

Missouri Department of Health and Senior Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 20116D	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 08/02/2024
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NAME OF PROVIDER OR SUPPLIER BRISTOL MANOR OF JEFFERSON CITY	STREET ADDRESS, CITY, STATE, ZIP CODE 510 KENSINGTON PARK JEFFERSON CITY, MO 65109
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(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
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A8018: 19 CSR 30-88.010(18) Emergency Discharges A8018

In emergency discharge situations the facility shall submit to the resident and his or her next of kin, legally authorized representative or designee a written notice of discharge. The written notice of discharge shall be given as soon as practicable and advise the resident of the right to request an expedited hearing. In the event that there is no next of kin, legally authorized representative or designee known to the facility, the facility shall send a copy of the notice to the appropriate regional coordinator of the Missouri State Ombudsman's office. II/III

This regulation is not met as evidenced by:
Class III

Based on interview and record review, facility staff failed to ensure one resident (Resident # 1) received proper notification for an emergency discharge when facility staff failed to notify the Ombudman's office of the issuance of an emergency discharge. The facility census was eight.

1. The facility did not provide a policy on discharge notice or emergency discharge notice.

2. Review of Resident #1's medical record showed the resident admitted on 05/25/2022.

Review of the resident's emergency discharge letter, dated July 25, 2024, showed the letter did not contain documentation of the Ombudsman notification.

During an interview on 07/30/24 at 9:45 A.M., the manager said there was an emergency discharge letter given to the resident on 07/25/24 by the district supervisor.

See
Attached
for
POC

Missouri Department of Health and Senior Services
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

[Handwritten Signature]

TITLE
SPOT

(X6) DATE
8/21/24

Missouri Department of Health and Senior Services

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A8018	<p>Continued From page 1</p> <p>During an interview on 07/30/24 at 11:37 A.M., the resident said he/she was given a discharge letter by the district supervisor on 07/25/24 to move out the next day. The resident said the Ombudsman showed up at the facility on 07/25/24 and he/she showed him/her the discharge letter and the ombudsman filed an appeal for him/her. The resident said a few weeks back they gave him/her a discharge letter.</p> <p>During a telephone interview on 08/01/24 at 11:24 A.M., the district supervisor said he/she did not know he/she had to send an emergency discharge letter to the ombudsman since the resident was his/her own person. The district supervisor said he/she gave the emergency discharge letter to the resident.</p> <p>During a telephone interview on 08/02/24 at 3:45 P.M., the Ombudsman said he/she just happened to show up at the facility on 07/25/24 when the resident asked if he/she could speak to him/her about the emergency discharge letter he/she received. The Ombudsman said he/she was not given a copy of the emergency discharge letter by facility staff. The Ombudsman said he/she filed an appeal for the resident since the facility staff were having the resident move out 08/02/24. The Ombudsman said the resident did not want to leave the facility.</p> <p>MO00239763</p>	A8018		

Plan of Correction
Bristol Manor of Jefferson City

A8018

The administrator will be in-serviced on proper discharge procedures by District Supervisor . Training included reasons for transferring or discharge and use of corporate form which contains all proper transfer/discharge information. The administrator will ensure that the resident, family, guardian, POA and ombudsman all receive a copy of the discharge notice

Administrator is required to consult with district supervisor or Senior VP of operations prior to transferring/discharging any resident.

Completion date: 9/10/24