

New Jersey Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 060419	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/16/2021
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NAME OF PROVIDER OR SUPPLIER ALLEGRIA AT THE FOUNTAINS	STREET ADDRESS, CITY, STATE, ZIP CODE 114 HAYES MILL ROAD ATCO, NJ 08004
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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: NJ144279 and NJ143061</p> <p>Based on interviews, facility document review, and the New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, the facility failed to ensure staffing ratios were met for 63 of 63 shifts selected for a review of staffing ratios. This failure resulted in the staff not being able to meet the residents' needs in a timely manner. This deficient practice had the potential to affect all residents. The facility was certified for 60 beds.</p> <p>Findings include:</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 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>	S 560	<ol style="list-style-type: none"> 1. Efforts to hire facility staff will continue until there is adequate staff to serve all residents. Until that time, facility will utilize staffing agencies to fill any open spots in the schedule. 2. Due to the nature of the deficiency, all residents have the potential to be affected by this practice. 3. Contracts with additional staffing agencies have been secured to supplement facility staff. Hiring and recruitment efforts including wage analysis and adjustments, pay for experience, online job listings, job fairs, shift differentials and referral bonuses are being utilized to become more competitive in the marketplace. In addition, a unit clerk who is responsible for scheduling has been hired. 4. The Administrator or designee will review staffing schedules weekly to ensure adequate staffing for all shifts. The results of these reviews will be submitted to the QAPI committee through the remainder of 2021. Based on the results of these audits, a decision will be made regarding the need for continued submission and reporting. 	7/30/21

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

Electronically Signed

TITLE

(X6) DATE

07/23/21

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S 560	<p>Continued From page 1</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>1. The facility was unable to provide the staffing ratios for the selected sample to be reviewed for the following dates: 02/10/2021 through 02/16/2021; 03/14/2021 through 03/20/2021; 06/04/2021 through 06/05/2021; 06/07/2021 through 06/09/2021; 06/14/2021 through 06/15/2021, to verify that the staff to resident ratios were met.</p> <p>A review of the assignment sheets for 02/10/2021 through 02/16/2021; 03/14/2021 through 03/20/2021; 06/04/2021 through 06/05/2021; 06/07/2021 through 06/09/2021; 06/14/2021 through 06/15/2021 did not include the census or staff to resident ratios per shift.</p> <p>During an interview on 06/09/2021 at 10:45 AM, Certified Nurse Assistant (CNA) #4 indicated that the facility was always short staffed, on all shifts, due to a lot of call outs by the agency. She did not feel that the administration was addressing this issue. On the day of the interview, CNA #4 indicated they had █ residents to care for that day, and they have up to █ residents on the weekends. She stated she was not able to meet all the needs of the residents in a timely manner. CNA #4 further indicated that there was not enough staff on the 7-3 shift to get residents up for their meals and the residents are not getting the care they deserve.</p> <p>During an interview on 06/15/2021 at 10:59 AM, the Administrator indicated that the facility had not been calculating the staff to resident ratio per shifts. The Administrator indicated he was waiting for a login and username for the NJDOH portal to</p>	S 560		
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S 560	Continued From page 2 enter the staff to resident ratios. The Administrator indicated that he tries to meet the staff ratio by over staffing for potential callouts. The Administrator indicated that he was trying to get the sign in and out sheets for staffing agencies to accurately calculate the staff ratio per shift. The surveyor gave the Administrator until noon on 06/17/2021 to provide the supporting documentation for the selected sample of shifts for staffing ratios, and no additional information was provided to the surveyor. The surveyor emailed the Administrator on 06/18/2021 at 12:59 PM in reference to the selected sample of shifts, and the Administrator responded to the email on 06/21/2021 with no information to support the facility was within the required staffing ratio. During an interview on 06/16/2021 at 3:23 PM, the Unit Clerk/Scheduler indicated that she had been in this position for one month. The Unit Clerk indicated that she had not been trained on how to calculate the staffing ratio but was aware of the staffing ratio requirements. The Unit Clerk indicated that she prepares the schedule and tries to over staff due to a lot of call outs with agency staff. The Unit Clerk further indicated they are short staffed on some days due to calls, and on some occasions no one available to come in. Resident care related issues were cited. Refer to F tags F558, F677, and F684 on the CMS-2567.	S 560		
S2835	8:39-41.2(a) MAND STAFF POSTING & REPORT STNDRDS:INFO REQ A facility shall post the direct resident care staffing information described in N.J.A.C. 8:39-41.2(c), utilizing the Resident Care Staffing	S2835		8/2/21

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S2835	<p>Continued From page 3</p> <p>Report, incorporated herein by reference and set forth at chapter Appendix G, prior to the start of the shift for which information is being reported in a visible location in the facility that is accessible to residents, their families, members of the public and caregivers.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint Intakes: NJ144279 and NJ143061</p> <p>Based on observations and interview, the facility failed to complete and post the direct resident care staffing information using the Resident Care Staffing Report, prior to the start of the shift daily, that included: census; the hours each registered nurse, licensed practical nurse and/or certified nurse aide responsible for direct resident care is scheduled to work on the shift; number of staff; and the staff-to-resident ratio. This deficient practice had the potential to affect all residents. The facility was licensed for 60 beds.</p> <p>Findings include:</p> <p>1. An observation on 06/09/2021 at 11:00 AM revealed that the Resident Care Staffing Report information was not posted in the facility.</p> <p>An observation on 06/14/2021 at 9:00 AM revealed that the Resident Care Staffing Report information was not posted in the facility.</p> <p>An observation on 06/15/2021 at 9:30 AM revealed that the Resident Care Staffing Report information was not posted in the facility.</p>	S2835	<p>1. A staffing form has been made that contains spots for the required information to be filled in on a daily basis.</p> <p>2. Due to the nature of the deficiency, all residents have the potential to be affected by this practice.</p> <p>3. The Unit Clerk is responsible to complete and update the form as necessary for the 7am - 7pm (RN/LPN), 7-3 and 3-11 shifts (CNAs). The 3-11 supervisor is responsible for completing the form for the 7pm - 7am (RN/LPN) and 11-7 shifts (CNAs). The Unit Clerk and 3-11 supervisor will received training on this process by the Administrator.</p> <p>4. The Unit Clerk will maintain copies of the completed staffing forms. The Administrator or designee will perform daily audits to ensure the forms are being completed properly. The results of these audits will be submitted to the QAPI committee for the next 2 quarters. Based on the results of these audits, a decision will be made regarding the need for</p>	

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S2835	Continued From page 4 During an interview on 06/09/2021 at 3:00 PM, the Administrator indicated that he was not aware of the requirements to complete and post the Resident Care Staffing Report information. An observation on 06/16/2021 at 9:30 AM revealed that the Resident Care Staffing Report information was not posted in the facility.	S2835	continued submission and reporting.	
S2870	8:39-41.3(a)(1) MAND STAFF POSTNG & REPORT STNDRDS: RPT REQ Each long-term care facility shall report the following information to the Department once a month on a web-based interface to be developed and communicated by the Department, which shall include the use of the information already collected on the Resident Care Staffing Report, as set forth as chapter Appendix G: 1. Broken down by shift, the average of the previous month's daily ratios of staff-to-residents for each category of direct resident care staff. This REQUIREMENT is not met as evidenced by: Complaint Intake NJ144279 and NJ143061 Based on interview, facility document review, and review of the New Jersey Department of Health (NJDOH) Nursing Home Staffing Report website, it was determined that the facility failed to ensure staff-to-resident ratios were reported once a	S2870	1. Login credentials were obtained in order for the Unit Clerk to enter the required information in the NJDOH web-based portal. 2. Due to the nature of the deficiency, all residents have the potential to be affected	8/3/21

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S2870	<p>Continued From page 5</p> <p>month to the NJDOH web-based portal. This deficient practice had the potential to affect all residents. The facility was certified for 60 beds.</p> <p>Findings include:</p> <p>1. A review of the assignment sheets for 02/10/2021 through 02/16/2021; 03/14/2021 through 03/20/2021; 06/04/2021 through 06/05/2021; 06/07/2021 through 06/09/2021; and 06/14/2021 through 06/15/2021, did not include the census or the staff-to-resident ratios per shift.</p> <p>The facility was unable to provide the staffing ratios for the selected sample to be reviewed for the following dates: 02/10/2021 through 02/16/2021; 03/14/2021 through 03/20/2021; 06/04/2021 through 06/05/2021; 06/07/2021 through 06/09/2021; 06/14/2021 through 06/15/2021, to verify that the staff-to-resident ratios were met.</p> <p>A review of the NJDOH's website for Nursing Home Staffing Reports, (available at: https://healthapps.state.nj.us/nhstaffing/public/selectreport.aspx) indicated that for the fourth quarter of 2020 and the first quarter of 2021, the staff-to-resident ratio data was missing.</p> <p>During an interview on 06/15/2021 at 10:59 AM, the Administrator indicated that the facility had not been calculating the staff-to-resident ratio per shifts. The Administrator indicated he was waiting for a login and username for the NJDOH portal to enter the staff-to-resident ratios. He had not been reporting the staff-to-resident ratios to the NJDOH.</p>	S2870	<p>by this practice.</p> <p>3. The Unit Clerk now has credentials to enter the information in the NJDOH web-based portal. Data is entered and adjusted as necessary to reflect actual staff working on each shift.</p> <p>4. The Administrator or designee will audit for completion by reviewing NJDOH's website for Nursing Home Staffing Reports on a weekly basis to ensure the information is being entered properly. The results of these audits will be submitted to the QAPI committee for the next 2 quarters. Based on the results of these audits, a decision will be made regarding the need for continued submission and reporting.</p>	
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