

New Jersey Department of Health

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 060313 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____ | (X3) DATE SURVEY COMPLETED C 09/08/2021 |
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| NAME OF PROVIDER OR SUPPLIER MEDFORD CARE CENTER | STREET ADDRESS, CITY, STATE, ZIP CODE 185 TUCKERTON ROAD MEDFORD, NJ 08055 |
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|--------------------|--|---------------|--|--------------------|
| S 000 | <p>Initial Comments</p> <p>Census: 118 Sample Size: 8</p> <p>TYPE OF SURVEY: Complaint Survey</p> <p>The facility is not in substantial compliance with all of the standards in the New Jersey Administrative Code 8:39, Standards for Licensure of Long-Term Care Facilities.</p> <p>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 provisions of New Jersey Administrative Code Title 8, Chapter 43E, Enforcement of Licensure Regulations.</p> | S 000 | | |
| S 560 | <p>8:39-5.1(a) Mandatory Access to Care</p> <p>(a) The facility shall comply with applicable Federal, State, and local laws, rules, and regulations.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint Intake: NJ146029</p> <p>Based on interviews, facility document review, and New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, it was determined the facility failed to maintain direct care staff-to-resident ratios for weekend shifts as mandated by the State of New Jersey. This was evident for 2 out of 2 weekend shifts reviewed. This had the potential to affect all residents.</p> <p>Findings included:</p> | S 560 | <p>1. The facility can not retroactively address the concern identified.</p> <p>2. The Administrator and DON reviewed recruitment procedures currently in place. Incentive bonuses are in place, agency staff is utilized are needed. We have instituted a hiring incentive for all nurses and Certified Nurse Aides. Nursing and CNA schools have been contacted for recruiting new graduates. We continue to hire temporary CNAs and assist in</p> | 10/1/21 |

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

TITLE

(X6) DATE

Electronically Signed

09/29/21

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| S 560 | <p>Continued From page 1</p> <p>Reference: 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 effective on 02/01/2021:</p> <p>One certified nurse aid 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 certified nurse aides, and each direct staff member shall be signed in to work as a certified nurse aide 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 certified nurse aide and perform certified nurse aide duties.</p> <p>1. A review of the "Nurse Staffing Report," completed by the facility for the weeks of 08/22/2021 - 08/28/2021 and 08/29/2021 - 09/04/2-21, the staff-to-resident ratios that did not meet the minimum requirements of 1 CNA to 8 residents for the day shift, 1 CNA to 10 residents on the evening shift, and 1 CNA to 14 residents on the night shift are as documented below:</p> <p>08/22/2021 - 6 CNAs to 121 residents on the day shift and 6 CNAs for 121 residents on the night shift.</p> | S 560 | <p>obtaining certifications. Pay rates are being reviewed for increases. We are advertising on job sites. Nursing management is utilized for patient care as needed. Nursing management is on call on a rotating basis to assist with staffing issues. All open shifts are posted weekly.</p> <p>3. DON will monitor staffing daily and will meet with staffing coordinator to review schedules. DON will be responsible to verify adequate staffing levels to ensure we are meeting the requirements. Staffing is reviewed with supervisors daily.</p> <p>4. DON will review recruitment and retention on an ongoing basis and report results at monthly Quality Assurance Performance Improvement meetings.</p> | |

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| S 560 | <p>Continued From page 2</p> <p>08/23/2021 - 7 CNAs to 121 residents on the day shift and 7 CNAs for 121 residents on the night shift.</p> <p>08/24/2021 - 10 CNAs to 121 residents on the day shift and 8 CNAs for 121 residents on the night shift.</p> <p>08/25/2021 - 11 CNAs to 121 residents on the day shift and 8 CNAs to 121 residents on the night shift.</p> <p>08/26/2021- 9 CNAs to 119 residents on the day shift and 6 CNAs for 119 residents on the night shift.</p> <p>08/27/2021- 10 CNAs to 119 residents on the day shift and 7 CNAs for 119 residents on the night shift.</p> <p>08/28/2021 - 7 CNAs for 118 residents on the day shift, 8 CNAs for 118 residents for the evening shift, and 6 CNAs for 118 residents on the night shift.</p> <p>08/29/2021 - 7 CNAs for 117 residents on the day shift and 6 CNAs for 117 residents on the night shift.</p> <p>08/30/2021 - 8 CNAs for 115 residents on the day shift and 7 CNAs for 115 residents on the night shift.</p> <p>08/31/2021 - 8 CNAs for 114 residents on the day shift and 7 CNAs for 114 residents for the night shift.</p> <p>09/01/2021 - 8 CNAs for 113 residents on the day shift and 8 CNAs for 113 residents on the night</p> | S 560 | | |

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| S 560 | <p>Continued From page 3</p> <p>shift.</p> <p>09/02/2021 - 8 CNAs for 113 residents for the day shift and 7 CNAs for 112 residents on the night shift.</p> <p>09/03/2021 - 8 CNAs for 113 residents on the day shift and 6 CNAs for 113 residents for the night shift.</p> <p>09/04/2021 - 7 CNAs for 113 residents on the day shift and 6 CNAs for 113 residents on the night shift.</p> <p>On 09/08/2021 at 4:00 PM, the Administrator stated every facility in New Jersey has a problem getting enough staff. She stated she used agency staff and offered bonuses, but she had not been able to hire enough staff. She acknowledged she did not meet staffing requirements. "I know I am not meeting staffing requirements." She was worried the staff would burn out.</p> | S 560 | | |