

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345384	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 09/20/2024
NAME OF PROVIDER OR SUPPLIER PRUITTHEALTH-FARMVILLE			STREET ADDRESS, CITY, STATE, ZIP CODE 4351 SOUTH MAIN STREET FARMVILLE, NC 27828		
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F 000	INITIAL COMMENTS The surveyor entered the facility 9/19/24 to conduct a complaint survey and exited on 9/20/24. Additional information was obtained on 9/20/24. Therefore, the exit date was changed to 9/20/24. (Event P9XY11) The following intake was investigation: NC 220965.	F 000			
F 602 SS=D	The one allegation resulted in a citation. Free from Misappropriation/Exploitation CFR(s): 483.12 §483.12 The resident has the right to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this subpart. This includes but is not limited to freedom from corporal punishment, involuntary seclusion and any physical or chemical restraint not required to treat the resident's medical symptoms. This REQUIREMENT is not met as evidenced by: Based on record review, resident interview, staff interview, and police staff interview, the facility failed to protect the right of a resident to be free of misappropriation. The facility was aware Nurse Aide # 1 had a history of forgery and other crimes prior to hiring Nurse Aide # 1. While working at the facility, Nurse Aide # 1 took Resident # 1's money after telling Resident # 1 she could not pay her (NA #1's) personal bills and never reimbursed Resident # 1 as the resident thought would happen when giving Nurse Aide # 1 money. Nurse Aide # 1 also stole the resident's debit card number to pay a utility bill. This was for one (Resident # 1) of one resident reviewed for misappropriation. The findings included:	F 602	Corrective Action for the Resident Affected On 08/21/2024 Administrator asked resident #1 if she would allow personal banking items to be stored and locked up in Administrators office. Resident #1 agreed, the check books and bank card were securely placed in the Administrators office. Administrator suspended Partner for suspected misappropriation, Farmville PD was called and began the investigation. On 09/19/2024 the resident was made whole again and the funds were deposited into her account.	9/21/24	

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

TITLE

(X6) DATE

Electronically Signed

09/26/2024

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.

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F 602	<p>Continued From page 1</p> <p>Record review revealed Resident # 1 was admitted to the facility on 12/23/23 with diagnoses in part which included a history of stroke and rheumatoid arthritis.</p> <p>Review of Resident # 1's readmission Minimum Data Set assessment, dated 7/30/24, revealed the resident was cognitively intact.</p> <p>The resident was interviewed on 9/19/24 at 11:58 AM and reported the following information. She had kept her personal banking debit card in her room in a "little carry thing" that she kept on her table. At times it was unattended in her room. Someone had stolen the number off her debit card and used it to pay an electric bill. She did not recall the exact amount at the time of the interview but thought it was around "200 and something dollars." She thought this was about two months ago. Before the issue with the electric bill, she had also noticed a charge for a water bill and a phone bill about 3 or 4 months ago, but she had not said anything about those. She also reported that she had "helped out" Nurse Aide #1 (NA #1) while she (Resident # 1) had been residing at the facility by giving the NA # 1 money. Resident # 1 reported, "She (NA #1) did not have any gas and there was something else she didn't have." She (Resident # 1) had heard NA # 1 say she could not pay her bills and therefore she had volunteered to help her with the understanding that NA # 1 would pay her back. According to Resident # 1, NA # 1 never paid her back the money. She thought it was about \$221.00 in checks she had written to NA # 1.</p> <p>The Administrator was interviewed on 9/19/24 at 9:15 AM and 12:30 PM and reported the following information. Resident # 1 had checked her bank</p>	F 602	<p>Action for the other Residents Potentially Affected</p> <p>On 08/26/2024, the Social Worker interviewed residents with a BIMS of 13 or higher regarding misappropriation. The social worker had no additional findings. Residents that had a BIMS below 13 were not interviewed due to the inability to manage funds due to cognitive impairment.</p> <p>Systemic Changes</p> <p>On 08/26/24, the Regional Nurse Consultant discussed with the Administrator and Director of Nursing a plan of correction and action plan for misappropriation. The Social Worker will complete 4 random resident interviews with a BIMS of 13 or higher. The administrator will complete 4 random partners interviews about misappropriation, neglect, and abuse.</p> <p>On 08/28/2024 The Nursing management team completed an Inservice for all staff on misappropriation, neglect and abuse. Staff not educated by 8/28/24 will be educated prior to their next scheduled shift. All new staff will be in serviced on hire about abuse, neglect, and misappropriation.</p> <p>On 08/28/2024 NA #1 was terminated.</p> <p>In addition, the facility will continue to review all new hires background check, registry/ licensees <input type="checkbox"/> verification, and review of partner handbook, per facility</p>		

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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F 602	Continued From page 2 account balance around midnight on 8/21/24 and mentioned to the night shift nurse that her account balance seemed off. At that time, Resident # 1 did not allege that anyone had stolen from her or mentioned she suspected someone of taking the money. She had also never reported she was giving NA # 1 money prior to that date. The night shift nurse had reported Resident # 1's concern to the DON (Director of Nursing) and Administrator that morning (8/21/24). The Administrator spoke to Resident # 1, and they called the resident's son to see if he had made some charges, but the resident's son had not done so. The Administrator volunteered to help the resident call the bank and see if the bank could help explain the charges. When they called the bank, they were told that the charge had gone to pay a utility bill, and the charge was showing as "pending" at the time. The bank started a fraud claim at that time in order to help the resident get the money returned, and the bank put a stop on her debit card. The police were called and filed a report of theft. The Administrator asked the resident if she could lock up her check books for safety and review her check book logs to see if that would help determine what had happened. The resident gave her consent. While reviewing the check book, she (the Administrator) found in the check book where there had been multiple checks written to NA # 1 by Resident # 1. At the time of this finding, it was the end of NA # 1's shift and she talked to NA # 1 about the checks. NA # 1 historically had been a good employee and had provided good resident care. Prior to 8/21/24 she (the Administrator) had never suspected her of doing anything wrong. When she talked to NA # 1, NA # 1 reported to her (the Administrator) that the resident would write checks for her to go to the bank to cash for	F 602	policy. All partners have annual in-service training though Relias for abuse, neglect and misappropriation. The Administrator will review any new policies and old policies relating to abuse and misappropriation during monthly staff meetings and discuss them during the monthly resident council meetings as invited. The Administrator will interview 4 random partners about misappropriation. The Social Worker will interview 4 residents a month with a Bims of 13 or higher about misappropriation. These audits by the Administrator and Social Worker began on 09/13/2024. The Administrator and Social Worker will complete interviews monthly times 3 months, or until compliance is sustained, utilizing the Quality Assurance Monitoring Tools for preventing Misappropriation. Quality Assurance The results of these audits will be submitted to the Quality Assurance Performance Improvement (QAPI) Committee by the Administrator and or Social Worker and reviewed by the Interdisciplinary Team members monthly or until three months of compliance is sustained. Quality monitoring schedule will be modified based on findings. The QAPI Committee to evaluate and modify monitoring as needed. Date of compliance: 09/21/2024		

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F 602	Continued From page 3 Resident #1, and then she would give Resident # 1 the money. She (the Administrator) informed NA # 1 that no one was ever to touch a resident's personal money and NA # 1 was sent home. The Administrator then talked again to Resident # 1 and asked about the checks. Resident # 1 reported to the Administrator that she had felt sorry for NA # 1, and she had given her money. That was the reason for the checks. After she (the Administrator) confirmed with Resident # 1 that the checks were not being cashed for her use, she (the Administrator) tried to call NA # 1 but she did not answer. She told the DON to get in touch with NA # 1 and have NA # 1 call her. When NA # 1 called the Administrator back, the number from which NA #1 called showed up on the Administrator's cell phone log as belonging to someone else. The phone used by NA # 1 showed as coming from Non-employee # 1. At the time, the name did not mean anything to the Administrator because she had not been able to find whose name was on the fraudulent utility charge as of the time of the phone call. When the Administrator talked to NA # 1, she informed her she was suspended. While conducting the investigation further in the next few days, she (the Administrator) was able to get in touch with the utility company which had made the unauthorized charge on Resident # 1's debit card. It was for the amount of \$372.50. The utility company told her (the Administrator) the name on the transaction, and the name was Non-employee # 1's name. While compiling dates and times for her investigation report, she (the Administrator) looked back at her own phone log and at that time recognized NA # 1 had used Non-employee # 1's number to call and talk. She (the Administrator) reported this new information to the police. She (the Administrator) had kept in	F 602			

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F 602	<p>Continued From page 4</p> <p>touch with the police regarding the theft and had recently been informed by the police that NA # 1 was related to Non-employee # 1. Non-employee # 1 was the daughter of NA # 1 and they resided together. The police were planning to take out charges against NA # 1. The Administrator further reported that she had not been the Administrator when NA # 1 was hired, and she had not been aware of all her criminal background before the incident with Resident # 1 occurred. According to the Administrator, the checks which had been written went back for several months, with the most recent one being made on 8/11/24. The Administrator showed the surveyor some of the check stub copies in Resident # 1's check book log. The copies had NA # 1's name on them. The Administrator was further interviewed about the resident's statement that a water bill and phone bill had been charged at one time and which had gone unreported by her. The Administrator reported she had never seen any evidence of that and the resident at times could become confused about details. To her knowledge the electric bill charged to the debit card in August 2024 and personal checks made out to Nurse Aide # 1 were the only items that could be proven.</p> <p>A review of NA # 1's personnel file revealed she was registered as a Nurse Aide on the state agency registry with no current findings and had been employed at the facility since 7/25/23. A review of NA # 1's criminal background check, which was currently in her personnel file, revealed NA # 1 had a history of multiple misdemeanor convictions including forgery, larceny, disorderly conduct, food stamp fraud, simple assault, and childcare subsidy fraud. For the forgery charge she had been sentenced to pay back \$4,495.00</p>	F 602			

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F 602	<p>Continued From page 5 in restitution during the year of 2014.</p> <p>NA # 1 was interviewed by phone on 9/19/24 at 12:14 PM and reported the following information. Resident # 1 would give her checks to go to the bank and then she would use the money to buy the resident things. She did not ever use the resident's debit card, and she knew nothing about how Resident # 1's debit card had been fraudulently used. When asked if she knew anything about someone by the name of Non-employee # 1 using Resident # 1's debit card to pay an electric bill, NA # 1 responded she did not know anything about that either.</p> <p>On 9/20/24 at 11:15 AM it was confirmed with the local police department office's administrator that there were warrants for the arrest of Nurse Aide # 1. It was confirmed that Non-employee # 1 (whose name was on the fraudulent charge made on Resident # 1's debit card) was the daughter of Nurse Aide # 1 and they resided together.</p>	F 602			