

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

PRINTED: 03/21/2024
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 315207	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/20/2023
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NAME OF PROVIDER OR SUPPLIER COMPLETE CARE AT KRESSON VIEW, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 2601 EVESHAM ROAD VOORHEES, NJ 08043
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F 000	<p>INITIAL COMMENTS</p> <p>Complaint #: NJ150953, NJ151583, NJ155641, NJ168428</p> <p>Census: 212</p> <p>Sample Size: 6</p> <p>The facility is in compliance with the requirements of 42 CFR Part 483, Subpart B, for Long Term Care Facilities based on this complaint survey.</p>	F 000		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Electronically Signed	TITLE	(X6) DATE 11/21/2023
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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.

New Jersey Department of Health

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S 000	<p>Initial Comments</p> <p>Complaint#: NJ150953, NJ151583, NJ155641, NJ168428</p> <p>CENSUS: 212</p> <p>SAMPLE SIZE: 6</p> <p>The facility was not in compliance with the standards in the New Jersey Administrative code, 8:39, standards for licensure of Long Term Care Facilities. 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 the 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 #: NJ150953, NJ151583, NJ155641, NJ168428</p> <p>Based on interviews and review of facility documents on 11/17/2023 and 11/20/2023, it was determined that the facility failed to ensure staffing ratios were met for 14 of 14-day shifts and deficient in total staff for residents on 1 of 14</p>	S 560	<p>The facility failed to ensure staffing ratios were met to maintain the required minimum staff-to resident ratio, as mandated by the State of New Jersey.</p> <p>No specific residents were affected by the deficient practice.</p>	11/26/23

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S 560	<p>Continued From page 1</p> <p>overnight shifts reviewed. This deficient practice had the potential to affect all residents.</p> <p>Findings include:</p> <p>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 as 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 Aide (CNA) to every eight residents for the day shift. One direct care staff member to every 10 residents for the evening shift, provided that no fewer of all staff members shall be CNAs and each direct staff member shall be signed into work as a certified nurse aide and shall perform nurse aide duties: and 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>The facility was deficient in CNA staffing for residents on 14 of 14 day shifts and deficient in total staff for residents on 1 of 14 overnight shifts as follows:</p> <p>On 11/05/23 had 14 CNAs for 214 residents on the day shift, required at least 27 CNAs.</p> <p>On 11/05/23 had 14 total staff for 214 residents on the overnight shift, required at least 15 total</p>	S 560	<p>The facility continues to actively fill all open CNA (Certified Nursing Assistant) shfts to comply with New Jersey State mandated ratios. Minimum staffing requirements were reviewed with Human Resource Director, who was able eto reiterate minimum staffing requirements for nursing homes.</p> <p>The facility will take the following measures to ensure this deficient practice does not occur. The facility will focus on recruitment and retention strategies as following; identify vacant positions daily and attempt to fill positions with current CNA staff or agency personnel; work diligently with Administrator, Director of Nursing and Corporate Recruiter to advertize, recruit and hire sufficient CNA staff; continue to develop programs to attract Nursing Assistants, including sign-on bonuses; shift bonuses; and continue to promote our in house CNA class curriculum.</p> <p>Administrator and/or designee to audit the effectiveness of hiring strategies to include open CNA and Licensed Nurse positions vs. new hires; reporting on successful strategies to hire based on percentages and turnover rates. This data will be included monthly in our Quality Assurance Performance Improvement Committee - to be reported by the Administrator and/or designee. Monthly reports will continue for a duration of 6 months for further evaluation.</p>	
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S 560	<p>Continued From page 2</p> <p>staff.</p> <p>On 11/06/23 had 19 CNAs for 213 residents on the day shift, required at least 27 CNAs.</p> <p>On 11/07/23 had 19 CNAs for 212 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/08/23 had 23 CNAs for 212 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/09/23 had 23 CNAs for 211 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/10/23 had 20 CNAs for 211 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/11/23 had 18 CNAs for 210 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/12/23 had 16 CNAs for 210 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/13/23 had 16 CNAs for 209 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/14/23 had 18 CNAs for 208 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/15/23 had 22 CNAs for 108 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/16/23 had 20 CNAs for 208 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/17/23 had 19 CNAs for 208 residents on the day shift, required at least 26 CNAs.</p> <p>On 11/18/23 had 21 CNAs for 208 residents on</p>	S 560		

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