DEPARTMENT OF HEALTH AND HUMAN SERVICES PRINTED: 10/13/2023 FORM APPROVED CENTERS FOR MEDICARE & MEDICAID SERVICES OMB NO. 0938-0391 STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION IDENTIFICATION NUMBER: (X3) DATE SURVEY A. BUILDING COMPLETED 555844 B. WING 10/09/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 1565 HILL ROAD NOVATO HEALTHCARE CENTER NOVATO, CA 94947 (X4) ID SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL (X5) COMPLETION PREFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) F 000 INITIAL COMMENTS F 000 The following reflects the findings of the California Department of Public Health during an Investigation of a Complaint: CA00782334. The inspection was limited to the specific Complaint Investigated and does not represent the findings of a full inspection of the facility. Representing the California Department of Public Health: Surveyor #38335, Health Facilities Evaluator Nurse. Regulatory deficiencies were issued for Complaint CA00782334. F 686 Treatment/Svcs to Prevent/Heal Pressure Ulcer F 686 SS=E CFR(s): 483.25(b)(1)(i)(ii) §483.25(b) Skin Integrity §483.25(b)(1) Pressure ulcers. Based on the comprehensive assessment of a resident, the facility must ensure that-(i) A resident receives care, consistent with professional standards of practice, to prevent pressure ulcers and does not develop pressure ulcers unless the individual's clinical condition demonstrates that they were unavoidable; and (ii) A resident with pressure ulcers receives necessary treatment and services, consistent with professional standards of practice, to promote healing, prevent infection and prevent new ulcers from developing. This REQUIREMENT is not met as evidenced Based on interview and record review, the facility failed to ensure a deep tissue injury (DTI, an

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that following the date of survey whether or not a plan of correction is provided. For nursing homes, the findings stated above are disclosable 90 days 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

ORM CMS-2567(02-99) Previous Versions Obsolete Event ID: TSBH11 Facility

injury to the soft tissue under the skin due to

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

pressure and is usually over boney

36335

Facility ID: CA010000940

TITLE

If continuation sheet Page 1 of 7

(X6) DATE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

PRINTED: 10/13/2023 FORM APPROVED

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length of 3 cm (centimeters-a metric unit of length) x (by) width 3 cm, depth undetermined.								-					
The skin assessment further indicated a surgical						:			-				

DEPARTMENT OF HEALTH AND HUMAN SERVICES FORM APPROVED CENTERS FOR MEDICARE & MEDICAID SERVICES OMB NO. 0938-0391 STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING 555844 B. WING 10/09/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 1565 HILL ROAD NOVATO HEALTHCARE CENTER NOVATO, CA 94947 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETION PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY F 686 Continued From page 2 F 686 wound, located on the back of the neck, measured 11 cm with 11 staples. Skin abnormalities (e.g., Deep tissue pressure injury, suspect deep tissue injury, surgical wound, open lesions, and discoloration) were identified, without clinical suggestions for skin care interventions on the skin assessment evaluation. During a medical record review of a skin assessment evaluation dated 3/18/22, the skin assessment indicated a blister (a small bubble on the skin filled with serum/fluid and caused by friction, burning, or other skin damage) to the left upper buttock had no exudate (fluid produced by the wound), that measured 0.8 cm length x 0.8 cm width. The skin assessment indicated skin conditions continue to be identified and assessed without clinical suggestions for skin care interventions on the skin assessment evaluation. During a medical record review of a skin assessment evaluation, dated 3/25/22, the skin assessment indicated a pressure ulcer injury (suspect deep tissue Injury-depth unknown) identified to the sacrum and measured 8 cm length x 8 cm width, no exudate (fluid that leaks out of blood vessels into nearby tissues or may ooze from cuts or from areas of infection or Inflammation) was observed. No clinical suggestions for skin care interventions to the sacrum (a triangular bone in the lower back formed from fused vertebrae and situated between the two hipbones of the pelvis) were listed on the skin evaluation assessment. During a review of Resident 2's Care Plan, the

Care Plan, dated 4/4/22, did not specify skin care interventions to prevent worsening skin conditions PRINTED: 10/13/2023

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

PRINTED: 10/13/2023 FORM APPROVED

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STATEMENT OF DEFICIENCIES (X1) PROVIDERY AND PLAN OF CORRECTION IDENTIFICATION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A, BUILDING				(X3) DATE	
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NAME OF P	ROVIDER OR SUPPLIER	• 1		STA	REET ADDRESS, CITY, STATE, ZIP CO	DE	***************************************	
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	A review of Resident	2's medical record progress						
	notes did not show ar	z s medical record progress i Interdisciplinary Care						
	Meeting (IDT) was he	ld that included Resident 2			*.			
	and/or his family to di	scuss and plan the		i				[
	resident's wound care	reeds.		į				
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	During an interview or	n 5/12/22, at 11:30 a.m.,		:	•			
	with Licensed Staff-A,	Licensed Staff-A indicated						
	he was not a certified	wound care nurse and was	Ì	1				
	recently hired into the	position, without previous	İ	İ				
	wound care experience	e. When asked if he knew						
		ook care of Resident 2		1				
	during his admission,	Licensed Staff-A stated he		1				
	did not know Residen	t 2 or about his wound care.						
	When asked to review	the wound care binder he		į	•			
	Indicated there was no	wound care binder. When						
	asked now he knew o	f residents wound care	İ		•	* .	1	
	needs, he stated he to	ollowed the wound care					-	
:	Mhon the Denortment	is in the facility on Fridays.			•			
	wound age abudalam	t requested to review the 's notes, Licensed Staff-A						
	etated the physician	s notes were in the wound						
	care physician's comp	outer to which he did not						
	have access.	due to which he did flot		i				
		,						
	During an Interview or	n 10/13/23, at 11:30 a.m.,						
	with Licensed Staff-B,	Licensed Staff-B stated		į				
		ind care nurse for about 4]
		oning Licensed Staff-B		ì				
	about her responsibilit	ties as the wound care					٠	
	nurse she stated she !	had provided wound care to		1				
	the residents and did	wound care rounds with a						
	Certifled Nursing Assis	stant (CNA) Monday						
	through Thursday, Lic	ensed Staff-B stated she		ļ				
;	was currently re-asses	ssing all residents with skin	-					ļ
	conditions and docum	enting any changes to					ļ	-
	wound care on a chan	ge of condition form and on				"		.
	the treatment record (TAR) in Point-Click-Care			- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	 		

DEPARTMENT OF HEALTH AND HUMAN SERVICES								PRINTED: 10/13/2023			
CENTER	S FOR MEDICARE & I	FORM APPROVED OMB NO. 0938-0391									
STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:			1 - 1		E CONSTRUCTION		(X3) DATE				
555844			8, WING			С		c			
NAME OF PI	ROVIDER OR SUPPLIER				STREET ADDRESS, CITY, STATE, ZIP CO	ļ ·	10,	09/2023			
					5 MEET ADDRESS, CITY, STATE, ZIP O 1565 HILL ROAD	ODE					
NOVATO HEALTHCARE CENTER				l	NOVATO, CA 94947						
(X4) ID PREFIX TAG	(EACH DEFICIENC)	NTEMENT OF DEFICIENCIES / MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREF TAG		PROVIDER'S PLAN OF ((EACH CORRECTIVE ACT) CROSS-REFERENCED TO TI DEFIGIENC'	ON SHOULD E HE APPROPRI		(X5) COMPLETION DATE			
	(PCC) the electronic of If there was a wound of Staff-B stated "No," by charge nurse with any notified the wound car Staff-B stated there we physician at the facility with him every Friday followed the orders in wound physician. Whe wound care binder Lie did not have one and that his own computer of wound care. She strounds with the physician entered the notes into in PCC. When asked hwas improving or getti stated the wound care any changes on a republican orders in PC asked who provided we not at the facility. Liceinursing staff would procare when she was now wound care policy and requested. During an interview with Physician on 4/18/23 and Care Physician was as progression of a Deep was unstageable. He is wound means there is covering of slough or ecovering over the tissue	medical record. When asked care committee Licensed out that she would notify the wound care updates and re physician. Licensed as a new wound care y for 3-weeks and she met for wound care rounds and PCC provided by the en asked to review the rensed Staff-B stated, she the wound care physician system for documentation ated during wound care clan she took notes and the weekly progress notes now she knew if a wound ng worse, Licensed Staff-B physician would document out and give her a copy. The ted the report along with CC. Licensed Staff-B was round care when she was need Staff-B stated the ovide the resident 's wound of the resident 's wound of the tresident 's wound of the procedures was the the Wound Care at 12:50 p.m., the Wound sked the natural Tissue Injury (DTI), that stated an unstageable tissue loss but there was a eschar (a yellow cheesy te, or a black leathery	F	686							
	covering over the tissu treated, depending on	e). All wounds were the type of wound and									

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

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	MENT OF DEFICIENCIES (X1) PROVIDER/SLIPPINED/CLIA					OMB NO. 0938-039			
	F CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	1		CONSTRUCTION		(X3) DAT	E SURVEY PLETED	
		, 555844 _,	B. WING					C	
NAME OF P	ROVIDER OR SUPPLIER			51	REET ADDRESS, CITY, STATE, ZIP CO	IDE	1 70	/09/2023	
Μονατοι	HEALTHCARE CENTER			1	665 HILL ROAD				
NOVALUI	DEALTHOARE CENTER		:		OVATO, CA 94947		•	ļ	
(X4) ID	SUMMARYSTA	TEMENT OF DEFICIENCIES				****			
PREFIX TAG	(EACH DEFICIENC)	MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG		PROVIDER'S PLAN OF C (EACH CORRECTIVE ACTION CROSS-REFERENCED TO THE DEFICIENCY	N SHOULD B E APPROPRI	E NTE	(X5) COMPLETION DATE	
F 686	Continued From page	5	-	686	;				
		atment will determine if the	, '	000				<u> </u>	
	wound heals or progre	esses. The Wound Care		[
	Physician also stated,	the type of treatment for an		-		•			
	unstageable wound w	ould require, for example.		ĺ]]	
	wet to dry dressings, t	urning the patient every		İ	:				
	2-hours, and nutritions	al assessments with an		į					
	increase in calorie inta	ikę.		į					
!				İ					
į	During a review of a fa	icility policy and procedure		+]	
	titled "Pressure Injury and Skin Integrity			1	1			<u> </u>	
	Treatment," dated August 12, 2016, the policy and procedure indicated, b. Pressure Injury and			1					
	Other Skin Reporter of	ad, b. Pressure injury and A skin integrity progress	ļ	- 1	}			[]	
	report will be initiated.	when a resident is admitted		- 1					
	with or develops a skir	n problem such as skin tear		į				ļ -	
	d. There will be one	pressure injury progress							
	report, skin ulcer progr	ess report or skin integrity] [
	progress report for each	h individual skin problem.							
	C. Pressure and Other	Skin Integrity Treatments:							
1	c the physician and far	nily will be notified when							
1	there is a change in th	e condition of the pressure							
	injury or skin integrity.	E. IDT-Skin Committee will		ľ	1			.]	
	document discussion a	and recommendations for:						.	
ľ	to treatment, worsen, o	olems that do not respond		ļ		•			
į	to abdulibilit, worsell, (or increase in size		į					
ĺ	During a review of a fa	clity policy and procedure		į					
ļ	titled "Comprehensive	Person-Centered Care						}	
4.	Planning" revised, Nov	ember 2018, the policy and		ì					
	procedure indicated b.	additional changes or		1]				
	updates to the compre	hensive care plan will be	1						
	made based on the ass	sessed needs of the	İ	-					
	resident c. The comp	prehensive care plan will			,			i	
ļ	be periodically reviewe	d and revised by IDT after					ļ		
	each assessment in	addition, the]	
	comprehensive care pl	an will also be reviewed			*			1	
	and revised at the follo i. Onset of new problem	wing times:						ł	
	ii. Change of condition;	us.		į				}	
	Orange or condition;	***	1						

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

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STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		III bearings and a second	TIPLE CONSTRUCTION ING		(X3) DATE SURVEY COMPLETED	
		555844	B. WING		1 6 7 7 8	С
NAME OF P	ROVIDER OR SUPPLIER					10/09/2023
NOVATO HEALTHCARE CENTER				STREET ADDRESS, CITY, STATE, 1565 HILL ROAD NOVATO, CA 94947	ZIP CODE	ji.
(X4) ID PREFIX TAG	(EACH DEFICIENCY	TEMENT OF DEFICIENCIES 'MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)	ID PREFI TAG	IX (EACH CORRECTIVE CROSS-REFERENCED	N OF CORRECTION EACTION SHOULD TO THE APPROPE MENCY)	BE COMPLETION
F 686	Continued From page V. IDT Care Planning c. The care planning r on NP-04-Form A-IDT	Conference neeting will be documented	F	686		
				M MOV	分 国 [] V [V 0 1 2323 DPH L&C a Rosa D.O	

POC: TSBH11



Novato Healthcare Center Novato Healthcare Center submits this response and Plan of Correction

as part of the requirements under state and federal law. The plan of correction is submitted in accordance with specific regulatory requirements. It shall not be construed as admission of any alleged deficiency cited or any liability. The provider submits this plan of correction with the intention that it is inadmissible by any third party in any civil, criminal action or proceedings against the provider or its employees, agents, officers, directors, or shareholders. The provider reserves the right to challenge the cited findings if at any time the provider determines that the disputed findings are related upon in a manner adverse to the interests of the provider either by the governmental agencies or third party.

What corrective action(s) will be accomplished for the patient(s) identified to have been affected by the deficient practice

Resident 2 did not readmit back to the facility. Resident 2 discharged from the facility on 4/8/2022, prior to the CDPH visit on 10/9/2023.

How other patients having the potential to be affected by the same deficient practice be identified, and what corrective action will be taken.

All in-house residents with wounds were immediately reviewed and assessed. Assessments for those wounds were communicated to the following Physician and to the Wound Doctor for treatment recommendations. Care plans reviewed and updated. All was completed by 10/25/23.

What immediate measures and systemic changes will be put in place to ensure that the deficient practice does recur.

The Director of Staff Development in-serviced Certified Nursing Assistants on the process of identifying and reporting any pressure sores or open areas that they find on residents while providing care, to the charge nurse, immediately. Once the Licensed Nurse was made aware of the pressure ulcer or open area, the licensed nurse will assess the site and report to the DON,

Treatment Nurse, the following Physician, and the Wound Doctor for treatment recommendation.

Treatment Nurse is assigned seven days a week, which allows for that nurse to solely focus on wound care. A Certified Wound Doctor rounds weekly with the Treatment Nurse to review wounds. Based on the assessment of the Wound Doctor, the Wound Doctor will make recommendations for treatment. The Treatment Nurse will update care plan and treatment orders as needed after weekly rounds by Wound MD. The Director of Staff Development inserviced Licensed Nurses, Certified Nursing Assistants, and Interdisciplinary Team regarding comprehensive care planning. All in-services were completed by 10/25/23.

A description of the monitoring process and positions of persons responsible for monitoring (i.e., Administrator, Director of Nursing, or other responsible supervisory personnel). How the facility plans to monitor its performance to ensure corrections are achieved and sustained. The plan of correction must be implemented, corrective action evaluated for its effectiveness, and it must be integrated into the quality assurance system.

In addition to weekly rounding by the Wound Doctor, the Director of Nursing has a weekly wound meeting with the Treatment Nurse, Director of Rehab, Registered Dietician, Assistant Director of Nursing, and Social Services, to review the most recent wound report. During the meeting, recommendations are reviewed, interventions discussed, new follow up items from the Wound Doctor are identified and implemented with a care plan update. The Director of Nursing, or Assistant Director of Nursing, along with the Treatment Nurse, immediately assess new wounds, pressure sores, or skin related issues upon notification. Treatment nurse or DON/ADON communicate these new sites to the MD, and Wound Doctor. This will be on-going; however, this process was put into place by 10/25/23.

Dates when corrective action will be completed. The corrective action completion date must be acceptable to the department. The deficient practice should be corrected immediately. This date shall be no more than 30 calendar days from the date the facility was notified of the non-compliance.

The Administrator and DON will present the results and progress of the wound program to the Quality Assurance and Performance Improvement for review and recommendations monthly for 3 months or until substantial compliance is achieved. All training and compliance for this plan of correction was completed by October 25, 2023.

Novato Healthcare Center October 25, 2023