

Department of Health & Human Services  
Centers for Medicare & Medicaid Services

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  265377	(X2) MULTIPLE CONSTRUCTION  A. Building B. Wing	(X3) DATE SURVEY COMPLETED  03/11/2024
NAME OF PROVIDER OR SUPPLIER  Jefferson Health Care		STREET ADDRESS, CITY, STATE, ZIP CODE  615 SW Oldham Parkway Lees Summit, MO 64081	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0600  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 37608</p> <p>Based on interview and record review, the facility failed to ensure one sampled resident (Resident #3) was protected from verbal abuse when on 2/27/24 Certified Medication Technician (CMT) A was witnessed screaming in the resident's face telling him/her they were acting fucking stupid, and disrespectful when the resident refused to take his/her medications crushed in pudding and wanted his/her medications whole with water out of six sampled residents. The facility census was 52 residents.</p> <p>Review of the facility's undated Abuse and Neglect Policy showed:</p> <ul style="list-style-type: none"><li>-The residents have the right to be free from abuse, neglect, misappropriation of resident property and exploitation. This includes but is limited to freedom from corporal punishment, involuntary seclusion, verbal, mental, sexual or physical abuse, and physical or chemical restraint not required to treat the resident's symptoms.</li><li>-The facility will not condone any form of resident abuse or neglect.</li><li>-To aid in abuse prevention, all personnel are to report any signs and symptoms of abuse/neglect to their supervisor or to the Director of Nursing Services immediately.</li><li>-Protect the residents from abuse by anyone including, but not necessarily limited to facility staff, other residents, consultants, volunteers, staff from other agencies, family members, legal representatives, friends, visitors, or any other individual.</li><li>-Abuse is defined as willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish.</li></ul> <p>1. Review of Resident #3's Face Sheet showed he/she admitted to the facility on [DATE] and readmitted on [DATE] with the following diagnoses:</p> <ul style="list-style-type: none"><li>-Anxiety (a feeling of worry, nervousness, or unease, typically about an imminent event or something with an uncertain outcome).</li><li>-Depression (a common and serious medical illness that negatively affects how you feel, the way you think and how you act).</li></ul> <p>(continued on next page)</p>		

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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID:  265377	Facility ID:  265377
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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Schizoaffective disorder (a combination of symptoms of schizophrenia and mood disorder, such as depression or bipolar disorder - a disorder associated with episodes of mood swings ranging from depressive lows to manic highs).</p> <p>-Dysphagia, oropharyngeal phase (is characterized by the dysfunction of one or more parts of the swallowing apparatus (begins with the mouth and includes the lips, tongue, oral cavity, pharynx, airway, esophagus, and both upper and lower sphincters).</p> <p>Review of the resident's admission Minimum Data Set (MDS-a federally mandated assessment tool completed by facility staff for care planning), dated 12/27/23 showed:</p> <p>-He/she was cognitively intact.</p> <p>-No swallowing problems.</p> <p>-Physical behaviors occurred four to six days a week.</p> <p>-Verbal behaviors occurred daily.</p> <p>-Other behaviors occurred one to three days a week.</p> <p>-Rejected cares daily.</p> <p>Review of the resident's care plan dated 2/9/24 showed:</p> <p>-He/she had been receiving his/her medications crushed or one pill at a time due to recent difficulty in swallowing medications.</p> <p>-He/she will be able to successfully take his/her medications.</p> <p>-Supervise the resident with taking medications.</p> <p>-He/she will request medications to be left at bedside, do not leave medications at bedside.</p> <p>-Speech Therapy (ST) to evaluate and treat as indicated.</p> <p>-Crush appropriate medications and provide in pudding or applesauce.</p> <p>-2/21/24, ST continues to work with him/her on swallowing medications.</p> <p>-He/she has no difficulty swallowing foods or drinking liquids.</p> <p>-Becomes easily agitated at times.</p> <p>-Make his/her needs known and avoid yelling at others.</p> <p>-Remind to speak calmly as needed.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-Do not argue with him/her.</p> <p>-Return later and allow him/her to calm down as needed.</p> <p>-Provide a quite place to calm down when irritated.</p> <p>-Becomes easily agitated and begin to focus on negative thoughts.</p> <p>-He/she is not easily directed.</p> <p>-When he/she refuses care, return later, and re-offer.</p> <p>-Help him/her understand the reasoning behind a difference of opinion.</p> <p>-Identify staff that he/she might have a better connection to.</p> <p>-Altered thought process at times. Do not argue with resident, ensure he/she remains safe.</p> <p>Review of Housekeeping Manager's written statement on 2/27/24 at 10:48 A.M., showed:</p> <p>-He/she was walking by the resident's room and heard CMT A yelling at the resident.</p> <p>-Maintenance went into the resident's room and separated CMT A and the resident.</p> <p>-Maintenance told CMT A to leave the room.</p> <p>Review of the facility's undated investigation summary showed:</p> <p>-Director of Regional Consulting was informed of the incident on 2/28/24 at approximately 1:30 P.M.</p> <p>-Statements were obtained and the resident was interviewed.</p> <p>-Through interview and discussion, the resident as well as the direct witness felt the incident was not abusive, resident felt and expressed that he/she felt safe, however both the resident and CMT A felt it was inappropriate.</p> <p>-New Administrator was informed of this incident, to schedule all staff in-service review customer service, dignity and abuse and neglect with all facility staff members and include a copy of signed acknowledgments.</p> <p>-CMT A received corrective action on 3/1/24, his/her first day back to work following the incident about dignity, abuse, and neglect as well as customer service.</p> <p>Review of the Nutritionist's written statement dated 2/28/24 at 10:48 A.M., showed:</p> <p>-He/she witnessed CMT A yelling at the resident.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-He/she heard the statement fucking stupid, which he/she could not say if it was CMT A calling the resident that or his/her behavior.</p> <p>-But he/she does know that CMT A was yelling at the resident and being very loud.</p> <p>-Maintenance came in and separated CMT A and the resident.</p> <p>Review of Licensed Practical Nurse (LPN) A's dated 2/28/24 at 11:20 A.M., showed:</p> <p>-He/she was called to the resident's room due to CMT A yelling at the resident.</p> <p>-As he/she entered the resident's room, CMT A was coming out of the room continuously yelling at the resident saying, You do not disrespect other people, if you want respect, you have to give respect.</p> <p>-He/she told CMT A that is the resident's room and if he/she does not want you in his/her room, he/she can tell you to get out.</p> <p>-He/she told CMT A that the resident can be disrespectful, and he/she just has to take it and CMT A stated, No I will not be disrespected, that is why nobody wants to work with the resident.</p> <p>Review of the resident's written statement dated 2/28/24 at 3:15 P.M., showed:</p> <p>-CMT A had a mean streak and a terrible foul mouth.</p> <p>-If he/she would turn on the call light typically CMT A would say quit turning your light on.</p> <p>-Today he/she asked CMT A why are you such a dumb ass?</p> <p>-He/she feels safe at the facility a lot of the time.</p> <p>-Some of the staff feel like they do not want to be bothered.</p> <p>Review of Maintenance Manager's written statement dated 2/28/24 at 3:30 P.M., showed:</p> <p>-During call light inspections he/she heard voices getting louder down the hall.</p> <p>-He/she heard the nutritionist say CMT A needed to get out of the resident's face.</p> <p>-He/she entered the resident's room and CMT A and the resident were face to face screaming at each other.</p> <p>-CMT A said something like you're acting fucking stupid.</p> <p>-He/she pulled the privacy curtain and told CMT A to leave the room.</p> <p>-He/she informed the previous Administrator about the incident.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Review of CMT A's written statement dated 2/28/24, showed:</p> <ul style="list-style-type: none"> <li>-He/she went to give the resident his/her morning medications.</li> <li>-The resident's Medication Administration Record (MAR) showed the resident received his/her medications crushed in pudding.</li> <li>-He/she went to take the resident's blood pressure and the resident told him/her that he/she hates taking his/her medications in pudding because he/she hates the taste. He/she does not like the taste of his/her medications crushed and mixed in pudding or applesauce.</li> <li>-The resident told him/her that he/she can take his/her medications whole, but it would take 10 minutes to do so.</li> <li>-He/she told the resident the order on the MAR said the medications had to be crushed, and it was not worth his/her license to give him/her whole medications.</li> <li>-He/she started the blood pressure cuff and asked the resident to stop talking until after his/her blood pressure was taken.</li> <li>-The resident asked why no other staff had asked him/her to be quiet before.</li> <li>-He/she explained to the resident that talking could cause the blood pressure to read wrong.</li> <li>-The resident said that is a lie, and he/she responded it was not a lie and left it at that.</li> <li>-The resident kept talking and he/she again asked the resident to stop talking until the blood pressure machine was done, and he/she argued that he/she was dumb.</li> <li>-He/she was stirring the resident's medications and the resident starting yelling at him/her because the resident thought he/she was going to feed him/her the medications.</li> <li>-He/she explained that he/she was just stirring the medication and passed the medications to the resident for him/her to take him/herself.</li> <li>-The resident kept repeating his/her statement that it would only take 10 minutes to take his/her medications whole with water.</li> <li>-By this time the nutritionist was outside the resident's door.</li> <li>-After some time, the resident finally took his/her medications.</li> <li>-He/she did raise his/her voice to talk over the resident as he/she was repeating his/her statement over and over.</li> <li>-As he/she was closing the resident's door, the resident said, I am tired of this dumb ass bitch, he/she knows nothing.</li> </ul> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>-He/she heard the yelling in his/her office and went to see where the yelling was coming from.</p> <p>-Maintenance Director and Nutritionist were also going to see what the yelling was about and found CMT A in the resident's room screaming at the resident saying he/she was fucking stupid and telling the resident he/she could not talk to him/her like that.</p> <p>-Maintenance Director entered the room and made CMT A leave the room.</p> <p>During an interview on 3/7/24 at 1:03 P.M., LPN A said:</p> <p>-He/she did not see or hear the incident but was notified of the incident by Maintenance Director.</p> <p>-He/she had a talk with CMT A about resident's rights, dignity, and respect and how this is the resident's home.</p> <p>-He/she notified the Administrator of the incident.</p> <p>-He/she went to talk to the resident and the resident told him/her to get out of his/her room.</p> <p>During an interview on 3/7/24 at 2:07 P.M., the Administrator said:</p> <p>-He/she was new to the facility and the incident happened before he/she arrived at the facility.</p> <p>-He/she did have to terminate CMT A due to poor performance on 3/6/24.</p> <p>-He/she will not tolerate anyone disrespecting the residents in their home.</p> <p>During an interview on 3/11/24 at 9:41 A.M., CMT A said:</p> <p>-He/she did not tell the resident that he/she was fucking stupid.</p> <p>-The resident wanted to take his/her medications whole, but the physician's order said to crush the medications and give in applesauce or pudding.</p> <p>-He/she tried to explain this to the resident, but he/she would not listen.</p> <p>-The resident is very difficult to work with and is always cussing or yelling at staff.</p> <p>-He/she does not have the time to wait for the resident to take 10 minutes to take medications like he/she wants.</p> <p>-The resident said he/she was dumb and call him/her out and this upset him/her. He/she was talking to the resident in a raised voice but not yelling.</p> <p>-He/she did not disrespect the resident when trying to get the resident to take his/her medications, but the resident was disrespectful to him/her, and he/she does not have to be treated that way.</p> <p>During an interview on 3/11/24 at 1:26 P.M., the resident said:</p> <p>(continued on next page)</p>		

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F 0600  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Few	<p>-CMT A was being rude and disrespectful to him/her when he/she asked for his/her medication to be whole and not crushed.</p> <p>-He/she told CMT A that the nurse lets him/her take the medications whole.</p> <p>-CMT A was yelling at him/her because he/she kept trying to explain how he/she wanted to take the medications.</p> <p>-He/she did become upset and was yelling back at CMT A, when CMT A said he/she was fucking stupid and acting fucking ignorant.</p> <p>-Maintenance Director came into his/her room and made CMT A leave the room.</p> <p>-The Maintenance Director stayed and talked to him/her to make sure he/she was good.</p> <p>MO00232324</p> <p>MO00232505</p>		