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
	062013		C 11/12/2021

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

STREET ADDRESS, CITY, STATE, ZIP CODE: 1515 LAMBERTS MILL ROAD, WESTFIELD, NJ 07090

(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 Complaint #: NJ149119, NJ148982, NJ148696 Census: 166 Sample Size: 4 TYPE OF SURVEY: Complaint Survey The facility is not in substantial compliance with all 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 provisions of New Jersey Administrative Code Title 8, Chapter 43E, Enforcement of Licensure Regulations.	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, facility document review, and New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, it was determined that the facility failed to ensure staffing ratios were met for 14 of 14 shifts reviewed. This deficient practice had the potential to affect all residents. Findings included: Reference: New Jersey Department of Health (NJDOH) memo, dated 01/28/2021, "Compliance	S 560	1. Center staffing schedule ratios are developed, reviewed and posted two weeks prior to utilization to comply with required staffing ratios. Administrator, DON and Staffing Coordinator meet every morning to go over master schedule with daily staffing for the next two weeks to ensure required staffing ratios. 2. All residents have potential to be	12/6/21

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

TITLE

(X6) DATE: 12/03/21

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S 560	Continued From page 1 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: One certified nurse aid 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 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 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. 1. A review of the "Nurse Staffing Report," completed by the facility for the weeks of 09/19/2021 through 10/02/2021, revealed staff-to-resident ratios that did not meet the minimum requirements as listed below: 09/19/2021 had 15 CNAs for 174 residents on the day shift, required 22 CNAs. 09/19/2021 had 14 CNAs for 174 residents on the evening shift, required 15 CNAs. 09/20/2021 had 18 CNAs for 174 residents on the day shift, required 22 CNAs. 09/21/2021 had 19 CNAs for 174 residents on the day shift, required 22 CNAs.	S 560	affected by the same deficit practice. 3. If staffing deficits on master staffing schedule are identified, Center will communicate all unfilled shifts to in-house staff for coverage. Center will continue external recruitment efforts to fill open positions. Center will maintain multiple contacts with staffing agencies to meet required staffing ratios. Center will continue to offer bonus structure to incentivize staff to fill shifts if needed. 4. Center Staffing Coordinator will review projected census and staffing ratio to assure staffing compliance. Administrator, DON, and Staffing Coordinator will continue to meet daily to go over projected staffing to assure required staff ratios. If ratios are not met, Center will post openings for in-house staff as well as contact contracted agencies to maintain staffing compliance. DON/Staffing Coordinator will conduct daily staffing audits for two weeks and weekly for two months. Results of the audits will be presented to the monthly QAPI meetings for review and revision as deemed appropriate.	

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S 560	Continued From page 2 09/22/2021 had 20 CNAs for 174 residents on the day shift, required 22 CNAs. 09/23/2021 had 19 CNAs for 174 residents on the day shift, required 22 CNAs. 09/24/2021 had 19 CNAs for 174 residents on the day shift, required 22 CNAs. 09/25/2021 had 14 CNAs for 174 residents on the day shift, required 22 CNAs. 09/26/2021 had 13 CNAs for 174 residents on the day shift, required 22 CNAs. 09/27/2021 had 19 CNAs for 171 residents on the day shift, required 22 CNAs. 09/28/2021 had 19 CNAs for 171 residents on the day shift, required 22 CNAs. 09/30/2021 had 20 CNAs for 169 residents on the day shift, required 22 CNAs. 10/01/2021 had 19 CNAs for 167 residents on the day shift, required 21 CNAs. 10/02/2021 had 17 CNAs for 167 residents on the day shift, required 21 CNAs. During an interview on 11/12/2021 at 5:00 PM, the Administrator acknowledged that they had a shortage of staff on some days. She indicated due to the current staffing shortage across the state, they had been doing everything they could to get staff to work at their facility. She stated they scheduled the staff and had call ins, and it was difficult due to the shortage across the state to get coverage even from the staffing agency. The Administrator stated that the facility currently had contracts with six different staffing agencies. They offered bonuses to staff that picked up extra shifts. The Administrator indicated that at the beginning of September 2021, they received over 50 evacuated residents from an alternate facility due to a natural disaster, and it took time for the staff to get reassigned through the current facility and other surrounding facilities within the company. She indicated that by the middle of	S 560		

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S 560	Continued From page 3 October 2021, the facility had a firm number of employees from the alternate facility that became permanent staff. The Administrator stated that every day they scheduled ten to twelve CNAs, five to eight Licensed Practical Nurses (LPNs) and five to six Registered Nurses (RNs) to cover the facility's needs. She stated that, unfortunately, agencies do not provide necessary staff to the facility due to cancellations. She also stated they offered bonuses to all nursing employees. CNAs were offered $75.00 per shift and nurses were offered $150.00 per shift.	S 560		