New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING: B. WING	(X3) DATE SURVEY COMPLETED
	060414		C 01/04/2022

NAME OF PROVIDER OR SUPPLIER: COMPLETE CARE AT VOORHEES, LLC

STREET ADDRESS, CITY, STATE, ZIP CODE: 3001 EVESHAM ROAD VOORHEES, NJ 08043

(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 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: C#: NJ149857, NJ150630, NJ150715 Based on facility document review on 1/4/2022, it was determined that the facility failed to ensure staffing ratios were met to maintain the required minimum staff-to-resident ratios as mandated by the state of New Jersey for 14 of 14 day shifts for CNAs, 2 of 14 evening shifts for total staff reviewed and 4 of 14 evening shifts for CNAs reviewed. This deficient practice had the potential to affect all residents. 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 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: 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	S 560	The facility actively seeks to hire CNA's 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. All residents have the potential to be affected by this occurrence. The facilities 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: - Offer sign on bonuses to attract staff - Recruitment bonus to encourage referrals from current staff - Offering daily and weekend bonuses to attract overtime or PRN staff shifts - Aggressively running Ads in various social media - Offering flexible shifts and schedules - Increased wages to be well above state minimum - Increased expedience getting staff on board by offering Orientation weekly with a schedule utilizing other sister facilities - Working with CNA schools to recruit new grads and to send temp NA's for	1/24/22

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE: Electronically Signed

TITLE

(X6) DATE: 01/22/22

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S 560	Continued From page 1 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. 1. For the week of 09/26/2021 to 10/02/2021, the facility was deficient in CNA staffing for residents on 7 of 7day shifts, deficient in total staff for residents on 1 of 7 evening shifts and deficient in CNAs to total staff on 3 of 7 evening shifts as follows: On 09/26/21 had 5 CNAs for 111 residents on the day shift, required 14 CNAs. On 09/26/21 had 6 CNAs to 13 total staff on the evening shift, required 7 CNAs. On 09/27/21 had 10 CNAs for 110 residents on the day shift, required 14 CNAs. On 09/27/21 had 9 total staff for 110 residents on the evening shift, required 11 total staff. On 09/28/21 had 12 CNAs for 110 residents on the day shift, required 14 CNAs. On 09/28/21 had 7 CNAs to 15 total staff on the evening shift, required 8 CNAs. On 09/29/21 had 13 CNAs for 110 residents on the day shift, required 14 CNAs. On 09/30/21 had 10 CNAs for 110 residents on the day shift, required 14 CNAs. On 10/01/21 had 6 CNAs for 110 residents on the day shift, required 14 CNAs. On 10/02/21 had 12 CNAs for 110 residents on the day shift, required 14 CNAs. On 10/02/21 had 4 CNAs to 14 total staff on the evening shift, required 7 CNAs. 2. For the week of 12/05/2021 to 12/11/2021, the facility was deficient on CNA staffing for residents on 7 of 7day shifts, deficient in total	S 560	certification - Initiating Temp Aides - Currently have several contracts with staffing agencies and will continue to add more Staffing Coordinator or designee will provide weekly reports to the DON and Administrator regarding all efforts made to comply with the State's Staffing Ratio. Reports will be submitted to the QAPI Committee monthly x3 months then quarterly thereafter. Director of HR will submit monthly reports to document status of all requirements efforts. Director of HR will report monthly to the QAPI Committee x3 months then quarterly thereafter.	

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S 560	Continued From page 2 staff for residents on 1 of 7 evening shifts and deficient in CNAs to total staff on 1 of 7 evening shifts as follows: On 12/05/21 had 11 CNAs for 106 residents on the day shift, required 14 CNAs. On 12/06/21 had 11 CNAs for 106 residents on the day shift, required 14 CNAs. On 12/06/21 had 8 total staff for 106 residents on the evening shift, required 11 total staff. On 12/06/21 had 2 CNAs to 8 total staff on the evening shift, required 4 CNAs. On 12/07/21 had 3 CNAs for 106 residents on the day shift, required 14 CNAs. On 12/08/21 had 13 CNAs for 105 residents on the day shift, required 14 CNAs. On 12/09/21 had 11 CNAs for 105 residents on the day shift, required 14 CNAs. On 12/10/21 had 11 CNAs for 105 residents on the day shift, required 14 CNAs. On 12/11/21 had 11 CNAs for 105 residents on the day shift. Required 14 CNAs.	S 560		