

State of Virginia

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: VA0271	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/20/2021
NAME OF PROVIDER OR SUPPLIER WESTWOOD CENTER		STREET ADDRESS, CITY, STATE, ZIP CODE 20 WESTWOOD MEDICAL PARK BLUEFIELD, VA 24605		
(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 000	Initial Comments An unannounced biennial State Licensure Inspection was conducted 5/18/2021 through 5/20/2021. The facility was not in compliance with the Virginia Rules and Regulations for the Licensure of Nursing Facilities. The census in this 65 bed facility was 47 at the time of the survey. The survey sample consisted of 12 current Resident reviews.	F 000		
F 001	Non Compliance The facility was out of compliance with the following state licensure requirements: This RULE: is not met as evidenced by: 12 VAC 5-371-220 H cross reference to F580 12 VAC 5-371-220 B cross reference to F684 12 VAC 5-371-220 C (1) cross reference to F686 12 VAC 5-371-220 D cross reference to F695 Nursing Home Licensure and Inspection. COV 32.1-126.01 (A) (Sworn Statement or CRC) Policies and Procedures 12 VAC 5-371-140 (E)(3)(A)(B) Policies and Procedures. Based on the Code of Virginia, employee record review and staff interview, the facility staff failed to obtain a Criminal Background Check and Sworn Statement timely for one (Employee # 26) of 27 Employees in the Employee Record Check sample. 1. For Employee # 26, the facility staff failed to ensure a criminal background check and Sworn Statement were completed timely within 30 days of hire. On 05/20/2021, review of the personnel records	F 001		

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

TITLE

(X6) DATE

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F 001	<p>Continued From page 1</p> <p>for Employee # 26 revealed Employee #26 was hired on 10/21/2020 as a Dietary Aide. The Sworn Statement was signed on 8/17/2020. The Criminal Background Check was conducted on 8/20/2020.</p> <p>An interview was conducted with the Human Resources Director on 05/20/2021 at 3:34 p.m. The Human Resources Director confirmed Employee # 26's hire date was 10/21/2020. A copy of the facility's policy on Hiring, Background Checks, Personnel Files and Terminations was requested.</p> <p>The facility policy, Human Resources Policies and Procedures entitled "HR 205 Background Investigations" Reviewed 11/14/19, Revised 11/15/19 was reviewed on 05/20/2021. It read:</p> <p>"Purpose: to ensure the integrity of the company workforce and ensure the safety and welfare of the employees and patients/residents."</p> <p>On page 1 of 2 under "Process" was written:</p> <p>"1. All applicants will be informed that a criminal background check will be conducted as part of the hiring process if the Company makes a conditional offer of employment to the applicant.</p> <p>1.1. All background checks should be performed post- hire. This means after a conditional offer of employment is made and is accepted.</p> <p>1.2. A new background check is required if more than 30 days pass between the time of screening and the hire date of the new employee."</p> <p>Employee # 26's background check was 62 days</p>	F 001		

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F 001	<p>Continued From page 2</p> <p>prior to the hire date of 10/21/2020.</p> <p>Employee # 26's Sworn Statement was signed 65 days prior to the hire date of 10/21/2020.</p> <p>No further information was provided.</p> <p>12 VAC 5-371-210 Nursing Services 12 VAC 5-371-210 (E)</p> <p>Based on the Code of Virginia, employee record review and staff interview, the facility staff failed to verify licensure from the Department of Health Professions prior to hire for 2 (Employees # 15 and # 24) of 5 Registered Nurses, for 1 (Employee # 13) of 5 Licensed Practical Nurses.</p> <p>The findings included:</p> <p>1. For Employee # 15, the facility staff failed to obtain licensure verification prior to hire.</p> <p>On 5/19/2021- 5/20/2021, review of employee records was conducted.</p> <p>Review of the personnel file for Employee # 15 was conducted and revealed Employee # 15 was hired on 9/28/2020 as a Registered Nurse, Unit Manager. Employee # 15's Registered Nurse license was not verified by the facility staff with the Department of Health Professions until 5/19/2021 at 13:23 (1:23 p.m.), during the survey.</p> <p>On 5/20/2021 at 3:34 p.m., an interview was conducted with the Human Resources Director who confirmed that the license for Employee # 15 was verified on 5/19/2021 while compiling the list of records for review since there was no</p>	F 001		

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F 001	<p>Continued From page 3</p> <p>documentation of verification prior to the date of hire in the file. She stated the expectation was that licenses would be verified and current prior to hire. The Human Resources Director also stated she was sure the license was verified prior to hire because "they are always checked before hire."</p> <p>The Human Resources Director submitted substantiating documentation of license verification for others in the employee review sample. There was no further documentation submitted regarding Employee # 15's license being verified prior to hire.</p> <p>A copy of the facility's policy on Hiring, Background Checks, Personnel Files and Terminations was requested.</p> <p>The facility policy, Human Resources Policies and Procedures entitled "HR 200 Hiring" Reviewed 10/31/17, Revised 11/15/17 was reviewed on 05/20/2021. It stated:</p> <p>"Purpose: to provide a standardized process for hiring qualified employees."</p> <p>On page 2 of 2 under the topic "Post-offer/Pre-Hire" was written:</p> <p>"3.2 External Candidate: 3.2.1 Verify credentials, licenses, certificates or other documents required for the position."</p> <p>There was no documentation that Employee # 15's license was verified prior to hire.</p> <p>No further information was provided.</p> <p>2. For Employee # 24, the facility staff failed to</p>	F 001		

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F 001	<p>Continued From page 4</p> <p>obtain licensure verification prior to hire.</p> <p>On 5/19/2021- 5/20/2021, review of employee records was conducted.</p> <p>Review of the personnel file for Employee # 24 was conducted and revealed Employee # 24 was hired on 9/28/2020 as a Registered Nurse, Unit Manager. Employee # 24's Registered Nurse license was not verified by the facility staff with the Department of Health Professions until 5/19/2021 at 13:38 (1:38 p.m.) according to the License Look up document "QNURSYS- Quick Confirm License Verification Report", during the survey.</p> <p>On 5/20/2021 at 3:34 p.m., an interview was conducted with the Human Resources Director who confirmed that the license for Employee # 24 was verified on 5/19/2021 while compiling the list of records for review since there was no documentation of verification prior to the date of hire in the file. She stated the expectation was that licenses would be verified and current prior to hire. The Human Resources Director also stated she was sure the license was verified prior to hire because "they are always checked before hire."</p> <p>The Human Resources Director submitted substantiating documentation of license verification for others in the employee review sample. There was no further documentation submitted regarding Employee # 24's license being verified prior to hire.</p> <p>A copy of the facility's policy on Hiring, Background Checks, Personnel Files and Terminations was requested.</p>	F 001		

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F 001	<p>Continued From page 5</p> <p>The facility policy, Human Resources Policies and Procedures entitled "HR 200 Hiring" Reviewed 10/31/17, Revised 11/15/17 was reviewed on 05/20/2021. It stated:</p> <p>"Purpose: to provide a standardized process for hiring qualified employees."</p> <p>On page 2 of 2 under the topic "Post-offer/Pre-Hire" was written:</p> <p>"3.2 External Candidate: 3.2.1 Verify credentials, licenses, certificates or other documents required for the position."</p> <p>There was no documentation that Employee # 24's license was verified prior to hire.</p> <p>No further information was provided.</p> <p>3. For Employee # 13, the facility staff failed to obtain a license verification check with the Department of Health Professions (DHP) prior to hire.</p> <p>Employee # 13 was hired on 9/25/2020 as a Licensed Practical Nurse. A copy of the license verification at the time of hire was not in the list of documents presented to the surveyor. Review revealed Employee # 13's license was not verified by the facility staff with the Department of Health Professions until 12/16/2020 at 10:14 a.m. according to the License Look up document "QNURSYS- Quick Confirm License Verification Report".</p> <p>On 5/20/2021 at 3:34 p.m., an interview was conducted with the Human Resources Director who confirmed that the license for Employee # 15 was verified on 5/19/2021 while compiling the list</p>	F 001		

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F 001	<p>Continued From page 6</p> <p>of records for review since there was no documentation of verification prior to the date of hire in the file. She stated the expectation was that licenses would be verified and current prior to hire. The Human Resources Director also stated she was sure the license was verified prior to hire because "they are always checked before hire."</p> <p>A copy of the facility's policy on Hiring, Background Checks, Personnel Files and Terminations was requested. The Administrator stated he would submit a copy of the facility's policy.</p> <p>The facility policy, Human Resources Policies and Procedures entitled "Hiring" Reviewed 10/31/17, Revised 11/15/17 was reviewed on 05/20/2021. Stated</p> <p>"Purpose: to provide a standardized process for hiring qualified employees."</p> <p>On page 2 of 2 under the topic "Post-offer/Pre-Hire" was written:</p> <p>"3.2 External Candidate: 3.2.1 Verify credentials, licenses, certificates or other documents required for the position."</p> <p>There was no documentation that Employee # 13's license was verified prior to hire.</p> <p>No further information was provided.</p>	F 001		