

Division of Public and Behavioral Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 116	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/08/2024
NAME OF PROVIDER OR SUPPLIER FIVE STAR PREMIER RESIDENCES OF RENO		STREET ADDRESS, CITY, STATE, ZIP CODE 3201 PLUMAS STREET, RENO, NEVADA ,89509		
(X4) ID PREFIX TAG 0000	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) Initial Comments Inspector Comments: This Statement of Deficiencies was generated as a result of a State Licensure regrading survey conducted at your facility on 01/08/24. This survey was conducted by the Division of Public and Behavioral Health in accordance with NAC 449, Residential Facility for Groups. The facility is licensed for 41 Residential Facility for Group beds for elderly and disabled persons with assisted living services, Category II residents. The census at the time of the survey was 38. Six resident files were reviewed and seven employee files were reviewed. The facility received a grade of A. The findings and conclusions of any investigation by the Division of Public and Behavioral Health shall not be construed as prohibiting any criminal or civil investigation, actions or other claims for relief that may be available to any party under applicable federal, state or local laws. The following regulatory deficiencies were identified:	ID PREFIX TAG 0000	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
0074 SS= E	Elder Abuse Training - NRS 449.093 Training to recognize and prevent abuse of older persons: Persons required to receive; frequency; topics; costs; actions for failure to complete. 1. An applicant for a license to operate a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must receive training to recognize and prevent the abuse of older persons before a license to operate such a facility, agency or home is issued to the applicant. If an applicant has completed such training within the year preceding the date of the application for a license and the application includes evidence of the training, the applicant shall be deemed to have complied with the requirements of this subsection. 2. A licensee who holds a license to operate a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must annually receive training to recognize and prevent	0074	As accepted in POC 9/26/2023	08/07/202 3

If deficiencies are cited, an approved plan of correction must be returned within 10 days after receipt of this statement of deficiencies.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER Name: PATRICK WARD
REPRESENTATIVE'S SIGNATURE

Title: Administrator

Date: 01/23/2024

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	the abuse of older persons before the license to operate such a facility, agency or home may be renewed. 3. If an applicant or licensee who is required by this section to obtain training is not a natural person, the person in charge of the facility, agency or home must receive the training required by this section. 4. An administrator or other person in charge of a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must receive training to recognize and prevent the abuse of older persons before the facility, agency or home provides care to a person and annually thereafter. 5. An employee who will provide care to a person in a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care must receive training to recognize and prevent the abuse of older persons before the employee provides care to a person in the facility, agency or home and annually thereafter. 6. The topics of instruction that must be included in the training required by this section must include, without limitation: (a) Recognizing the abuse of older persons, including sexual abuse and violations of NRS 200.5091 to 200.50995, inclusive; (b) Responding to reports of the alleged abuse of older persons, including sexual abuse and violations of NRS 200.5091 to 200.50995, inclusive; and (c) Instruction concerning the federal, state and local laws, and any changes to those laws, relating to: (1) The abuse of older persons; and (2) Facilities for intermediate care, facilities for skilled nursing, agencies to provide personal care services in the home, facilities for the care of adults during the day, residential facilities for groups or homes for individual residential care, as applicable for the person receiving the training. 7. The facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for			

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	groups or home for individual residential care is responsible for the costs related to the training required by this section. 8. The administrator of a facility for intermediate care, facility for skilled nursing or residential facility for groups who is licensed pursuant to chapter 654 of NRS shall ensure that each employee of the facility who provides care to residents has obtained the training required by this section. If an administrator or employee of a facility or home does not obtain the training required by this section, the Division shall notify the Board of Examiners for Long-Term Care Administrators that the administrator is in violation of this section. 9. The holder of a license to operate a facility for intermediate care, facility for skilled nursing, agency to provide personal care services in the home, facility for the care of adults during the day, residential facility for groups or home for individual residential care shall ensure that each person who is required to comply with the requirements for training pursuant to this section complies with such requirements. The Division may, for any violation of this section, take disciplinary action against a facility, agency or home pursuant to NRS 449.160 and 449.163.			
0255 SS= E	Permits-Comply with NAC 446 on Food Service - NAC 449.217 Kitchens; storage of food; adequate supplies of food; permits; inspections. (NRS 449.0302) 6. A residential facility with more than 10 residents shall: (a) Comply with the standards prescribed in chapter 446 of NAC; and (b) Obtain the necessary permits from the Division.	0255	As accepted in POC 9/26/2023	08/20/2023
0450 SS= D	First Aid & CPR - NAC 449.231 First aid and cardiopulmonary resuscitation. (NRS 449.0302) 1. Within 30 days after an administrator or caregiver of a residential facility is employed at the facility, the administrator or caregiver must be trained in first aid and cardiopulmonary resuscitation. The advanced certificate in first aid and adult cardiopulmonary resuscitation issued by the American Red Cross or an equivalent certification will be accepted as proof of that training.	0450	As accepted in POC 9/26/2023	08/27/2023

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(X4) ID PREFIX TAG 0690 SS= D	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG 0690	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE 08/08/202 3
	Residents Requiring Use of Oxygen - NAC 449.2712 Residents requiring use of oxygen. (NRS 449.0302) 1. A person who requires the use of oxygen must not be admitted to a residential facility or be permitted to remain as a resident of a residential facility unless he or she: (a) Is mentally and physically capable of operating the equipment that provides the oxygen; or (b) Is capable of: (1) Determining his or her need for oxygen; and (2) Administering the oxygen to himself or herself with assistance. 2. The caregivers employed by a residential facility with a resident who requires the use of oxygen shall: (a) Monitor the ability of the resident to operate the equipment in accordance with the orders of a physician; and (b) Ensure that: (1) The resident ' s physician evaluates periodically the condition of the resident which necessitates his or her use of oxygen; (2) Signs which prohibit smoking and notify persons that oxygen is in use are posted in areas of the facility in which oxygen is in use or is being stored; (3) Persons do not smoke in those areas where smoking is prohibited; (4) All electrical equipment is inspected for defects which may cause sparks; (5) All oxygen tanks kept in the facility are secured in a stand or to a wall; (6) The equipment used to administer oxygen is in good working condition; (7) A portable unit for the administration of oxygen in the event of a power outage is present in the facility at all times when a resident who requires oxygen is present in the facility; and (8) The equipment used to administer oxygen is removed from the facility when it is no longer needed by the resident.		As accepted in POC 9/26/2023	

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0870 SS= D	Medication Administration-Accuracy & Report - NAC 449.2742 Administration of medication: Responsibilities of administrator, caregiver and employees of facility. 1. The administrator of a residential facility that provides assistance to residents in the administration of medications shall: (a) Ensure that a physician, pharmacist or registered nurse who does not have a financial interest in the facility: (1) Reviews for accuracy and appropriateness, at least once every 6 months the regimen of drugs taken by each resident of the facility, including, without limitation, any over-the-counter medications and dietary supplements taken by a resident; and (2) Provides a written report of that review to the administrator of the facility. (b) Include a copy of each report submitted to the administrator pursuant to paragraph (a) in the file maintained pursuant to NAC 449.2749 for the resident who is the subject of the report. (c) Make and maintain a report of any actions that are taken by the caregivers employed by the facility in response to a report submitted pursuant to paragraph (a).	0870	As accepted in POC 9/26/2023	10/06/2023
0895 SS= D	Administration of Medication Maintenance - NAC 449.2744 Administration of medication: Maintenance and contents of logs and records. (NRS 449.0302) 1. The administrator of a residential facility that provides assistance to residents in the administration of medications shall maintain: (b) A record of the medication administered to each resident. The record must include: (1) The type of medication administered; (2) The date and time that the medication was administered; (3) The date and time that a resident refuses, or otherwise misses, an administration of medication; and (4) Instructions for administering the medication to the resident that reflect each current order or prescription of the resident 's physician.	0895	As accepted in POC 9/26/2023	10/06/2023
0920 SS= D	Medication: Storage - NAC 449.2748 Medication: Storage; duties upon discharge, transfer and return of resident. (NRS 449.0302) 1. Medication, including, without limitation, any over-the-counter medication, stored at a residential facility must be stored in a locked area that is cool and dry. The	0920	Tag 0920 - Medication: Storage - NAC 449.2748 Medication: Storage; duties upon discharge, transfer and return	01/08/2024

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	<p>caregivers employed by the facility shall ensure that any medication or medical or diagnostic equipment that may be misused or appropriated by a resident or any other unauthorized person is protected. Medications for external use only must be kept in a locked area separate from other medications. A resident who is capable of administering medication to himself or herself without supervision may keep the resident ' s medication in his or her room if the medication is kept in a locked container for which the facility has been provided a key. 2. Medication stored in a refrigerator, including, without limitation, any over-the-counter medication, must be kept in a locked box unless the refrigerator is locked or is located in a locked room.</p> <p>Inspector Comments: Based on observation, document review, and interview, the facility failed to ensure resident medications were kept secured in the facility in 1 of 7 resident rooms with a resident self-administering medication (Room #145). Findings include: On 01/08/24, the following resident rooms contained unsecured medications: Room #145 - at 10:33 AM, the self-administering resident was not in the room; however, the self-administering resident's spouse was in the room. A box with Ipratropium Bromide nasal spray, a box with Alka-Seltzer Plus, and a container of Aspercreme were stored in the unlocked bathroom cabinet. The resident's spouse verbalized the room was not always locked when not occupied. At 11:04 AM, the resident was returning to the room and verbalized the room was not always locked when not occupied. On 01/08/24 at 10:33 AM, the Administrator confirmed the medications were unsecured in Room #145 and verbalized staff regularly checked to ensure the doors were locked.. The facility policy titled, "Medication Management," revised 06/09/23 documented, "F. 1. Residents who engage in self-administration of medications may store medications in a secure area in their apartment." Severity: 2 Scope: 1</p>		<p>of resident. (NRS 449.0302)</p> <p>1) How you will correct the specific finding(s) stated in the Statement of Deficiencies;</p> <p>a. DRC visited the resident's apartment and assisted him in placing all of his medications and medical test kits(urinary tests) inside his medication lock box. This resident was re-educated regarding the rules and regulations regarding medication securement inside an Assisted Living facility. Resident expressed understanding and agreed to correct his behavior moving forward. Resident verbalized that he would keep all of his medications and medical test kits inside his medication lock box, at all times, and will lock his apartment door when the apartment is unoccupied.</p> <p>2) What measures or systematic change(s) will be put into place to ensure the deficient practice does not recur;</p> <p>a. An "Acknowledgment of Facility Rules and Regulations" was created and is now included in the move-</p>	

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			<p>in packet. New move-ins are required to review and sign this document. The topic is reviewed with new move-ins and their families at time of physical move-in and periodically, as needed.</p> <p>b. Routine room-checks will be performed on a daily basis by care staff to identify and address non-compliance with this state regulation.</p> <p>3) How the corrective action(s) will be monitored to ensure the deficient practice will not recur;</p> <p>a. Care staff will perform daily room checks for all residents to ensure compliance with this state regulation.</p> <p>b. DRC will perform random room checks for all residents to ensure compliance with this state regulation.</p> <p>4) The title of the person (position) responsible for ensuring the plan of correction is implemented;</p> <p>a. Director of Resident Care and or designee.</p> <p>5) The date the corrective action will be completed;</p> <p>a. This was immediately</p>	

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			<p>addressed with residents and care staff on 1/08/24. Resident and staff education regarding this matter will continue periodically, as needed.</p> <p>6) How you will identify and correct other areas having potential to be affected by the same deficient practice;</p> <p>a. Routine daily room checks will be performed by care staff moving forward. This will be an ongoing process.</p>	
0923 SS= D	Medication: Storage - NAC 449.2748 Medication: Storage; duties upon discharge, transfer and return of resident. (NRS 449.0302) 3. Medication, including, without limitation, any over-the-counter medication or dietary supplement, must be: (a) Plainly labeled as to its contents, the name of the resident for whom it is prescribed and the name of the prescribing physician; and (b) Kept in its original container until it is administered.	0923	As accepted in POC 9/26/2023	10/06/2023
0936 SS= D	Maintenance and Contents of Separate File - NAC 449.2749 Maintenance and contents of separate file for each resident; confidentiality of information. (NRS 449.0302) 1. A separate file must be maintained for each resident of a residential facility and retained for at least 5 years after he or she permanently leaves the facility. The file must be kept locked in a place that is resistant to fire and is protected against unauthorized use. The file must contain all records, letters, assessments, medical information and any other information related to the resident, including, without limitation: (e) Evidence of compliance with the provisions of chapter 441A of NRS and the regulations adopted pursuant thereto.	0936	As accepted in POC 9/26/2023	10/06/2023

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(X4) ID PREFIX TAG 1540 SS= F	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG 1540	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE 08/27/2023
	Cultural Competency Training - R016-20 Section 14.1 1. Pursuant to subsection 1 of NRS 449.103, within 30 business days after the course or program is assigned a course number by the Division pursuant to section 18 of this regulation or within 30 business days of any agent or employee being contracted or hired, whichever is later, and at least once each year thereafter, a facility shall conduct training relating specifically to cultural competency for any agent or employee of the facility who provides care to a patient or resident of the facility so that the agent or employee may: (a) More effectively treat patients or care for residents, as applicable; and (b) Better understand patients or residents who have different cultural backgrounds, including, without limitation, patients or residents who fall within one or more of the categories in paragraphs (a) to (f), inclusive, of subsection 1 of NRS 449.103.		As accepted in POC 9/26/2023	
1700 SS= D	Annual Assessment of History of Each Resident - NRS 449.1845 Administrator of residential facility for groups to conduct annual assessment of history of each resident and cause provider of health care to conduct certain examinations and assessments; placement based on assessment. 1. The administrator of a residential facility for groups shall: (a) Annually cause a qualified provider of health care to conduct a physical examination of each resident of the facility; (b) Annually conduct an assessment of the history of each resident of the facility, which must include, without limitation, an assessment of the condition and daily activities of the resident during the immediately preceding year; and (c) Cause a qualified provider of health care to conduct an assessment of the condition and needs of a resident of the facility to determine whether the resident meets the criteria prescribed in paragraph (a) of subsection 2: (1) Upon admission of the resident to the facility; and (2) If a physical examination, assessment of the history of the resident or the observations of the administrator or staff of the facility, the family of the resident or another person who has a relationship with the resident indicate	1700	Tag 1700 - Annual Assessment of History of Each Resident - NRS449.1845 1) How you will correct the specific finding(s) stated in the Statement of Deficiencies; a. DRC made contact with the resident's primary care provider on 1/08/24 to request that a provider placement determination form be completed for 2024. b. A provider placement determination form was completed and provided by the primary care provider on 1/09/24.	01/09/2024

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	<p>that: (I) The resident may meet those criteria; or (II) The condition of the resident has significantly changed. 2. If, as a result of an assessment conducted pursuant to paragraph (c) of subsection 1, the provider of health care determines that the resident: (a) Suffers from dementia to an extent that the resident may be a danger to himself or herself or others if the resident is not placed in a secure unit or a facility that assigns not less than one staff member for every six residents, any residential facility for groups in which the resident is placed must meet the requirements prescribed by the Board pursuant to subsection 2 of NRS 449.0302 for the licensing and operation of residential facilities for groups which provide care to persons with Alzheimer's disease or other severe dementia. (b) Does not suffer from dementia as described in paragraph (a), the resident may be placed in any residential facility for groups. 3. As used in this section, "provider of health care" has the meaning ascribed to it in NRS 629.031. (Added to NRS by 2019, 2594)</p> <p>Inspector Comments: Based on interview and clinical record review, the Administrator failed to ensure a standard placement determination was completed by a provider annually for 1 of 6 residents (Resident #2). Findings include: Resident #2 Resident #2 was admitted to the facility on 05/01/20, with a diagnosis of Alzheimer's disease. Resident #2's clinical record documented a Physician Placement Determination had been completed on 02/02/22. A physician's progress note dated 08/31/22, and 01/23/23, documented a diagnosis of Alzheimer's disease. On 01/08/24 at 10:51 AM, the Wellness Director confirmed a Physician Placement Determination had not been completed annually for Resident #2 and the facility was only completing a Physician Placement Determination upon admission. Severity: 2 Scope: 1</p>		<p>2) What measures or systematic change(s) will be put into place to ensure the deficient practice does not recur;</p> <p>a. Over the next 4-8 weeks, DRC will request and obtain an updated provider placement determination form for every resident for the year 2024.</p> <p>3) How the corrective action(s) will be monitored to ensure the deficient practice will not recur;</p> <p>a. DRC and lead care staff will use a tickler form to monitor and document receipt of annual provider placement determination forms.</p> <p>4) The title of the person (position) responsible for ensuring the plan of correction is implemented;</p> <p>a. Director of Resident Care or designee.</p> <p>5) The date the corrective action will be completed;</p> <p>a. Corrective action for the specific finding was completed on 1/09/24. DRC will obtain updated provider placement determination</p>	

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			forms for every resident by 4/01/24. 6) How you will identify and correct other areas having potential to be affected by the same deficient practice; a. Since DRC and facility staff is not always made aware when dementia/cognitive impairment is mentioned in the medical records, DRC will obtain provider placement determination forms for all Assisted Living residents on an annual basis moving forward, regardless of dementia/cognitive impairment diagnosis.	
1830 SS= F	Infection Control Required Training	1830	As accepted in POC 9/26/2023	10/30/2023