

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

NUMBER.

PRINTED: 02/18/2005
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 465158	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/03/2005
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NAME OF PROVIDER OR SUPPLIER PINE RIDGE CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 433 EAST 2700 SOUTH SALT LAKE CITY, UT 84115
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(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) COMPLETION DATE
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F 159 SS=G	<p>483.10(c)(2)&(3) PROTECTION OF RESIDENT FUNDS</p> <p>Upon written authorization of a resident, the facility must hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility, as specified in paragraphs (c)(3)-(8) of this section.</p> <p>The facility must deposit any resident's personal funds in excess of \$50 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and that credits all interest earned on resident's funds to that account. (In pooled accounts, there must be a separate accounting for each resident's share.)</p> <p>The facility must maintain a resident's personal funds that do not exceed \$50 in a non-interest bearing account, interest-bearing account, or petty cash fund.</p> <p>NOTE: The Social Security Amendments of 1994 amended s1819(c)(6)(B)(i) to raise the limit from \$50.00 to \$100.00 for the minimum amount of resident funds that facilities must entrust to an interest bearing account. This increase applies only to Medicare SNF residents. While a facility may continue to follow a minimum of \$50.00, the regulations do not require it.</p> <p>The facility must establish and maintain a system that assures a full and complete and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf.</p> <p>The system must preclude any commingling of resident funds with facility funds or with the funds</p>	F 159 <i>483.10(c)(2)&(3) SS=G written authorization completion date 4/11/05 Burdick</i>	<p>There will be written authorization from each resident or resident power of attorney allowing the facility to manage their personal funds. All resident funds in excess of \$50.00 will be deposited into an interest bearing account; that will be separate from the facilities operating account. There will be no commingling of resident funds with facility funds or other resident funds. Each resident will be provided quarterly statements regarding their personal account. During IDT, which is held quarterly the resident or power of attorney will sign the IDT form acknowledging they have received their quarterly financial statement. Any resident that is admitted with a large sum of money will be asked if it is ok to setup an interest bearing account. After written permission to setup an account the facility will deduct from that account enough to pay for their stay for the current month. Once the funds are deducted a withdrawal receipt showing the amount deducted and remaining balance will be shown and signed by the resident, so he/she is aware of all account activity. Any money distributed to the resident for personal activity will be signed for by the resident and an accounting will be kept on a ledger, to verify amount, date and purpose of withdrawal. All PIF accounts will be setup and organized by the Office Manager. She will report to the Administrator monthly and will review all resident financial accounts which would include funds at a financial institution and any money given to the resident through family, friends or the spending allowance provided by Medicaid.</p> <p>Utah Department of Health 510575 MAR 03 2005</p> <p>Bureau of Health Facility Licensing, Certification and Resident Assessment</p>	03/15/05 <i>Ballman</i>
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>[Signature]</i>	TITLE <i>Administrator</i>	(X6) DATE <i>3-2-05</i>
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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

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F 159	<p>Continued From page 1 of any person other than another resident.</p> <p>The individual financial record must be available through quarterly statements and on request to the resident or his or her legal representative.</p> <p>The facility must notify each resident that receives Medicaid benefits when the amount in the resident's account reaches \$200 less than the SSI resource limit for one person, specified in section 1611(a)(3)(B) of the Act; and that, if the amount in the account, in addition to the value of the resident's other nonexempt resources, reaches the SSI resource limit for one person, the resident may lose eligibility for Medicaid or SSI.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on facility staff interview and review of medical and financial records it was determined that the facility did not hold, safeguard, manage and account for the personal funds of one resident in the facility. Specifically, for 1 resident in the facility (resident 1), the following events occurred:</p> <ol style="list-style-type: none"> 1. The facility did not deposit the resident's funds into a private interest bearing banking account but deposited his funds into the facility's operating banking account. The facility deposited resident funds into the facility's operating account and into another resident's account thus co-mingling them. Additionally, it was found that the facility had co-mingled 2 other resident accounts (residents 2 and 3). 2. The facility did not maintain a system based on generally accepted accounting principles to manage and account for expenditures made out 	F 159		

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F 159	<p>Continued From page 2 of the resident's funds.</p> <p>3. The resident was not sent quarterly financial statements from the facility detailing the activity of his personal funds.</p> <p>Findings include:</p> <p>Resident 1 was admitted to the facility on 4/28/04 with diagnoses including dementia with depressive and anxious features.</p> <p>Resident 1's medical record was reviewed on 1/31/05 and 2/3/05.</p> <p>On 5/4/04, a "Psychosocial Assessment" was completed by a LCSW (licensed clinical social worker). The assessment documented that resident 1 had long and short term memory problems and that his decision making ability appeared impaired. Under the "special concerns" section of this assessment, the LCSW documented that resident 1 had no family.</p> <p>An admission MDS (minimum data set) assessment was completed for resident 1 on 5/11/04. It was documented that resident 1 had moderately impaired cognitive skills and had long and short term memory problems. It was also documented that resident 1 was diagnosed with dementia other than Alzheimer's.</p> <p>On 5/20/04, facility staff initiated a care plan regarding resident 1's cognition. The documented problem was that resident 1 had an "Alteration in thought process r/t (related to) cognitive loss m/b (manifested by) memory loss poor decision". The documented goal was "Resident will make own decisions that are in his</p>	F 159			

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F 159	<p>Continued From page 3</p> <p>best interest and health daily BNR (by next review)." A documented intervention was give cues on handling money and keeping extra money safe.</p> <p>On 7/28/04, a PASRR (pre-admission screening resident review) Level II assessment was completed for resident 1. It was documented under the "Guardian Information" section that resident 1 had no guardian, legal guardian or legal representative. It was documented that resident 1 gave "...vague, incomplete, and inaccurate responses to my inquiries" indicating severe memory loss. The PASRR Level II also documented that resident 1's thought processes were disorganized, that he was easily confused and that his insight and judgement were impaired.</p> <p>1. The facility did not deposit the resident's funds into a private interest bearing banking account but deposited his funds into the facility's operating banking account. The facility deposited resident funds into the facility's operating account and into another resident's account thus co-mingling them. Additionally, it was found that the facility had co-mingled 2 other resident accounts.</p> <p>On 2/3/05, the facility's financial ledgers for resident 1, the facility's operating account ledger and the bank account statements for resident 1 were reviewed.</p> <p>Resident 1 was admitted to the facility on 4/28/04.</p> <p>On 1/31/05, the administrator of the facility stated during an interview that the resident came into the facility with a large amount of cash that he had been hoarding in his place of residence prior to being admitted to the facility. The administrator stated that the resident had about eight thousand</p>	F 159		

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F 159	<p>Continued From page 4 dollars in cash.</p> <p>A review of resident 1's financial ledger documented that he had \$8,148.00 upon admission.</p> <p>On 1/31/05 and 2/3/05, the facility's office manager was interviewed. She stated that the resident was admitted to the facility with a large amount of cash and a "stack" of social security checks that had not been cashed for approximately 2 years the amount of which totaled approximately \$28,000.00.</p> <p>The facility's business office manager stated that using the \$8,148.00 the resident had upon admission, he pre-paid for his stay in the facility for 3 days in April (4/28/04 through 4/30/04) and for the month of May 2004. That totaled \$4,080.00 and left the resident \$4,068.00. There was no documented evidence that resident 1's money was deposited into an interest bearing account in his name.</p> <p>An undated entry on resident 1's financial ledger documented, "[check] in for \$19,687 from social security for unclaimed checks." There was no documented evidence that this money was placed into an interest bearing account in resident 1's name.</p> <p>A review of the facility's operating account ledger documented a deposit was made on 10/8/04 for \$21,161.60. Under the deposit was documented that the \$21,161.60 deposit was money from resident 1 and another resident in the facility.</p> <p>On 2/3/05, the facility office manager stated in an interview that the account the \$21,161.60 was</p>	F 159		
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F 159	<p>Continued From page 5</p> <p>deposited into was the facility's general account used to pay bills and for payroll.</p> <p>On 2/3/05, the facility office manager stated that resident 1 had been approached by facility staff and had agreed to use the \$19,687.00 deposited in the facility's operating account to pre-pay for his stay in the facility through May 23, 2005.</p> <p>There was no documented evidence that the \$19,687.00 was placed into an interest bearing account in resident 1's name. If resident 1's money had been placed into a personal account for him, he could have paid his monthly bill for residing at the facility from the account and continued to draw interest on the remaining money.</p> <p>On 2/3/05, during an interview with the facility's office manager, she stated that the resident was still waiting for an approximate \$8,000.00 check from social security.</p> <p>On 2/3/05, a review of the facility's operating account ledger documented that on 11/10/04, a check for \$8383.00 was written to the facility office manager from the owner of the facility. Under the transaction was written "for [resident 1]."</p> <p>On 2/3/05, at approximately 1:00 PM, the facility office manager was interviewed about the check. She stated that the \$8383.00 was the remainder of the money owed resident 1 from social security and that she had been unaware the the check had been deposited into the facility's operating account.</p> <p>On 2/3/05, at 4:15 PM, the facility office manager</p>	F 159			

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F 159	<p>Continued From page 6</p> <p>stated in an interview that she had contacted the facility's owner about the entry made on 11/10/04 for \$8,383.00 and that the owner stated that resident 1's social security check had been deposited into the facility's operating account and that the office manager had been made aware of it. The office manager stated that maybe she had been informed of the deposit but could not remember being told. She stated that if she was out of the facility for any reason, that all checks that came into the facility would be deposited in the facility's operating account and that she would then transfer the money into the correct account when she returned.</p> <p>There was no documented evidence that the \$ 8383.00 was deposited into an interest bearing account for resident 1.</p> <p>On 2/3/05, the facility office manager stated in an interview that after resident 1 had pre-paid for his stay in the facility through May 23, 2005 using the \$19,687.00 that he had a balance left over totalling \$205.33. The facility office manager stated that she deposited this money into another resident's account. She stated that the reason for doing that was because if she opened an account in resident 1's name, he would be charged a monthly fee of \$5.00 from the bank because he had less than \$300.00. When asked if the residents were being paid interest on their money, she stated that she and the administrator had both tried to figure out how to distribute resident interest but were unsure how to do it.</p> <p>The facility office manager gave the name of 2 additional residents (resident 2 and 3) in the facility that had their money co-mingled together in one account. She stated that the way the</p>	F 159		

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F 159	<p>Continued From page 7</p> <p>interest was distributed was that which ever of the residents had more money they just got more interest given to them.</p> <p>2. The facility did not maintain a system based on generally accepted accounting principles to manage and account for expenditures made out of the resident's funds.</p> <p>On 2/3/05, the facility office manager was interviewed and asked to provide written documentation and/or receipts to account for resident 1's expenditures. She stated that the facility's former activity director (who was no longer employed in the facility) kept track of resident 1's money and that she and the facility administrator had been unable to locate any receipts for expenditures made by resident 1 or for resident 1 by facility staff. She stated that resident 1's checks were deposited into the facility's operating account and that the owner would then write a check for \$45.00 to the previous activity director who would keep the money in an envelope and issue it to resident 1 as he asked for it. She produced a hand written "ledger", listed transactions from May 2004 through January 2005 documented that resident 1 was given money in varying amounts each week for "outings" but there was no documentation detailing what the money was being used for. There was 1 receipt kept with the handwritten steno pad "ledger", dated 5/26/04, for a pair of suspenders. The facility was unable to locate any other documentation to account for resident 1's money.</p> <p>3. The resident was not sent quarterly financial statements from the facility detailing the activity of his personal funds.</p>	F 159			

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F 159	<p>Continued From page 8</p> <p>On 2/3/05, at approximately 11:00 AM, the facility's office manager was asked for a copy of the statement submitted to resident 1 each month which detailed the costs for his monthly stay in the facility.</p> <p>At approximately 1:00 PM, copies of resident 1's monthly statements were provided. The statements documented under the "description" section "Family Liability for [the month]". There was no detailed information explaining what resident 1 was being charged for by the facility.</p> <p>On 2/3/05, at 5:15 PM, in an interview, the facility office manager stated that residents in the facility were not provided with quarterly statements detailing their account expenditures and activity. She stated that she had been told by a previous facility administrator that if a resident resided in the facility that the facility did not have to provide them with a financial statement. She further stated that she did not save in her computer or keep a hard copy of statements for the residents residing in the facility. She stated that she had a template on her computer and each month for resident's who did not allow the facility to manage their money, she would prepare a monthly statement/bill using the template, print a copy and then would change the template for the next resident until all statements had been completed. She stated that she had just prepared resident 1's statements for October, November, December 2004 and January 2005 after she was asked for them so the amount the resident paid each month could be seen. She stated that she thought if the facility handled the resident's money that they did not need to be sent quarterly financial statments.</p>	F 159			



Raising the Standard of Care

Addendum to Plan of Corrections regarding Resident Accounts

We will review and discuss the handling of PIF accounts and other resident financial activity pertaining to the plan of correction at each quarterly QA meeting. Our first QA will be held on March 29, 2005.

The completion date for the plan of correction has been changed from 3-15-05 to **04-01-05**.

Any questions feel free to call me at 801-487-2248.

Sincerely,

Frank Kilby
Administrator

*OK
UB 3/10/05*