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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 265254 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 03/25/2025 |
| NAME OF PROVIDER OR SUPPLIER Heart of the Ozarks Healthcare Center | | STREET ADDRESS, CITY, STATE, ZIP CODE 2004 Crestview Street Ava, MO 65608 | |
| For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency. | | | |
| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information) | | |
| <p>F 0728</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> | <p>Ensure that nurse aides who have worked more than 4 months, are trained and competent; and nurse aides who have worked less than 4 months are enrolled in appropriate training.</p> <p>Based on interview and record review, the facility failed to have a system in place to ensure nurse aides (NA) completed their training, competencies, and testing in a timely manner when two NA's failed to complete a state approved certified nursing assistant (CNA) training program, competency evaluation, and certification test within four months of hire and continued to work providing direct care to residents. The facility's census was 71.</p> <p>Review of the facility policy titled Nurse Aide Qualifications and Training Requirements, dated 08/2022, showed the following:</p> <ul style="list-style-type: none"> -Nurse aide is any individual providing nursing or nursing related services to residents in a facility; -Facility will only employ those nurse aides who meet the requirements set forth in the federal and state statutes concerning the staffing of long-term care facilities; -The facility will not employ any individual as a nurse aide for more than four months full-time, temporary, per diem or otherwise, unless that individual is competent to provide designated nursing care and nursing related services, and that individual has completed a training program and competency evaluation program, or a competency evaluation program approved by the state; -Nursing assistants failing to successfully complete the required training program within the first four months of their hire date of employment, may be terminated from employment or may be reassigned to non-nursing related services. <p>1. Review of the facility's list of NA's for February 2025 and March 2025, as of 03/25/25, showed the following:</p> <ul style="list-style-type: none"> -NA A was hired as a NA on 08/28/24 and left on 02/16/25; -NA B was hired as a NA on 09/09/24 and still employed as an NA. <p>During an interview on 03/25/25, at 9:45 A.M., CNA C said the following:</p> <ul style="list-style-type: none"> -He/she does work with nurse's aides; -The facility has classes on Thursdays and Fridays; <p>(continued on next page)</p> | | |

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.

| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| FORM CMS-2567 (02/99) Previous Versions Obsolete | Event ID: Facility ID: 265254 | If continuation sheet Page 1 of 4 |

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| <p>F 0728</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> | <p>-The nurse's aides don't work the days they have classes but other days they do their on the job training and take turns on both halls;</p> <p>-He/she isn't sure how long the aide has after hire to complete the nurse aide training and test.</p> <p>During an interview on 03/25/25, at 11:31 A.M., Licensed Practical Nurse (LPN) C, said the following:</p> <p>-Nurse's aides do work at the facility. He/she believes they begin CNA classes around two weeks after they begin working at the facility;</p> <p>-He/she doesn't know how long a NA has to complete the training and take the test;</p> <p>-The Director of Nursing (DON) and Assistant Director of Nursing (ADON) are in charge of making sure the NA's complete the training.</p> <p>During an interview on 03/25/25, at 4:18 P.M., the CNA Nursing Instructor said the following:</p> <p>-He/she was recently hired and held his/her first class last week;</p> <p>-The facility was sending him/her staff that's been working their the longest;</p> <p>-NA B is in class;</p> <p>-He/she was teaching four days per week. Two of those days were at this facility;</p> <p>-The classes are 12 weeks long and they will be doing all of the skills and training in class;</p> <p>-They will be doing on the job training that's signed off by the clinical supervisors;</p> <p>-The facility is only able to send a couple at a time due to some NA's needing to work the floor;</p> <p>-The NA's have 120 days to complete the classes, on the job training, and the testing.</p> <p>During an interview on 03/25/25, at 11:50 A.M., the ADON said the following:</p> <p>-When they hire an NA, they're not sent to class right away. They ensure the aides will be a good fit;</p> <p>-They send the NA's to classes about a month to 45 days after being hired;</p> <p>-The prior instructor quit some time ago and they hired a new one. He/she quite before starting. They just hired another one a couple of weeks ago;</p> <p>-NA's are normally in classes about 4 to 6 weeks and after a couple of weeks, they test;</p> <p>-NA A was hired on 08/28/24 as a NA and never did began classes before he/she left;</p> <p>-NA B was hired on 09/09/24, as a NA, and currently works the floor as an NA. NA B just started</p> <p>(continued on next page)</p> | | |

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| <p>F 0728</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> | <p>classes;</p> <ul style="list-style-type: none"> -He/she didn't know how long a NA could work the floor before becoming certified; -He/she didn't know if a NA can work the floor over 120 days after being hired as an NA. <p>During an interview on 03/25/25, at 11:35 A.M., the Director of Nursing (DON) said the following:</p> <ul style="list-style-type: none"> -The DON, ADON, and Administrator are in charge of referring NA's to the training program; -He/she usually waits about 30 days to see if the NA is going to work out as a trial period; -Classes are held at the facility on Thursday and Fridays; -The facility didn't have a CNA instructor as he/she left some time ago and they recently hired a new one; -Once the NA is referred to the class, the CNA instructor takes over in making sure the NA goes through the class within 120 days; -NA A was hired on 08/28/24 as an NA. His/her last day was 02/16/25. He/she worked the floor the entire time he/she was employed. NA A never was enrolled in CNA classes; -NA B was hired on 09/09/24 as a NA, and continues to work the floor as a NA. NA B just started classes; -He/she knew the aides are not supposed to work the floor if they're not certified within the 120 days. <p>During an interview on 03/25/25, at 11:40 A.M., the Administrator said the following:</p> <ul style="list-style-type: none"> -Once an NA is hired, they go through orientation, then on the job training; -The DON and ADON determine who will be sent to class; -They had one instructor that left, some time ago, and they hired a new instructor this month; -The classes are held in the facility on Thursday and Fridays; -NA's have 120 days from hire to complete the CNA classes and testing; -The Administrator, DON, and ADON are responsible for ensuring the aides complete the test before the 120 days; -NA A was hired on 08/28/24 and worked the floor the entire time. He/she was never was enrolled in CNA classes; -NA B was hired on 09/09/24 as a NA. He/she works the floor as an NA and started classes last week. NA B should not be working the floor as a NA since he/she has been at the facility; over 120 days <p>(continued on next page)</p> |

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