

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>060301</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>01/25/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COMPLETE CARE AT BURLINGTON WOODS, I</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>115 SUNSET ROAD BURLINGTON, NJ 08016</b>
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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) COMPLETE DATE
S 000	Initial Comments  A COVID-19 Focused Infection Control Survey was conducted by the New Jersey Department of Health. The facility was found not to be in compliance with the New Jersey Administrative Code, Chapter 8:39, Standards for Licensure of Long Term Care Facilities, infection control regulations and has implemented Centers for Disease Control and Prevention (CDC) recommended practices to prepare for COVID-19.	S 000		
S 560	8:39-5.1(a) Mandatory Access to Care  (a) The facility shall comply with applicable Federal, State, and local laws, rules, and regulations.  This REQUIREMENT is not met as evidenced by: Based on interviews and review of pertinent facility documentation, it was determined that the facility failed to maintain the required minimum direct care staff to resident ratios as mandated by the state of New Jersey. This was evident for 14 of 14 day shifts reviewed.  Findings include:  Reference: New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, "Compliance with N.J.S.A. (New Jersey Statutes Annotated) 30:13-18, new minimum staffing requirements for nursing homes," indicated the New Jersey Governor signed into law P.L. 2020 c 112, codified at N.J.S.A. 30:13-18 (the Act), which established minimum staffing requirements in nursing homes. The following ratio(s) were	S 560	CORRECTIVE ACTIONS ACCOMPLISHED FOR RESIDENTS FOUND TO HAVE BEEN AFFECTED BY THE DEFICIENT PRACTICE: ¿ The facility actively seeks to hire Certified Nursing Assistants, that all shifts are scheduled to comply with ratios, that any callouts or no-shows result in calls being made by the shift supervisor to fill the shift. Facility has documented evidence to reflect facility's Recruitment and Retention Efforts in its relentless attempts to comply with the staffing ratios. No residents have been adversely affected.  IDENTIFICATION OF RESIDENTS WHO HAVE THE POTENTIAL TO BE	2/4/22

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

TITLE

(X6) DATE

Electronically Signed

01/31/22

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S 560	<p>Continued From page 1 effective on 02/01/2021:</p> <p>One Certified Nurse Aide (CNA) to every eight residents for the day shift.</p> <p>One direct care staff member to every 10 residents for the evening shift, provided that no fewer than half of all staff members shall be CNAs, and each direct staff member shall be signed in to work as a CNA and shall perform nurse aide duties: and</p> <p>One direct care staff member to every 14 residents for the night shift, provided that each direct care staff member shall sign in to work as a CNA and perform CNA duties.</p> <p>As per the "Nursing Staffing Reports" completed by the facility for the weeks 1/9/2022 and 1/16/2022, the staffing to residents' ratios that did not meet the minimum requirement of 1 CNA to 8 residents for the day shift as documented below:</p> <p>The facility was deficient in CNA staffing for residents on 14 of 14 day shifts as follows:</p> <ul style="list-style-type: none"> <li>- 01/09/22 had 14 CNAs for 149 residents on the day shift, required 19 CNAs.</li> <li>- 01/10/22 had 11 CNAs for 149 residents on the day shift, required 19 CNAs.</li> <li>- 01/11/22 had 12 CNAs for 148 residents on the day shift, required 19 CNAs.</li> <li>- 01/12/22 had 16 CNAs for 147 residents on the day shift, required 19 CNAs.</li> <li>- 01/13/22 had 16 CNAs for 146 residents on the day shift, required 19 CNAs.</li> <li>- 01/14/22 had 15 CNAs for 146 residents on the day shift, required 19 CNAs.</li> <li>- 01/15/22 had 13 CNAs for 146 residents on</li> </ul>	S 560	<p>AFFECTED BY THE SAME DEFICIENT PRACTICE</p> <p>¿ All residents have the potential to be affected by this situation.</p> <p>SYSTEMIC CHANGES TO ENSURE THAT THE DEFICIENT PRACTICE DOES NOT RECUR</p> <p>¿ Facility's Recruitment and Retention Strategies and Efforts to comply with the State's Staffing Ratios have been in progress, which include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>o Offer Sign on bonuses to attract staff</li> <li>o Recruitment bonus to encourage referrals from current staff</li> <li>o Offering daily and weekend bonuses to attract overtime or PRN staff shifts</li> <li>o Aggressively running ads in various social media and other online job posting websites.</li> <li>o Flexible shifts and schedules</li> <li>o Increased wages to be well above state minimum</li> <li>o Increased expedience of getting staff on board by offering Orientation every week.</li> <li>o Working with C.N.A. schools to recruit new grads and to send temporary Nursing Assistants for certification</li> <li>o Initiating Temporary Nursing Aides</li> <li>o Currently have contracts with 9 staffing agencies.</li> </ul> <p>Will have a job fair for Temporary Nursing Assistants and Certified Nursing Assistants.</p> <p>MONITORING OF CORRECTIVE ACTIONS</p> <p>¿ Staffing Coordinator or designee will provide weekly reports to the Director of</p>	

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S 560	<p>Continued From page 2</p> <p>the day shift, required 19 CNAs.</p> <ul style="list-style-type: none"> <li>- 01/16/22 had 9 CNAs for 145 residents on the day shift, required 19 CNAs.</li> <li>- 01/17/22 had 12 CNAs for 142 residents on the day shift, required 18 CNAs.</li> <li>- 01/18/22 had 13 CNAs for 142 residents on the day shift, required 18 CNAs.</li> <li>- 01/19/22 had 11 CNAs for 141 residents on the day shift, required 18 CNAs.</li> <li>- 01/20/22 had 13 CNAs for 138 residents on the day shift, required 18 CNAs.</li> <li>- 01/21/22 had 13 CNAs for 138 residents on the day shift, required 18 CNAs.</li> <li>- 01/22/22 had 14 CNAs for 137 residents on the day shift, required 18 CNAs.</li> </ul> <p>During an interview with the surveyor on 1/25/2022 at 10:12 AM, the Unit Manager (UM) said A-Wing had a census of 39 residents and had 4 nurses (including the UM) and 4 CNA staff for the day shift.</p> <p>During an interview with the surveyor on 1/25/2022 at 1:21 PM, the facility employee responsible for staffing said she was familiar with the minimum staffing requirements for nursing homes, implemented on 2/1/2021 for CNA's. The staffing person went on to say "Daytime is 1 to 8 residents, 3 to 11 is, I feel like, is 1 to 10, and night is 1 to 14. Something like that." The surveyor then questioned the staffing person if the facility was currently meeting the minimum established CNA staffing requirements. The staffing person responded, "No, we are not meeting the requirements. We don't have enough staff. I think we are using seven different staffing agencies at this time."</p> <p>A review of a facility policy titled "Policy:</p>	S 560	<p>Nursing and Administrator regarding all efforts made to try to comply with the State's Staffing Ratios.</p> <p>Reports will be submitted to the QAPI Committee monthly for 3 months then quarterly thereafter.</p> <p>∩ Director of Human Resources will submit monthly reports to document status of all recruitment efforts. Director of Human Resources will report monthly to the QAPI Committee for 3 months then quarterly thereafter.</p>	
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S 560	Continued From page 3  Emergency Staffing During Covid-19 Outbreak, Updated: 05/2021, did not include information regarding the state mandated minimum direct care staff to resident ratio.	S 560		