

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>308116</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/27/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>2ND HOME NEWARK OPERATIONS, LLC</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>717-727 BROADWAY</b> <b>NEWARK, NJ 07104</b>		
(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
M 000	Initial Comments  Complaint #: NJ00157717  Census: 136  Sample Size: 3  The facility was not in substantial compliance with all of the standards in the New Jersey Administrative Code, Chapter 8:43F, Standards for Licensure of Adult Day Health Services. The facility must submit a plan of correction, including a completion date, for each deficiency and ensure that the plan is implemented. Failure to correct deficiencies may result in enforcement action in accordance with the provisions of New Jersey Administrative Code, Title 8, Chapter 43E, Enforcement of Licensure Regulations.	M 000		
M 223	8:43F-3.1(b)(1-7) Administration  (b) The administrator shall be responsible for, but not limited to, the following:  1. Ensuring the development, implementation, and enforcement of all policies and procedures, including participant rights;  2. Planning and administering the managerial, operational, fiscal, and reporting components of the facility;  3. Participating in the quality improvement program for participant care and staff performance;  4. Ensuring that all personnel are assigned duties based upon their education, training,	M 223		

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

TITLE

(X6) DATE

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M 223	<p>Continued From page 1</p> <p>competencies, and job descriptions;</p> <p>5. Ensuring the provision of staff orientation, staff education, and ongoing staff training in accordance with N.J.A.C. 8:43F-6.3;</p> <p>6. Establishing and maintaining liaison relationships and communication between facility staff and services providers and with participants and their caregivers; and</p> <p>7. Verifying that each Medicaid-eligible participant is eligible to receive services available at the adult day health services facility prior to the participant's entry into the program. For the purposes of this section, the administrator shall be entitled to rely on any prior authorization performed by the Department for the participant in accordance with N.J.A.C. 8:86.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint #: NJ00157717</p> <p>Based on observation, interview, and record review, it was determined that the Administrator (ADM) failed to ensure the implementation and enforcement of all policies and procedures, including "Transportation Services," "Seat Belt Policy," and "Security and Accountability During Transportation" for all Participants. This deficient</p>	M 223			

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M 223	<p>Continued From page 2</p> <p>practice was evidenced by the following:</p> <p>The surveyor reviewed an incident report from [redacted] for Participant #3, which stated, "[Driver #2] states he was lowering the lift. He told the client to hold on. The client started [redacted] [The client] ended up [redacted] and the [redacted]. I [Supervisor of Transportation (SOT)] confirmed when I picked up the [redacted]</p> <p>On 07/25/2023 at 1:49 p.m., the surveyor toured all of the buses ready to leave the facility to take prts from the first session home, and observed the following: All buses onboarded at the same time.</p> <ol style="list-style-type: none"> <li>1. Driver #1's bus contained six out of six prts without seatbelts.</li> <li>2. Driver #2's bus contained nine out of nine prts without seatbelts.</li> <li>3. Driver #3's bus contained twelve out of twelve prts without seatbelts.</li> <li>4. Driver #4's bus contained seventeen out of seventeen prts without seatbelts.</li> <li>5. Driver #5's bus contained ten out of ten prts without seatbelts.</li> </ol> <p>The ADM failed to follow the facility policy titled, "Seat Belt Policy" that prts must sign on admission, which shows, "it is the law in the state of New Jersey that all occupants of any vehicle wear a seat belt at all times while the vehicle is moving. This is for your safety and the safety of others. 2nd Home requires that we obey the law and that all clients wear their seat belt on the vans."</p> <p>On 07/25/2023 at 1:58 p.m., the surveyor</p>	M 223		

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M 223	<p>Continued From page 3</p> <p>observed Driver #1 stand in front of the lift and hold onto the wheelchair of a developmentally disabled prt, as he used the wheelchair lift to transfer the prt onto the bus. The lift was halfway up to the bus when Driver #1 noticed the surveyor. Driver #1 then applied the handrail belt with one hand and held the wheelchair with the other hand. Driver #2 was standing in front of the wheelchair lift as well. Driver #2 held the prt's wheelchair while Driver #1 got on the bus to pull the prt inside of the bus from the wheelchair lift. The wheelchair was not locked while the lift was in motion.</p> <p>The surveyor reviewed an incident report from [redacted] for Participant #2, which stated, "[The] client stood up to [redacted] when [the] driver was dropping off another client. The vehicle was stationary. [The] client [redacted] and almost [redacted]. The driver [redacted] so [the] client [redacted] [was] seen or reported to [the] driver. [The client was] sent to [the] nursing department for evaluation.</p> <p>On 07/26/2023 at 2:17 p.m., the surveyor interviewed the ADM, who stated the drivers were oriented upon hire for transportation safety. The ADM stated she was informed of Participant #3's [redacted] by the Supervisor of Transportation (SOT). The ADM stated when she got outside on the day on the incident, Participant #3's [redacted], Participant #3 [redacted], and there was no handrail belt installed on the wheelchair lift. The ADM explained two or three of the facility buses, including the bus Participant #3 [redacted] from, did not have handrail belts installed, and she was not aware until the incident took place. The ADM stated she was told Participant #3 [redacted], and as the lift was lowered, Participant #3 [redacted]</p>	M 223		

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M 223	<p>Continued From page 4</p> <p>before the <b>NJ Exec Order 26.4b1</b> and <b>NJ Exec Order 26.4b1</b>. The ADM confirmed the drivers were supposed to check for seat belt application for all prts. In addition, the ADM stated there was a separate incident that involved Participant #2, who informed the ADM that they <b>NJ Exec Order 26.4b1</b> and <b>NJ Ex</b> on Driver #3's bus <b>NJ Exec Order 26.4b1</b>. The surveyor informed the ADM of the imminent danger to all prts who used facility transportation after the interview and requested a removal plan.</p> <p>On 07/27/2023 at 10:39 a.m., the surveyor toured Driver #4's bus and observed two prts offloaded in their electric chairs with the wheelchair lift. Driver #4 did not turn off the electric chairs before he put the lift in motion.</p> <p>On 07/27/2023 at 11:24 a.m., the surveyor toured Driver #1's bus and observed Driver #1 as he unloaded two developmentally disabled prts using the wheelchair lift. Driver #1 did not lock either wheelchair before he put the lift in motion.</p> <p>The ADM failed to follow the facility policy titled, "Policies Procedures and Guidelines 2nd Home" for "Security and Accountability During Transportation," showed, "the facility shall develop and implement plans for security and accountability for the participant and the participant's personal possessions while transportation services are being provided...2. The use of seat belts will be mandatory unless contraindicated by a physician."</p> <p>The facility's "Policies Procedures and Guidelines 2nd Home" for "Transportation Services" showed, "the Administrator shall be responsible for ensuring the provision of safe transportation services, either directly or through contractual agreements, to all participants who require</p>	M 223			

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M 223	Continued From page 5  transportation between the facility and the participant's home."  Reference: M-0821, 8:43F-17.1(a)(1)	M 223			
M 821	8:43F-17.1(a)(1) Transportation Services  (a) The facility shall provide safe transportation services, either directly or through contractual arrangements, to all participants who require transportation between the facility and the participant's home. No participant's total transportation time between the facility and the participant's home shall exceed two hours daily.  1. In accordance with N.J.A.C. 8:86, the facility shall accommodate the special transportation needs of the participant and the medical equipment used by the participant.  This REQUIREMENT is not met as evidenced by: Complaint #: NJ00157717  Based on observation, interview, and record review it was determined that the facility failed to follow its facility policies, "Seat Belt Policy," "Security and Accountability During Transportation," and "Transportation Services,"	M 821			

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M 821	<p>Continued From page 6</p> <p>by not providing safe transportation to all Participants (prts) who required transportation to and from the facility. This deficient practice was evidenced by the following:</p> <p>On 07/25/2023 at 10:02 a.m., the surveyor interviewed a prt who was [REDACTED] NJ Exec Order 26.4b1 [REDACTED] who took facility transportation. The prt stated they did not ever wear a seat belt when they rode on the bus.</p> <p>On 07/25/2023 at 10:42 a.m., the surveyor interviewed an additional prt who was [REDACTED] NJ Exec Order 26.4b1 [REDACTED] that took facility transportation. The prt stated they sometimes wore their seat belt while on the bus.</p> <p>On 07/25/2023 at 11:25 a.m., the surveyor interviewed the Supervisor of Transportation (SOT) at the facility who stated he helped load and unload the buses. The SOT stated he would call one bus at a time, and he supervised and directed staff and prts when they loaded and unloaded the buses. The SOT stated there was one incident that took place on one of the facility buses that involved Participant #3. The SOT stated he did not witness [REDACTED] NJ Exec Order [REDACTED] but heard a [REDACTED] NJ Exec Order [REDACTED] from his office. The driver told the SOT that he was returning the lift back up to the bus for Participant #3 after he unloaded another prt with the wheelchair lift, and when the [REDACTED] NJ Exec Order 26.4b1 [REDACTED], Participant #3 [REDACTED] NJ Exec Order 26.4b1 [REDACTED]</p> <p>The surveyor reviewed an incident report from [REDACTED] NJ ex order 26.4b1 [REDACTED] for Participant #3, which stated, "[Driver #2] states he was lowering the lift. He told the client to hold on. The client started [REDACTED] NJ Exec Order 26.4b1 [REDACTED] [The</p>	M 821		

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M 821	<p>Continued From page 7</p> <p>client] <b>NJ Exec Order 26.4b1</b> and the <b>NJ Exec Order 26.4b1</b> . I [SOT] confirmed when I picked up the <b>NJ Exec Order 26.4b1</b> " _____ "</p> <p>On 07/25/2023 at 1:49 p.m., the surveyor toured all the buses ready to leave the facility to take prts from the first session home, and observed the following: All buses onboarded at the same time.</p> <ol style="list-style-type: none"> <li>1. Driver #1's bus contained six out of six prts without seatbelts.</li> <li>2. Driver #2's bus contained nine out of nine prts without seatbelts.</li> <li>3. Driver #3's bus contained twelve out of twelve prts without seatbelts.</li> <li>4. Driver #4's bus contained seventeen out of seventeen prts without seatbelts.</li> <li>5. Driver #5's bus contained ten out of ten prts without seatbelts.</li> </ol> <p>The Administrator (ADM) failed to follow the facility policy titled, "Seat Belt Policy" that all prts receive on admission to sign, which showed, "it is the law in the state of New Jersey that all occupants of any vehicle wear a seat belt at all times while the vehicle is moving. This is for your safety and the safety of others. 2nd Home requires that we obey the law and that all clients wear their seat belt on the vans."</p> <p>On 07/25/2023 at 1:58 p.m., the surveyor observed the SOT stand on the sidewalk outside of the facility as prts boarded the buses. The surveyor also observed Driver #1 stand in front of the wheelchair lift and hold onto the wheelchair of a <b>NJ Exec Order 26.4b1</b> prt, as he used the wheelchair lift to transfer the prt onto the bus. The lift was halfway up to the bus when Driver #1 noticed the surveyor. Driver #1 then applied the</p>	M 821		



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M 821	<p>Continued From page 8</p> <p>handrail belt with one hand and held the wheelchair with the other hand. Driver #2 was standing in front of the wheelchair lift as well. Driver #2 held the prt's wheelchair while Driver #1 got on the bus to pull the prt inside of the bus from the wheelchair lift. The wheelchair was not locked while the lift was in motion.</p> <p>The surveyor reviewed an incident report from <b>NJ ex order 26.4b1</b> for Participant #2, which stated, "[The] client <b>NJ Exec Order 26.4b1</b> when [the] driver was dropping off another client. The vehicle was stationary. [The] client <b>NJ Exec Order 26.4b1</b> and <b>NJ Exec Order 26.4b1</b>. The driver <b>NJ Exec Order 26.4b1</b> so [the] client <b>NJ Exec Order 26.4b1</b>, <b>NJ ex order 26.4b1</b> or reported to [the] driver. [The client was] sent to [the] nursing department for evaluation.</p> <p>The surveyor reviewed a wheelchair lift article provided by the ADM for the facility bus's wheelchair lift manufacturer titled, "How to Operate a Wheelchair Lift", which showed, "to load a passenger, start with the platform at the ground level and the outer barrier fully extended. Move the passenger onto the lift platform into position within the yellow boundaries. Again, lock the wheelchair brakes or turn off wheelchair power on powered chairs, buckle the handrail belt equipped, and have the passenger hold the lifts handrails if possible for additional support...."</p> <p>On 07/26/2023 at 12:13 p.m., the surveyor interviewed the SOT who stated all drivers make an announcement for all prts to apply their seat belts before they drive. The SOT stated the protocol for drivers when boarding a prt using the wheelchair lift, was to place the lift in loading position by raising the lift until it can't go up anymore, then the prt would reverse onto the lift, the handrail belt would be applied, the lift</p>	M 821		

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M 821	<p>Continued From page 9</p> <p>lowered, and then the prt would reverse off the lift. The SOT stated there was no handrail belt applied when Participant #3 <b>NJ Exec Order 26.4b1</b>.</p> <p>On 07/26/2023 at 1:17 p.m., the surveyor interviewed Participant #3 who stated, on the day of the incident when they <b>NJ Exec Order 26.4b1</b>, the routine driver was out, so the prt was picked up by another driver. Participant #3 stated the driver lowered the wheelchair lift down from its stowed away position, the prt <b>NJ Exec Order 26.4b1</b></p> <p><b>NJ Exec Order 26.4b1</b> and the <b>NJ Exec Order 26.4b1</b>, and Participant #3 <b>NJ Exec Order 26.4b1</b></p> <p>Participant #3 stated the routine driver gave instructions to assist the prt when the lift was used, but the driver that filled in that day did not. Participant #3 stated they did not use the <b>NJ Exec Order 26.4b1</b> so they would ask another prt or the SOT to remove the scooter from the bus and they would take the stairs.</p> <p>On 07/26/2023 at 1:32 p.m., the surveyor interviewed Driver #1, who stated the protocol for wheelchair lift operation, was to bring the lift down with the remote, load the prt onto the lift, apply the handrail belt, and then use the remote to raise the lift. Driver #1 added he also locked the chair, and if the chair was electric, he turned the power off. In addition, Driver #1 stated it was the driver's duty to make sure prts wore their seat belts. Driver #1 stated he would check every prt's seat belt before he left the facility.</p> <p>On 07/26/2023 at 1:41 p.m., the surveyor interviewed Driver #2, who stated the protocol for using the lift, was to open the lift door, use the</p>	M 821			

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M 821	<p>Continued From page 10</p> <p>remote to lower the lift, tell the prt to reverse onto the lift, apply the lift handrail belt, and bring the prt down. Driver #2 stated it was the driver's duty to make sure prts wore their seat belts. Driver #2 stated he would tell the prts to apply their seat belts and then he would check to ensure they did so. In addition, Driver #2 explained on the day of the incident with Participant #3, he was unloading the prt from the bus. Driver #2 stated he lowered the lift from the stowed away position, Participant #3 was facing forward when they moved onto the ramp, Driver #2 applied the handrail belt, and then started to lower the lift. Driver #2 added he ensured the electric scooter was off before he lowered the lift. Driver #2 explained the lift was not all the way down to the ground, and Participant #3 NJ Exec Order 26.4b1</p> <p>Driver #2 stated Participant #3 NJ Exec Order 26.4b1</p> <p>On 07/26/2023 at 1:55 p.m., the surveyor toured all the buses ready to leave the facility to take prts from the first session home and observed that all buses onboarded at the same time. Driver #1's bus contained one prt without a seat belt, and the SOT was on all the buses applying seat belts to prts instead of the drivers.</p> <p>On 07/26/2023 at 2:17 p.m., the surveyor interviewed the ADM, who stated the drivers were oriented upon hire for transportation safety. The ADM stated she was informed of Participant #3's NJ Exec Order 26.4b1. The ADM stated when she got outside on the day on the incident, Participant #3's NJ Exec Order 26.4b1, Participant #3 NJ ex order 26.4b1 and there was no handrail belt installed on the wheelchair lift. The ADM explained two or three of the facility buses, including the bus Participant #3 NJ ex order 26.4b1</p>	M 821		

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M 821	<p>Continued From page 11</p> <p>have handrail belts installed, and she was not aware until the incident took place. The ADM stated she was told Participant #3 <b>NJ Exec Order 26.4b1</b> Participant #3 <b>NJ ex order 26.4b1</b>. The ADM confirmed the drivers were supposed to check for seat belt application for all prts. In addition, the ADM stated there was a separate incident that involved Participant #2, who informed the ADM that they <b>NJ Exec Order 26.4b1</b> on Driver #3's bus <b>NJ Exec Order 26.4b1</b> and they were caught by Driver #3. The bus was parked outside of the facility at the time of the incident. The surveyor informed the ADM of the imminent danger to all prts who used facility transportation after the interview and requested a removal plan.</p> <p>On 07/26/2023 at 3:44 p.m., the surveyor interviewed the SOT, who stated he assisted with seat belt application for the first session because the drivers stated some seat belts did not work or some of the prts gave the drivers trouble about seat belt application. The SOT stated he also assisted the prts who could not do it themselves. The SOT stated he did not assist with seat belt application on <b>NJ ex order 26.4b1</b>, because he was not aware prts did not have seat belts on. The SOT stated he assumed the drivers told the prts to apply their seat belts, and checked to ensure they were applied. The SOT stated all drivers were given a demonstration on how to use the wheelchair lift upon hire.</p> <p>On 07/26/2023 at 7:11 p.m., the surveyor received an unacceptable removal plan for the imminent danger to prts which addressed the improper wheelchair lift use, improper seatbelt use, and lack of documentation.</p>	M 821			

New Jersey Department of Health

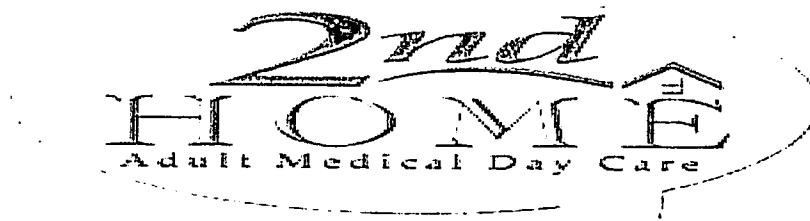
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>308116</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/27/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>2ND HOME NEWARK OPERATIONS, LLC</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>717-727 BROADWAY</b> <b>NEWARK, NJ 07104</b>		
(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
M 821	<p>Continued From page 12</p> <p>On 07/27/2023 at 10:39 a.m., the surveyor toured Driver #4's bus and observed two prts offloaded in their electric chairs with the wheelchair lift. Driver #4 did not turn off the electric chairs before he put the lift in motion.</p> <p>On 07/27/2023 at 10:58 a.m., the surveyor toured Driver #5's bus and observed a prt in a motorized chair in the rear of the bus. Driver #5 was still in the driver's seat of the bus and the prt in the motor chair was not secured to the bus. The prt in the motor chair explained they always unhooked the chair themselves, and the driver confirmed when he stated the prt always removed the Q-strains [hooks used to secure wheelchairs, powered chairs, and assistive devices to the bus] before he could get to them. The prt turned off their motor chair once on the lift to be unloaded and Driver #5 applied the handrail safety belt but did not tighten the belt. The handrail belt hung down low, and almost reached the floor of the lift. Driver #5 pulled the excess of the handrail belt that hung down over towards the handrail and held it in his hand as he lowered the lift instead of tightening the handrail belt to secure the chair properly.</p> <p>On 07/27/2023 at 11:24 a.m., the surveyor toured Driver #1's bus and observed Driver #1 as he unloaded two <b>NJ Exec Order 26.4b1</b> prts. Driver #1 did not lock either wheelchair before he put the lift in motion.</p> <p>On 07/27/2023 at 1:03 p.m., the surveyor interviewed Driver #3 about the incident that involved Participant #2. Driver #3 stated he parked at Participant #2's house to drop the prt off, when Participant #2 <b>NJ Exec Order 26.4b1</b>. Driver #3 stated Participant #2's <b>NJ Exec Order 26.4b1</b>.</p> <p>Driver #3 stated Participant</p>	M 821			

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>308116</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/27/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>2ND HOME NEWARK OPERATIONS, LLC</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>717-727 BROADWAY NEWARK, NJ 07104</b>		
(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
M 821	<p>Continued From page 13</p> <p>#2 laughed and exited bus with their cane and [REDACTED] NJ. In addition, Driver #3 stated it was the driver's duty to ensure all prts wore their seat belts, and Participant #2 wore a seat belt on the day of the incident.</p> <p>On 07/27/2023 at 1:51 p.m., the surveyor toured all the buses ready to leave the facility to take prts from the first session home and observed that all buses onboarded at the same time. Driver #2 had a walker laying down in the rear of the bus that was not secured, and Driver #4 loaded a prt onto the bus with the wheelchair lift without the SOT present to supervise as mentioned in the removal plan.</p> <p>On 08/04/2023 at 11:05 a.m., the surveyor conducted a post survey interview with Participant #2 NJ ex order 26.4b1 [REDACTED]</p> <p>The ADM failed to follow the facility policy titled, "Policies Procedures and Guidelines 2nd Home" for "Security and Accountability During Transportation," which showed, "the facility shall develop and implement plans for security and accountability for the participant and the participant's personal possessions while transportation services are being provided...2. The use of seat belts will be mandatory unless contraindicated by a physician."</p> <p>The facility's "Policies Procedures and Guidelines 2nd Home" for "Transportation Services" showed, "the Administrator shall be responsible for ensuring the provision of safe transportation services, either directly or through contractual agreements, to all participants who require transportation between the facility and the participant's home."</p>	M 821		

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>308116</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/27/2023</b>
NAME OF PROVIDER OR SUPPLIER  <b>2ND HOME NEWARK OPERATIONS, LLC</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>717-727 BROADWAY</b> <b>NEWARK, NJ 07104</b>		
(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
M 821	<p>Continued From page 14</p> <p>The surveyor reviewed the facility's "Guidelines for Transportation Drivers" that all drivers were given to sign upon hire, which showed, "...All new damages and/or malfunctions identified are to be documented on the pre-trip form AND to supervisor immediately...All passengers must wear seatbelts. (enforced by driver) ...Any passengers refusing to wear seatbelt cannot be transported...All wheelchairs and walkers must be secured properly...."</p> <p>The facility's "JOB DESCRIPTION: Driver," showed under "Responsibilities" the driver was to, "...Ensure that all appropriate safety measures are carried out while transporting members...."</p> <p>The facility failed to provide safe transportation services to all Participants (prts) who required transportation to and from the facility.</p>	M 821			



717-727 Broadway, Newark, NJ 07104  
C: (973) 268-1212 F: (973) 268-1016

September 6, 2023

PLAN OF CORRECTION

July 27, 2023

**8:43F-3.1(b) (1-7) Administration**

1. *How the corrective action will be accomplished for those participants found to have been affected by the deficient practice.*

The corrective action that will be accomplished for those participants found to have been affected by the deficient practice is that:

- On July 26, 2023, the Administrator immediately reviewed the policy and procedures to include, "Transportation Services," "Seat Belt Policy," and Security and Accountability during Transportation."
- On July 26, 2023, the Administrator in-serviced all drivers and the Supervisor of Transportation on the following:
  - Video of lift instruction as recommended from the lift manufacturer.
  - All seat belts on the lift and seat belts on the buses must be used properly as stated in the Seat Belt Policy.
  - All lifts must be on the ground with a seat belt on first, wheelchairs locked in place, and electric scooters in the off position prior to putting the lift in motion as recommended by the lift manufacturer.
  - Importance of safety and rules and regulations to ensure all participants safety.



- On July 26, 2023, the Administrator created and implemented a, "Seat Belt Usage Form." The in-service was held on July 26, 2023 detailing how all drivers will be filling out the form. Supervisor of Transportation will be monitoring all Seat Belt Usage Forms beginning, July 26, 2023, and this will be an ongoing process.
- The Administrator will be responsible for reviewing all Seat Belt Usage Forms daily beginning, 7/26/23, to ensure its accuracy.

*2. How the facility will identify other participants having the potential to be affected by the same deficient practice.*

All participants who take facility transportation have the potential to be affected by the deficient practice.

*3. What measures will be put into place or systemic changes made to ensure that the deficient practice will not recur.*

The measures that will be put into place or systemic changes made to ensure that the deficient practice will not recur to include the following:

- Beginning, July 26, 2023, the Administrator will review each Seat Belt Usage form completed by the drivers and the Supervisor of Transportation daily to ensure that the policies and procedures are being followed. This will be completed indefinitely. The Administrator will conduct daily exit reviews with the Supervisor of Transportation to ensure compliance on an ongoing basis.
- On July 27, 2023, the Administrator implemented a pre-trip/vehicle safety inspection checklist for all drivers to utilize on an ongoing daily basis to ensure all vehicles are safe to operate as mentioned on the guidelines for transportation. The Administrator will review each pre-trip/Vehicle Safety Inspection Form daily as mentioned in the policy to ensure that the inspection is being conducted on an ongoing basis.
- On July 27, 2023, the Administrator implemented that the Supervisor of Transportation will monitor each wheelchair lift operation in motion, thus ensuring safety measures are always in place and that seatbelts are all attached and buckled as required. The Supervisor of Transportation will be monitoring all drivers ensuring that all wheelchairs are locked with seatbelt secured prior to any motion of lift, as well as turning off all electric scooters to include seatbelt being secured prior to any motion of lift as recommended by the lift manufacturer. This will be an ongoing process.
- On, 7/26/23, the Administrator in-serviced all drivers and the Supervisor of Transportation on the Seat Belt Policy and the wheelchair lift transfer for all participants.
- On 8/1/23, the Administrator in-serviced all drivers and the Supervisor of Transportation on the seat belt policy and transferring participants on the wheelchair lift.

- On 9/1/23, the Administrator in-serviced all drivers and the Supervisor of Transportation on the seat belt policy and transferring participants on the wheelchair lift. This will be an ongoing monthly in-service for the drivers and the Supervisor of Transportation until 11/1/23. This will ensure compliance with the updated Policies and Procedures, and guidelines for transportation services, including the seat belt policy and wheelchair lift practices. Following the monthly in-services, the Administrator will in-service drivers and the Supervisor of Transportation on a quarterly basis.

*4. How will the facility monitor its corrective actions to ensure that the deficient practice is being corrected and will not recur, i.e. what program will be put into place to monitor the continued effectiveness of the systemic changes.*

The facility monitors its corrective actions to ensure that the deficient practice has been corrected and will not recur, i.e. to include the program that has been put into place to monitor the continued effectiveness of the systemic changes in that

- The seatbelt log form that the Administrator reviews at the end of each day when completed and reviewed will be sent to 2<sup>nd</sup> Home's Chief Clinical Officer, Ines Chacon for review daily.
- The Chief Clinical Officer will monitor the Administrator's compliance levels with the 2<sup>nd</sup> Home Security and Accountability Plan for Transportation to and from the Center on a monthly basis, which began on 8/1/23, to ensure all policies, procedures, and guidelines are being followed at the center.

**8:43F-17.1(a)(1) Transportation Services**

*1. How the corrective action will be accomplished for those participants found to have been affected by the deficient practice.*

Participant # 2, and Participant # 3 were affected by the deficient practice. The corrective action was accomplished for those participants found to have been affected by the deficient practice by the following:

On <sup>NJ Exec Order 26.4b1</sup> for Participant # 3, the Director of Nursing completed an internal Incident Report.

On <sup>NJ Exec Order 26.4b1</sup> for Participant # 2, the Administrator completed an incident report and in-serviced all drivers and the Supervisor of Transportation. The Administrator purchased seatbelts for all wheelchair lifts on 12/2/23 and had them placed on the bus for proper lift motion on 12/3/23.

On 7/25/23, upon discovering that all participants did not have their seatbelts on, the Administrator immediately in-serviced all drivers and the Supervisor of Transportation which explains that each participant must wear a seat belt and that it was the driver's responsibility to ensure that it has occurred, as mentioned in the Seat Belt Policy.

On 7/26/23, the Administrator in-serviced all drivers, to include the Supervisor of Transportation, who continues to monitor all seat belt usage and wheelchair lifts daily, on proper use of the wheelchair lifts. The drivers were all notified that they must apply all seat belts to all participants prior to take off. The Supervisor of Transportation was notified that he must call one bus one at a time using walkie-talkies and monitor each wheelchair lift transfer one at a time.

On July 27, 2023, the Administrator implemented that the Supervisor of Transportation monitor each wheelchair lift operation in motion, thus ensuring safety measures are always in place and that seatbelts are all attached and buckled as required. The Supervisor of Transportation continues to monitor all drivers ensuring that all wheelchairs are locked with seatbelt secured prior to any motion of lift, as well as turning off all electric scooters to include seatbelt being secured prior to any motion of lift.

*2. How the facility will identify other participants having the potential to be affected by the same deficient practice.*

All participants who take facility transportation have the potential to be affected by the deficient practice.

*3. What measures will be put into place or systemic changes made to ensure that the deficient practice will not recur.*

The systemic changes and measures that were put into place to ensure that the deficient practice will not recur include the following:

- On July 26, 2023, prior to departure of each bus, the Supervisor of Transportation has been monitoring and ensuring that all seatbelts have been buckled for all participants. This has been documented daily on a Seat Belt Log Forms. This will be an ongoing practice.
- On July, 27, 2023, the Supervisor of Transportation began conducting a daily morning and evening inspection of all buses on arrival and before departure to ensure proper functioning of seatbelts. This is being documented on a pre-trip/Vehicle Safety Inspection Form. This will be an ongoing practice.
- On July 27, 2023, the Supervisor of Transportation began monitoring all wheelchair lift operations, thus ensuring safety measures are always in place and that seatbelts are all attached and buckled as required. This will be an ongoing practice.
- On 7/27/23 and going forward, Pursuant to updated Transportation policies, all drivers are responsible for ensuring that all wheelchairs are locked with seatbelt secured prior

to any motion of lift, as well as turning off all electric scooters to include seatbelt being secured prior to any motion of lift.

- On 7/27/23, and going forward, upon discovering any violations of policy or systemic safety concerns, the driver or Supervisor of Transportation will immediately notify the Administrator, who will then notify Director of Transportation of 2<sup>nd</sup> Home at the corporate level, NJ Exec Order 26.4b1 for further action.
4. *How will the facility monitor its corrective actions to ensure that the deficient practice is being corrected and will not recur, i.e. what program will be put into place to monitor the continued effectiveness of the systemic changes.*
- The 2<sup>nd</sup> Home quality assurance committee will monitor compliance levels with the transportation policies on a monthly basis to ensure all policies, procedures, and guidelines are being followed.

Sincerely,

NJ Exec Order 26.4b1

CSW/Administrator

Accepted 09/13/2023  
EB

# STATE FORM: REVISIT REPORT

PROVIDER / SUPPLIER / CLIA / IDENTIFICATION NUMBER 308116	MULTIPLE CONSTRUCTION A. Building B. Wing	DATE OF REVISIT 7/27/2023
NAME OF FACILITY 2ND HOME NEWARK OPERATIONS, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 717-727 BROADWAY NEWARK, NJ 07104	

This report is completed by a State surveyor to show those deficiencies previously reported that have been corrected and the date such corrective action was accomplished. Each deficiency should be fully identified using either the regulation or LSC provision number and the identification prefix code previously shown on the State Survey Report (prefix codes shown to the left of each requirement on the survey report form).

ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix M0223	Correction	ID Prefix M0821	Correction	ID Prefix	Correction
Reg. # 8:43F-3.1(b)(1-7)	Completed	Reg. # 8:43F-17.1(a)(1)	Completed	Reg. #	Completed
LSC	09/06/2023	LSC	09/06/2023	LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	

REVIEWED BY STATE AGENCY	<input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR	DATE
REVIEWED BY CMS RO	<input type="checkbox"/>	REVIEWED BY (INITIALS)	DATE	TITLE	DATE

FOLLOWUP TO SURVEY COMPLETED ON 7/27/2023	<input type="checkbox"/> CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY?	<input type="checkbox"/> YES <input type="checkbox"/> NO
--	---	--