

State of Virginia

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: VA0154	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/23/2021
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NAME OF PROVIDER OR SUPPLIER MANORCARE HEALTH SERVICES-IMPERIAL	STREET ADDRESS, CITY, STATE, ZIP CODE 1719 BELLEVUE AVENUE RICHMOND, VA 23227
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F 000	<p>Initial Comments</p> <p>An unannounced biennial State Licensure Inspection was conducted 4/20/21 through 4/23/21. Corrections are required for compliance with the Virginia Rules and Regulations for the Licensure of Nursing Facilities.</p> <p>The census in this 128 bed facility was 90 at the time of the survey. The survey sample consisted of 39 current Resident reviews, and four closed record reviews.</p> <p>12VAC5-371-140. Policies and procedures. Cross reference to F550, F689, F695, F880</p> <p>12 VAC 5-371-220 (A) & (B) & (D) Cross reference to F684</p> <p>12 VAC 5-371-220 (C) (2) Cross reference to F688</p> <p>12 VAC 5-371-220 (B) Cross reference to F760</p>	F 000	<p>F - 001</p> <p><i>The statements made on this plan of correction are not an admission to and do not constitute an agreement within the alleged deficiencies cited herein. To remain in compliance with all federal and state regulations, the center has</i></p>	5-12-21
F 001	<p>Non Compliance</p> <p>The facility was out of compliance with the following state licensure requirements:</p> <p>This RULE: is not met as evidenced by: 12VAC5-371-140. Policies and procedures. Cross reference to F880</p> <p>12VAC5-371-180. Infection control. Cross reference to F880</p> <p>12VAC5-371-210. Nurse staffing. Cross reference to F657</p> <p>12VAC5-371-250. Resident assessment and care</p>	F 001	<p><i>taken or will take the actions set forth in the following plan of correction constitutes the center's allegation of compliance. All alleged deficiencies cited have been or will be corrected by the date or dates indicated</i></p> <p>It is the intended practice of this facility to ensure the facility has sworn statements, criminal background checks through VSP, verification of current license and to perform reference checks in accordance with Virginia State Law.</p>	

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

H. Dwyer

TITLE

Administrator

(X6) DATE

5-12-21

STATE FORM

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MX8C11

If continuation sheet 1 of 8

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F 001	Continued From page 1 planning. Cross reference to F657 12VAC5-371-220. Nursing services cross reference to F656. 12VAC5-371-220. Nursing services cross reference to F677. 12VAC5-371-220. Nursing services cross reference to F686. 12VAC5-371-220. Nursing services cross reference to F695. 12VAC5-371-250. Resident assessment and care planning cross reference to F656. 12VAC5-371-340. Dietary and food service program cross reference to F692. Clinical records 12VAC5-371-360- E.9 cross reference to F842 12VAC5-371-140. Policies and procedures. See below citation Based on staff interview and facility document review, it was determined that the facility staff failed to evidence verification of a sworn statement, perform criminal background checks through the Virginia State Police, verify current license or certificate or perform reference checks in accordance with the laws of the State of Virginia, for 16 of 25 employee records reviewed. The findings included: On 4/22/21 at approximately 3:00 PM, the	F 001	1. Upon notification of surveyor on 7-18-19, administration staff were educated by the Administrator on completing sworn statements, criminal background checks through VSP, verification of current license and to perform reference checks 2. Employees who are employed at the facility have the potential to be affected. 3. Administration staff to be re-educated by the Administrator on the policy and procedure for sworn statements, criminal background checks through VSP, verification of current license and to perform reference checks	5-12-21

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F 001	Continued From page 2 employee records for newly hired employees within the past two years were reviewed. Review of the employee records failed to produce evidence of a sworn statement, Virginia State Police criminal background check, license verifications or reference checks on file for 16 staff members. The employees identified were: RN (registered nurse) #7's employee record was reviewed. RN #7's employee record documented they were contracted as a RN with the facility on 2/11/21. Further review of RN #7's employee record failed to evidence any sworn statement, Virginia State Police criminal background check or reference check. RN #8's employee record was reviewed. RN #8's employee record documented they were contracted as a RN with the facility on 1/18/21. Further review of RN #8's employee record failed to evidence any sworn statement, Virginia State Police criminal background check, primary source verification from the Virginia Department of Health Professionals for a registered nurse or reference check. RN #9's employee record was reviewed. RN #9's employee record documented they were hired as a RN/nurse supervisor with the facility on 3/11/20. Further review of RN #9's employee record failed to evidence any Virginia State Police criminal background check. LPN (licensed practical nurse) #3's employee record was reviewed. LPN #3's employee record documented they were contracted as a LPN with the facility on 1/13/21. Further review of LPN #3's employee record failed to evidence any Virginia	F 001	4. Human Resources Director and/or designee to audit newly hired employees for sworn statements, criminal background checks through VSP, verification of current license and to perform reference checks daily x 5 days and then 3 days a week x 3 weeks and then monthly x 2 months. The results of the random audits will be reported to the QAA Committee for review and follow up recommendations as indicated. 5. The facility's alleged date of compliance will be June 2, 2021.	5-12-21

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F 001	<p>Continued From page 3</p> <p>State Police criminal background check and any primary source verification from the Virginia Department of Health Professionals for a licensed practical nurse. The Primary source verification on file expired 11/30/20.</p> <p>LPN #10's employee record was reviewed. LPN #10's employee record documented they were contracted as a LPN with the facility on 8/30/19. Further review of LPN #10's employee record failed to evidence any Virginia State Police criminal background check and any primary source verification from the Virginia Department of Health Professionals for a licensed practical nurse. No primary source verification on file, copy of nursing license expiring 4/30/21 on file.</p> <p>LPN #2's employee record was reviewed. LPN #2's employee record documented they were contracted as a LPN with the facility on 12/31/20. Further review of LPN #2's employee record failed to evidence any sworn statement and any Virginia State Police criminal background check.</p> <p>LPN #11's employee record was reviewed. LPN #11's employee record documented they were contracted as a LPN with the facility on 3/5/21. Further review of LPN #11's employee record failed to evidence any Virginia State Police criminal background check and no reference checks.</p> <p>LPN #12's employee record was reviewed. LPN #12's employee record documented they were contracted as a LPN with the facility on 9/19/20. Further review of LPN #12's employee record failed to evidence any sworn statement, Virginia State Police criminal background check and no current primary source verification from the Virginia Department of Health Professionals for a</p>	F 001		5-12-21

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F 001	<p>Continued From page 4</p> <p>licensed practical nurse. Primary Source Verification on file expired 10/31/20.</p> <p>CNA (certified nursing assistant) #6's employee record was reviewed. CNA #6's employee record documented they were contracted as a CNA with the facility on 8/17/20. Further review of CNA #6's employee record failed to evidence any Virginia State Police criminal background check and any primary source verification from the Virginia Department of Health Professionals for a certified nurse aide. Primary Source Verification on file expired 12/31/20.</p> <p>CNA #7's employee record was reviewed. CNA #7's employee record documented they were contracted as a CNA with the facility on 10/29/20. Further review of CNA #7's employee record failed to evidence any sworn statement and any Virginia State Police criminal background.</p> <p>CNA #8's employee record was reviewed. CNA #8's employee record documented they were contracted as a CNA with the facility on 3/18/21. Further review of CNA #8's employee record failed to evidence any Virginia State Police criminal background check.</p> <p>CNA #9's employee record was reviewed. CNA #9's employee record documented they were contracted as a CNA with the facility on 3/5/21. Further review of CNA #9's employee record failed to evidence any Virginia State Police criminal background check and any reference checks.</p> <p>CNA #10's employee record was reviewed. CNA #10's employee record documented they were contracted as a CNA with the facility on 9/14/20. Further review of CNA #10's employee record</p>	F 001		5-12-21

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F 001	<p>Continued From page 5</p> <p>failed to evidence any sworn statement, Virginia State Police criminal background check, any primary source verification from the Virginia Department of Health Professionals for a certified nurse aide and any reference checks. Primary Source Verification on file expired 12/31/20.</p> <p>CNA #11's employee record was reviewed. CNA #11's employee record documented they were contracted as a CNA with the facility on 2/17/21. Further review of CNA #11's employee record failed to evidence any sworn statement, any Virginia State Police criminal background check and any reference checks.</p> <p>CNA #12's employee record was reviewed. CNA #12's employee record documented they were contracted as a CNA with the facility on 2/19/21. Further review of CNA #12's employee record failed to evidence any Virginia State Police criminal background check and any reference checks.</p> <p>OSM (other staff member) #7's employee record was reviewed. OSM #7's employee record documented they were hired as a speech language pathologist with the facility on 9/26/19. Further review of OSM #7's employee record failed to evidence any Virginia State Police criminal background check.</p> <p>An interview was conducted on 4/22/21 at 3:56 PM with OSM #8, the human resources director. When asked the process for obtaining sworn statements, Virginia State Police criminal background checks, primary source verification of license and references, OSM #8 stated, "It is my responsibility to maintain the employee files. We contract with eight difference agency/traveler companies and they send the information. I am</p>	F 001		5-12-21

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F 001	<p>Continued From page 6</p> <p>from New Jersey and this is my first Virginia State survey. I started a few months ago. I will contact the agencies and see what information I can get back from them and will look for the criminal background checks on our two staff."</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, the quality consultant were informed of the employee record concerns on 4/22/21 at 5:15 PM. A request was made to have all documents provided by 8:00 AM on 4/23/21.</p> <p>An email was received from administrator on 4/23/21 at 7:58 AM with primary source verification from the Virginia Department of Health Professionals for a registered nurse for RN #8, for licensed practical nurse for LPN #3 and LPN #10; and for certified nurse aide for CNA #6 and CNA #10. All primary source verifications were dated 4/22/21.</p> <p>On 4/23/21 at 9:34 AM, OSM #8, the human resources director confirmed that she had not received any further information from the four staffing agencies.</p> <p>According to the facility's "License/Certification Verification" policy dated 4/17/18, which documented in part, "It is the policy of the facility to require that all applicants, and employees show proof of licensure/certification or other educational requirements prior to and maintain eligibility to continue practicing. Independent contractors and contracted service providers will be required to provide current licensure/certification. Such documentation must be available for all staff provided by the contracted services provider".</p>	F 001		5-12-21

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F 001	<p>Continued From page 7</p> <p>According to the facility's "Criminal History Check" policy dated 12/20/04, which documented in part, "It is the policy of the facility to conduct criminal background checks within the guidelines of specific state and federal laws. All applicants who are offered employment will undergo a criminal background check. All contracts with service providers must contain indemnity clauses for misconduct of their employees. Service providers must follow state-specific laws relating to criminal background checks".</p> <p>No further information was provided prior to exit.</p>	F 001		5-12-21

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F 001	<p>Non Compliance</p> <p>The facility was out of compliance with the following state licensure requirements:</p> <p>This RULE: is not met as evidenced by: 12VAC5-371-140. Policies and procedures. Cross reference to F880</p> <p>12VAC5-371-180. Infection control. Cross reference to F880</p> <p>12VAC5-371-210. Nurse staffing. Cross reference to F657</p> <p>12VAC5-371-250. Resident assessment and care</p>	F 001	<p><i>the following plan of correction constitutes the center's allegation of compliance. All alleged deficiencies cited have been or will be corrected by the date or dates indicated</i></p> <p>It is the intended practice of this facility to ensure the facility has sworn statements, criminal background checks through VSP, verification of current license and to perform reference checks in accordance with Virginia State Law.</p>	5-12-21

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

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NAME OF PROVIDER OR SUPPLIER MANORCARE HEALTH SERVICES-IMPERIAL		STREET ADDRESS, CITY, STATE, ZIP CODE 1719 BELLEVUE AVENUE RICHMOND, VA 23227		
(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
F 001	Continued From page 4 licensed practical nurse. Primary Source Verification on file expired 10/31/20. CNA (certified nursing assistant) #6's employee record was reviewed. CNA #6's employee record documented they were contracted as a CNA with the facility on 8/17/20. Further review of CNA #6's employee record failed to evidence any Virginia State Police criminal background check and any primary source verification from the Virginia Department of Health Professionals for a certified nurse aide. Primary Source Verification on file expired 12/31/20. CNA #7's employee record was reviewed. CNA #7's employee record documented they were contracted as a CNA with the facility on 10/29/20. Further review of CNA #7's employee record failed to evidence any sworn statement and any Virginia State Police criminal background. CNA #8's employee record was reviewed. CNA #8's employee record documented they were contracted as a CNA with the facility on 3/18/21. Further review of CNA #8's employee record failed to evidence any Virginia State Police criminal background check. CNA #9's employee record was reviewed. CNA #9's employee record documented they were contracted as a CNA with the facility on 3/5/21. Further review of CNA #9's employee record failed to evidence any Virginia State Police criminal background check and any reference checks. CNA #10's employee record was reviewed. CNA #10's employee record documented they were contracted as a CNA with the facility on 9/14/20. Further review of CNA #10's employee record	F 001		5-12-21

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F 001	<p>Continued From page 5</p> <p>failed to evidence any sworn statement, Virginia State Police criminal background check, any primary source verification from the Virginia Department of Health Professionals for a certified nurse aide and any reference checks. Primary Source Verification on file expired 12/31/20.</p> <p>CNA #11's employee record was reviewed. CNA #11's employee record documented they were contracted as a CNA with the facility on 2/17/21. Further review of CNA #11's employee record failed to evidence any sworn statement, any Virginia State Police criminal background check and any reference checks.</p> <p>CNA #12's employee record was reviewed. CNA #12's employee record documented they were contracted as a CNA with the facility on 2/19/21. Further review of CNA #12's employee record failed to evidence any Virginia State Police criminal background check and any reference checks.</p> <p>OSM (other staff member) #7's employee record was reviewed. OSM #7's employee record documented they were hired as a speech language pathologist with the facility on 9/26/19. Further review of OSM #7's employee record failed to evidence any Virginia State Police criminal background check.</p> <p>An interview was conducted on 4/22/21 at 3:56 PM with OSM #8, the human resources director. When asked the process for obtaining sworn statements, Virginia State Police criminal background checks, primary source verification of license and references, OSM #8 stated, "It is my responsibility to maintain the employee files. We contract with eight difference agency/traveler companies and they send the information. I am</p>	F 001		5-12-21

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State of Virginia

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: VA0164	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/23/2021
NAME OF PROVIDER OR SUPPLIER MANORCARE HEALTH SERVICES-IMPERIAL		STREET ADDRESS, CITY, STATE, ZIP CODE 1719 BELLEVUE AVENUE RICHMOND, VA 23227		
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F 001	<p>Continued From page 6</p> <p>from New Jersey and this is my first Virginia State survey. I started a few months ago. I will contact the agencies and see what information I can get back from them and will look for the criminal background checks on our two staff."</p> <p>ASM (administrative staff member) #1, the administrator, ASM #2, the director of nursing and ASM #3, the quality consultant were informed of the employee record concerns on 4/22/21 at 5:15 PM. A request was made to have all documents provided by 8:00 AM on 4/23/21.</p> <p>An email was received from administrator on 4/23/21 at 7:58 AM with primary source verification from the Virginia Department of Health Professionals for a registered nurse for RN #8, for licensed practical nurse for LPN #3 and LPN #10; and for certified nurse aide for CNA #6 and CNA #10. All primary source verifications were dated 4/22/21.</p> <p>On 4/23/21 at 9:34 AM, OSM #8, the human resources director confirmed that she had not received any further information from the four staffing agencies.</p> <p>According to the facility's "License/Certification Verification" policy dated 4/17/18, which documented in part, "It is the policy of the facility to require that all applicants, and employees show proof of licensure/certification or other educational requirements prior to and maintain eligibility to continue practicing. Independent contractors and contracted service providers will be required to provide current licensure/certification. Such documentation must be available for all staff provided by the contracted services provider".</p>	F 001		5-12-21

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F 001	Continued From page 7 According to the facility's "Criminal History Check" policy dated 12/20/04, which documented in part, "It is the policy of the facility to conduct criminal background checks within the guidelines of specific state and federal laws. All applicants who are offered employment will undergo a criminal background check. All contracts with service providers must contain indemnity clauses for misconduct of their employees. Service providers must follow state-specific laws relating to criminal background checks". No further information was provided prior to exit.	F 001		5-12-21

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