviewed other websites which has the potential to be affected with the same deficient practice, No findings identified.</p> <p>The administrator communicated with the corporates information technology department to ensure there are no other websites using the name Gardenview healthcare and wellness center with the same address and phone number. The facility will ensure all correspondence will be listed as Country villa Claremont as the name of the business with the same address and phone number.</p> <p>The assistant Administrator will perform weekly audits to check the correspondence at least weekly to ensure any identified findings will be addressed to the administrator for immediate follow up and escalation. The administrator and or designee will provide a summary of trends and analysis to the CQI steering committee in the quarterly meeting for review and recommendation.</p>	<p><i>6/23/16</i></p> <p><i>LOS ANGELES COUNTY HEALTH FACILITIES DIVISION</i></p>	
A 752	<p>T22 DIV5 CH3 ART5-72509(a) Advertising</p> <p>(a) No skilled nursing facility shall make or disseminate false or misleading statements or advertise by any other manner or means any false or misleading claims regarding facilities or services provided.</p> <p>This RULE: is not met as evidenced by: Based on observation, interview, and record review, the facility failed to ensure that a website advertising the services of the facility was using it's correct licensed, business name.</p> <p>Findings:</p> <p>During an inspection at the facility on June 23, 2016, at 8:45 a.m., the evaluator observed the marquee on the front of the property indicated a business name of Country Villa Claremont Healthcare Center. Upon entering the building, a state license was posted on the bulletin board</p>	A 752			

If deficiencies are cited, an approved plan of correction is requisite to continued program participation.
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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A 752	<p>Continued From Page 1</p> <p>indicating the name of the facility is Country Villa Claremont Healthcare Center.</p> <p>However on June 22, 2016, at 4:00 p.m., a review of a commercial website by the name of Gardenview Healthcare & Wellness Centre, indicated that it had the same address and phone number as Country Villa Claremont Healthcare Center.</p> <p>During an interview with the business office manager on June 23, 2016, at 9:00 a.m., she stated she not aware of the name change. She further stated her billing correspondence still lists Country Villa Claremont Healthcare Center, as the name of the business and that the facility staff still answer the phone stating the name of the business as Country Villa Claremont Healthcare Center.</p> <p>During an interview with the administrator on June 23, 2016, at 10:15 a.m., he indicated he was also not aware of the website using the name Gardenview Healthcare & Wellness Centre, while keeping the same address and phone number of the current business.</p> <p>He further stated he would be in contact with his corporation's information technology department to straighten out this situation.</p>	A 752		<p>2016 JUL -1 AM 9:23</p> <p>LOS ANGELES COUNTY HEALTH FACILITIES DIVISION</p>

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