

**Department of Inspections, Appeals, and Licensing
Health & Safety Division
Citation**

Citation Number #10813		Report date May 20, 2025		
Facility name Accura Healthcare of Pleasantville		Survey dates April 28, 2025 - May 8, 2025		
Facility address 909 North State Street				
City Pleasantville, IA 50225		CP		
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction Date
58.43	<p>481—58.43(135C) Resident abuse prohibited. Each resident shall receive kind and considerate care at all times and shall be free from mental, physical, sexual, and verbal abuse, exploitation, neglect, and physical injury.</p> <p>DESCRIPTION</p> <p>Based on observations, health record review, review of resident's trust statements, purchased items receipts, staff interviews, and policy review, the facility staff failed to properly handle resident's funds for 1 of 3 (Resident #30) residents reviewed. The facility reported a census of 45.</p> <p>Findings include:</p> <p>Review of Resident #30's Annual Minimum Data Set (MDS) dated 4/3/25 revealed a Brief Interview for Mental Status (BIMS) score of 00 indicating severe cognitive impairment and diagnoses of hypertension, Non-Alzheimer's Dementia, Anxiety Disorder, Schizophrenia, and speech disturbances.</p> <p>Review of Resident #30's Electronic Health Record (EHR) indicated on 4/3/25 Resident #30's height measured 64" (5' 4") and weighed 183.2 pounds on 5/5/25.</p>	Class II	\$500.00	Upon Receipt

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	<p>On 4/30/25 3:21 PM, Staff Q, Certified Nurse’s Aide (CNA) reported in an interview, on 12/1/24 Staff R, former Assistant Administrator, used Resident #30's trust to purchase items for Resident #30. Staff Q, verbalized concerns of purchased items being stolen by Staff R, reporting after Staff R purchased items for Resident #30, bagged items were brought to the facility and placed under the nurse's desk, no receipt was provided to the CNA's for the purchased items to be checked in by comparing the items to the receipt and no signatures were provided on the receipt to validate purchased items were delivered to Resident #30. Staff Q also reported these items were still in bags at the nurse’s station on 12/20/24.</p> <p>Review of facility provided Abuse Investigation revealed on 12/9/24 at 7:01 PM, Staff I, Registered Nurse (RN) reported to the facility Administrator she had received allegations that Staff R, former Assistant Administrator, had purchased items for herself using Resident #30's trust. The facility's Abuse Investigation noted action taken by the facility included investigating the allegation by checking receipts. The credit card was not working at the time of the purchases, checks were used. The documented follow up actions taken by the facility noted when reviewing receipts and resident's room items were accounted for. The credit card was not used for transactions. The items that were</p>			

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	<p>supposedly purchased like a queen bed set and brown hair dye were not on the receipt, all hair dyes were accounted for. Checking account transaction statements and photo copies of three partial receipts were provided with the facility's Abuse Investigation documents. First receipt totaled \$573.41 timestamped 11/30/24 at 10:32 PM, the second receipt totaled \$124.61 timestamped 12/1/24 at 12:27 PM, and third receipt totaled \$514.49 timestamped 12/1/24 at 12:26 PM. Review of the Checking account transactions statement indicated Walmart transaction 12/3/24 for \$514.49, Walmart transaction 12/3/24 for \$124.61, the transaction for \$573.41 was not indicated on the transactions statement. The Summary/Conclusion of the investigation revealed the date of incident as 12/9/24, date of the follow up as 12/10/24, person involved as Staff R and nature of incident as possible theft. The facility's Abuse Investigation was signed by the facility Administrator on 12/10/24.</p> <p>Review of Staff R's, former Assistant Administrator, Employee Record revealed the following: 1. Education Form: I have been presented with education. My signature verified that I have read, understand, and agree to abide by the Nursing Facility Abuse Prevention, Identification, Investigation and Reporting Policy. Signed by Staff R</p>			

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	<p>on 9/25/24.</p> <p>2. Background check document, background check completed as of 5/17/22</p> <p>3. Iowa Department of Health and Human Services, Dependent Adult Abuse Mandatory Reporter Recertification Training completed on 2/12/24</p> <p>4. Employee Corrective Action Form, Final Written Warning dated 12/18/24. Incident/Infraction on 12/11/24, an employee from Accura HealthCare of Pleasantville contacted Facility Administrator to share their concerns directly related to Staff R, Assistant Administrator, and text message between the two. In the provided text conversation, Staff R was identified as sending messaging indicating that Staff R was "padding her paycheck" as well as messages that are not professional and reflect negatively for Accura HealthCare of Pleasantville given the leadership position that Staff R upholds. During the investigation, it was also identified that Staff R broke confidentiality and shared information that should remain confidential. Expectations Moving Forward, Staff R is to remain respectful and professional when interacting with team members. Staff R needs to remember that she is in a leadership position and must conduct herself as such. She will maintain confidentiality in all areas including medical, personnel, and similar information. Document signed by Staff R on 12/18/24.</p>			

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	<p>In a confidential staff interview on 5/1/25 at 9:37 AM, staff member verbalized being aware of the facility's investigation related to Resident #30's and Resident #9's purchased items. Staff member stated the Walmart bags with resident's items sat at the nurse's station for weeks. Staff member stated, CNAs and nurses had asked multiple times for the receipts so the items could be given to the residents they were purchased for. Staff member verbalizes frustration with administrative staff due to the investigation being "completed" but the items that were part of the investigation were still in the Walmart bags under the desk at the nurse's station. Staff member was able to provide a picture on her phone that showed approximately 3-5 Walmart bags with items that appear to be clothes in them under the desk at the nurse's station. Staff member was able to show a time stamped date and time picture was taken revealing 12/13/24 at 10:04 PM.</p> <p>During an interview on 4/30/25 at 5:26 PM, the facility Administrator stated the provided investigation documents are the facility's completed investigation, it was an internal investigation and she did not report the abuse allegations to Iowa Department of Inspections Appeals and Licensing (DIAL). Facility Administrator stated during her investigation, she had independently checked the receipts for Resident #9 (receipt total \$124.61 and \$573.41) with the items</p>			

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	<p>purchased and all items were there.</p> <p>Review of facility provided trust statements, dated October 2024 through March 2025, for Resident #30 indicated a Resident Shopping transaction posted on 12/23/24 for \$514.49.</p> <p>On 4/30/25, the facility Administrator provided a receipt for Resident #30's purchased that were made on 12/1/24 for \$514.49, the receipt provided was the same copy provided in the facility's Abuse Investigation. The receipt failed to indicate where the purchases had been made (top portion of receipt), unable to identify if all purchased items were shown on copy of the receipt, and the copy of the receipt failed to indicate signatures of purchaser, resident and/or staff to validate items purchased.</p> <p>During an interview on 4/30/25 at 11:25 AM the Business Office Manager revealed the Activities Director goes shopping once a month for residents. The residents will let the Activities Director know their needs and the items are added to the list. If items are needed at other times of the month the Activities Director will try to get these items for them. When the items are purchased, the receipt is signed by the resident or two staff members as the items are identified and given to the resident. The Business office Manager, stated the only ones</p>			

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	<p>(residents) that spend money are the ones that are able to verbally let us know what they need.</p> <p>In an interview on 4/30/25 at 12:54 PM facility Activities Director stated she started working at the facility on 11/25/24. Her position also includes some Social Services duties, Activity Assessments for residents and inventory of resident belonging. When purchasing items for residents she takes the debit card to the store on the second Wednesday of the month to purchase for residents. She has a form that is filled out with the items residents are requesting. If a resident is non-verbal or unable to communicate needs, the CNA's (Certified Nursing Assistants) will provide a list of items needed for that resident along with sizes. After purchasing items, the receipt is given to the Business Office Manager or the Administrator if the Business Office Manager is not available. When returning to the facility with the purchased items, they are distributed to the resident. The sheet and/or receipt is signed by the Activities Director and resident. If the resident is not able to sign, the CNA that helps distribute the items will sign. She has also shopped on Amazon with residents and their items are delivered to the facility. If making a purchase on Amazon, the Activities Director will sit with the resident to shop, print off the invoice, then give the invoice to the Business Office Manager. Often when residents need to spend down the resident</p>			

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	<p>will sit at the desk with the Activities Director and order on Amazon. When a resident has a guardian, Power of Attorney (POA) or representative that person is contacted, they will either purchase items for the resident and deliver to the facility or notify the Activities Director of items to purchase. Activities Director stated she does an inventory of resident's items on admission to the facility, inventories what she is able after purchases but items may be purchased or brought in by family members or visitors, if she is not made aware of these items they may not be added to the resident's inventory sheet.</p> <p>On 4/30/25 at 5:05 PM an email was sent to the facility Administrator requesting Resident #30's original receipt in the amount of \$514.49, indicating where the items were purchased and providing the signatures of the employees and/or Resident #30 verifying the purchased items.</p> <p>During an interview 4/30/25 at 5:15 PM facility Administrator stated these purchases for residents, including Resident #30 were made as their trust accounts needed to be spent down and she was unaware of where the original receipts were but that she still communicated with Staff R and would try to contact her to see if she knew where the receipts could be located.</p>			

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	<p>On 5/1/25 at 6:51 AM the facility Administrator communicated via email stating, attached to the email were copies of receipts, including Resident #30's. With a new office manager, we were not sure where the originals were filed but I went to Walmart last night and they were able to reprint these for me. As per our communication last night, I mentioned we were doing spend downs for residents at this time.</p> <p>On 5/1/25 at 10:28 AM The facility Administrator stated she was notified at 7:00 PM on 12/9/24 that Staff I, RN was notified of allegations against Staff R, former Assistant Administrator. Staff R, was scheduled off the next day (12/10/24) and was not placed on suspension due to the investigation being completed at a time she was already out of the facility. At the time of the purchases Staff R, was doing the spend down for the residents, she had previously been in the Activities Director position and was familiar with the resident's preferences. Previously when spending down for residents that are unable to make their needs known, a meeting would take place with other staff members and CNAs to discuss the resident's needs and items residents would enjoy. The facility Administrator confirmed the residents that were purchased for on 11/30/24 and 12/1/24 were not cognitively able to identify and express their wants and needs. She (facility Administrator) also stated the Police</p>			

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	<p>Department was not notified as there was no missing money.</p> <p>In an interview with Staff R, former Assistant Administrator on 5/6/25 at 9:34 AM, Staff R verbalized her position at the facility as Business Office Administrative Assistant. She started working at the facility May 2022 and left January 2025, resigning due to family reasons. Staff R stated she was aware there was an internal investigation be conducted by the facility Administrator related to purchases for Resident #30 and Resident #9. She was made aware of the investigation when she got to work one morning in early December, but was unable to recall the exact date. Staff R, stated she was not suspended during the investigation and was in the facility, but couldn't have access to resident's trust accounts. She was not able to recall how long the investigation lasted but stated it was not the full day. Staff R revealed, during the investigation she was with the facility Administrator and helped go through the resident's belongings and helped identify the items. Staff R stated the facility Administrator and herself went through both Resident's (#30 and #9) and identified all items on the receipts. Staff R, stated she was not always the one to make purchases, it was normally done by the Activity Director. She couldn't remember, at the time of the purchases there either wasn't an Activity Director or she was new and not able to</p>			

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	<p>make the purchases. Staff R, stated the way she had always done the purchasing included making sure the funds for the resident were available, purchase the items, label the items with the resident's initials, then bring the items to the facility and the CNA's would put the items away. The CNA's are supposed to inventory the items with the receipts and get two signatures, for Resident #30 and Resident #9 two staff signatures would have been needed. Staff R recalled purchasing the items on the weekend and keeping them in her car until she returned to work the following Monday. Staff R stated the items for Resident #30 and Resident #9 were brought in sacks labeled with the resident's initials to the nurse's station and she asked the CNA's to put the items away. Staff R stated she was not aware if the receipts had been signed by anyone. She was not able to recall clothing sizes purchased or identified during the investigation for Resident #30 or Resident #9.</p> <p>A follow up Interview 5/6/25 at 10:05 AM, facility Administrator stated while conducting the facility's Abuse Investigation she could not recall interviewing staff members related to the purchased items for Resident #30 or Resident #9. She stated when she conducted the investigation she reviewed all three receipts finding all the purchased items comparing them to the receipts independently without the help of any staff</p>			

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	<p>members. During the follow up interview, at 10:08 AM, the facility Administrator's personnel cell phone (sitting face up on her desk) started ringing with Staff R's name showing on the screen, but the facility Administrator declined the call and continued with the interview.</p> <p>Review of the facility provided, re-printed receipts from Walmart, revealed all purchased items were legible and Staff R, former Assistant Administrator's, authorization signature from time of electronic purchase were on the receipts.</p> <p>On 5/1/24 the provided receipts were uploaded by transaction number onto the Walmart website identifying the specific items, quantity, colors, and sizes purchased. Purchases on Resident #30's receipt totaling \$514.49 included the following items:</p> <ol style="list-style-type: none"> 1. Joyspun Women's and Women's Plus Plush Sleep Jogger Pants (gray, pink plaid, size Small) \$9.98 2. Joyspun Women's Velour Notch Collar Top and Pants Pajama Set, 2-piece (red plaid, size 2X) \$19.98 3. Joyspun Women's and Women's Plus Plush Sleep Jogger Pants (gray, pink plaid, size 2X) \$9.98 4. Joyspun Women's Long Sleeve Tee and Jogger Pants Pajama set, 2-Piece (green top, gray Christmas pant, size 2X) \$12.98 5. Joyspun Women's Long Sleeve Tee and Jogger Pants Pajama set, 2-Piece, (gray top, green 			

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	<p>Christmas pant, size 2X) \$12.98</p> <p>6. Joyspun Women's Long Sleeve Tee and Jogger Pants Pajama set, 2-Piece (black top, black with teddy bear pant, size 2X) \$12.98</p> <p>7. Time and Tru Women's High-Rise Ankle Knit Leggings, 27' inseam (black, size XL) \$4.48</p> <p>8. Time and Tru Women's High-Rise Ankle Knit Leggings, 27' inseam (black, size XL) \$4.48</p> <p>9. Time and Tru Women's High-Rise Ankle Knit Leggings, 27' inseam (gray, size XL) \$4.48</p> <p>10. Joyspun Women's Hacci Knit Jogger Sleep Pants, 29" inseam (pink, blue, yellow plaid, size Medium) \$8.43</p> <p>11. Time and Tru Women's High-Rise Ankle Knit Leggings, 27' inseam (gray, size XL) \$4.48</p> <p>12. Joyspun Women's Hacci Knit Jogger Sleep Pants, 29" (red, green, white plaid, size Small) \$8.43</p> <p>13. Time and Tru Women's and Women's Plus Zip up fleece jacket with hood (green, size XL) \$13.00</p> <p>14. Time and Tru Women's and Women's Plus Zip up fleece jacket with hood (navy, size XL) \$13.00</p> <p>15. Time and Tru Women's Quilted Fleece Pullover (dark green, size XL) \$17.98</p> <p>16. Time and Tru Women's and Women's Plus Zip up fleece jacket with hood (pink, XL) \$13.00</p> <p>17. Joyspun Women's Velour Notch Collar Top and Pants Pajama Set, 2-piece (gray, pink plaid, size Medium) \$19.98</p> <p>18 Time and Tru Women's Quilted Hoodie with Long Sleeves, (green, size XL) \$17.98</p>			

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	19. Fruit of the Loom Women's Tank Style Cotton Sports Bra, 3-pack (white, black, gray, size 42) \$14.94 20. Avia Women's Performance Cushioned Low-Cut Sock, 10 pack (black, size 4-9) \$9.97 21. Avia Women's Performance Cushioned Low-Cut Sock, 10 pack (black/grays, size 4-9) \$9.97 22. Gimme Fine Fit Ponytail Holder Hair Tie, Black 20ct \$3.28 23. Scunci Mini Washable Scrunchie Hair Ties, Black, 6ct #3.46 24. Goody Fabric Covered Headbands, Assorted neutral colors, 3ct \$4.48 25. Mainstay Abby Microfiber Quilt, Full/Queen-Reversible (blues, pink, cream floral) \$24.97 26. Mainstay Cozy textured Plush Throw Blanket, Purple, 50"x 60" \$8.46 27. Dearfoams Cozy Comfort Women's waffle and Terry Moccasin Slippers (black, size 7/8) \$14.00 28. Dearfoams Cozy Comfort Women's quilted jersey Clog (gray, size 9/10) \$14.00 29. Reebok Women's and Women's Plus After Class Crewneck Sweatshirt (black, size Medium) \$21.98 30. Reebok Women's and Women's Plus After Class Joggers (black, size Medium) \$21.98 31. Reebok Women's and Women's Plus After Class Crewneck Sweatshirt (blue, size Large) \$21.98 32. Athletic Works Women's Petite Stretch Cotton Blend Straight Leg Pants (black, size XL) \$12.98 33. Reebok Women's and Women's Plus After Class			

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	<p>Joggers (white, size XSmall) \$21.98 34. Mainstays Cozy Plush Throw Blanket, Multicolor abstract Leopard 50"x 60" \$5.96 35. Olay Moisture Ribbons Women's body Wash, Shea+Lavender Oil, 18 fl oz (purple bottle) \$6.97 36. Olay Moisture Ribbons Women's body Wash, Shea and Blue Lotus, 18 fl oz (blue bottle) \$6.97 37. Olay Moisture Ribbons Women's body Wash, Shea+Lavender Oil, 18 fl oz (purple bottle) \$6.97 38. Olay Moisture Ribbons Women's body Wash, Shea+Lavender Oil, 18 fl oz (purple bottle) \$6.97 39. Mainstay 5 piece Reversible Bed in a Bag Comforter Set with sheets, Floral, Twin-XL (purple, orange,yellow,blue, pink flowers) \$29.96</p> <p>On 5/05/25 at 11:21 AM observation of Resident #30's room and closet, revealed clothing sized XL, a purple throw blanket and Bed in Bag bedding set in original packaging on the shelf of Resident #30's closet. On the floor a basket held multiple pairs of shoes, slippers were not observed but noted shoes size 8. Resident #30's bed was made with a red and white snowflake fleece blanket.</p> <p>During an interview on 5/5/25 at 1:24 PM Staff M, CNA stated she works with Resident #30 often and is familiar with her cares and needs. Resident #30 does walk with a walker and is confused most of the time. Staff M, CNA states she often assists Resident #30 with her showers and daily cares like getting</p>			

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	<p>dressed or changing her clothes. Staff M, CNA stated Resident #30's clothes are sized XL's and there might be a few random 2XL. Staff M, CNA stated she was not aware of Resident #30 having any slippers and that she does not wear slippers, she wears the gripper socks.</p> <p>During an interview on 5/5/25 at 1:43 PM Staff S, CMA stated Resident #30 wears sizes XL or 2XL clothes and is aware of bedding she had received including a Bed in a Bag set and a soft throw blanket.</p> <p>During an interview on 5/5/25 at 1:42 PM, Staff K, CNA stated she had worked at the facility on and off for the past 10 years and knows the residents very well. Staff K, CNA stated Resident #30 is a bit bigger on top and wears XI-XXL size clothes. Resident #30 walks with a walker and tends to shuffle her feet when she walks so she wears gripper socks. If Resident #30 were to wear slippers, it wouldn't be safe. Since she shuffles her feet so much she could end up tripping or cause herself to fall. Staff K stated Resident #30 had not received any other blankets or throws she was aware of other than a bedding set and purple blanket she has not used. Staff K verified when items are purchased for a resident and brought back, somebody has to go through the bag, compare the items with the receipt, and sign the receipt to confirm all items</p>			

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	<p>were there.</p> <p>In a follow up interview on 5/8/25 at 10:05 AM, Staff R, former Assistant Administrator, stated her employment at the facility as the Activities Director in May 2022, due to family health concerns she took a leave of absence for a period of time then returned to the facility. When she returned to the facility her designated duty was staffing coordinator, from this position she became the Provisional Administrator in January 2023 until April 2024 when the current facility Administrator started. From the Provisional Administrator position she was assigned as the Business Office Manager. Staff R stated her duties as the Business Office Manager included helping with billing and resident trust statements, posting payments, staffing, new hire orientation, assisting with new resident admissions and helping the facility Administrator get started in her position. Staff R stated for the purchases made on 11/30/24 and 12/1/24, she had been designated to purchase items for residents as she had prior experience doing this in the Activities Director position and she had been notified by the Corporate Office of the residents that needed their trust account spent down. The Activities Director at that time had been hired, but had not started in her position yet. Staff R stated the process for purchasing items for residents was first to verify the funds are available, then go purchase the requested</p>			

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	<p>items. When purchasing for more than one resident the items need to be kept separate and paid for individually by the resident. At the time of these purchases the debit card had not been working, so Staff R returned to the facility to get the facility checkbook. After the items are purchased, the items are labeled with the resident's initials then the CNAs would assist with inventorying and putting the resident's items away. Staff R would keep the copies of the purchase receipts and post the charges to the resident's account. Staff R was able to recall she had shopped for Resident #30 and Resident #9 on Saturday 11/30/24 and Sunday 12/1/24. Staff R verified the re-printed receipts provided by the facility Administrator, indicating the electronic signature on the receipt was hers. Staff R recalled purchasing bedding, blankets, throws, night gowns, pajama sets, pants, and tops for the residents. She stated the sizes for Resident #30 and Resident #9 ranged from Large to XXL. After the items were purchased Staff R stated she had gone back home leaving the items in the trunk of her car. When she returned to work on Monday (12/2/24) the purchased items were brought into the facility. Staff R stated she had labeled the plastic bags with the resident's initials and delivered them to the nurses' stations. She stated not being able to recall the number of bags she had brought into the facility. Staff R, acknowledged the provided picture of the Walmart bagged items at the nurse's</p>			

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	<p>station, stating the items in the bag appeared to be the same color schemes of the items she had purchased for Resident #30 and Resident #9. Staff R stated she was off from work on Monday 12/9/24 but had worked from home due to being ill. On Tuesday 12/10/24 upon returning to work she was made aware of the investigation related to the allegation of items being stolen from residents she had purchased items for. Staff R stated on Tuesday 12/10/24 she assisted the facility Administrator with the investigation by physically pointing out the items that had been purchased compared to the purchase receipts and everything was accounted for. Staff R reviewed and verified the Walmart documents that indicated the items purchased with pictures, descriptions, quantity, sizes and prices. When reviewing the sizes of the items purchased, Staff R could not recall what size items she had purchased and stated she was not sure why there would have been the smaller sizes. Staff R stated after the purchased items were delivered to the resident, it was never brought to her attention of any items that may have not been to correct sizes.</p> <p>On 5/8/25 at 11:50 AM, Regional Director of Operations verbalized concerns related to the on-site investigation being conducted by the Iowa Department of Inspections Appeals and Licensing (DIAL) related to the items purchased and facility's Abuse investigation for Resident #30. Receipts</p>			

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Facility Administrator

Date

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	<p>indicating the purchased items with their sizes for Resident #30, and Resident #9 was reviewed by the Regional Director of Operations. She acknowledged the sizes indicated on Resident #30's receipt, stating the receipt may be inaccurate and would find the items indicated. Copies of the receipts with pictures, item description and sizes, as well as a list of the items that indicated discrepancies in the sizes Resident #30 wears was provided to the Regional Director of Operations and the facility Administrator. The provided list included the following items:</p> <ol style="list-style-type: none"> 1. Joyspun Women's and Women's Plus Plush Sleep Jogger Pants (gray, pink plaid, size Small) 2. Joyspun Women's Hacci Knit Jogger Sleep Pants, 29" inseam (pink, blue, yellow plaid, size Medium) 3. Joyspun Women's Hacci Knit Jogger Sleep Pants, 29" (red, green, white plaid, size Small) 4. Joyspun Women's Velour Notch Collar Top and Pants Pajama Set, 2-piece (gray, pink plaid, size Medium) 5. Reebok Women's and Women's Plus After Class Crewneck Sweatshirt (black, size Medium) 6. Reebok Women's and Women's Plus After Class Joggers (black, size Medium) 7. Reebok Women's and Women's Plus After Class Crewneck Sweatshirt (blue, size Large) 8. Reebok Women's and Women's Plus After Class Joggers (white, size XSmall) 			

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	<p>Review of documents received on 5/12/25 at 1:04 PM, facility Administrator identified Residents #30 and Resident #9's items compared to purchase receipt, the Items of discrepancy (sizes xsmall, small, medium, large) identified for Resident #30 included the following:</p> <ol style="list-style-type: none"> 1. Reebok jogger pants, cream size XL 2. Reebok crewneck sweatshirt, cream, size XL 3. Reebok crewneck sweatshirt, burgundy, size XL 4. Reebok jogger pants, dark gray, size XL <p>Continued review of provided documents, received by the facility Administrator, revealed the following items listed on Resident #9's purchase receipt that the facility was unable to identify.</p> <ol style="list-style-type: none"> 1. Reebok Women's and Women's Plus After Class Joggers (cream, size XL) 2. Reebok Women's and Women's Plus After Class Crewneck Sweatshirt (cream, size XL) 3. Reebok Women's and Women's Plus After Class Crewneck Sweatshirt (burgundy, size XL) 4. Reebok Women's transition jogger (dark gray, size XL) <p>The reviewed documents failed to provide the items of discrepancy.</p> <p>Review of facility provided Job Description: Assistant Administrator, revision date 3/22/24, stated the following:</p>			

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	<p>Job Summary: The Assistant Administrator reports to and works collaboratively with the Area Executive Director or Executive Director (ED) supporting the day-to-day functions of the facility in accordance with current federal, state, and local standards, guidelines and regulations that govern skilled nursing facilities to assure that the highest degree of quality care can always be provided to our residents. Follows all established policies and procedures to include nursing care procedures, safety regulations, human resources policies, departmental policies, and procedures, assuring that quality resident care and an effective operation can be Maintained.</p> <p>Essential Job Functions:</p> <ol style="list-style-type: none"> 1. With the support of the ED, the Assistant Administrator leads the facility staff in developing and working from a business plan that focuses on all aspects of facility operations, including setting priorities and job assignments. 2. Monitor Human Resources to ensure compliance with employment laws, company policies, and to ensure practices maintain high morale and staff retention, including effective communication, prompt problem resolution, and a proactive work environment. 3. Develop positive relationships on behalf of the company with government regulators, residents, tenants, families, area healthcare providers, 			

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	<p>physicians, and the community.</p> <p>4. Manage facility budgets and business practices to include labor costs, payables, and receivables.</p> <p>5. Ensure a marketing strategy for the facility is developed and implemented that reflects service opportunities, completion, potential market area changes, and maximizes census, payer mix, and ancillary revenues.</p> <p>6. Support the facility QA committee and ensure compliance with regulations for state of operation.</p> <p>7. Monitor each department ' s activities, communicate policies, evaluate performance, provide feedback, assist, and observe, coach and discipline as needed.</p> <p>8. Develop an environment that allows for creative thinking, problem solving, and empowerment in the development of the facility management team.</p> <p>9. Oversee and conduct regular rounds to monitor delivery of nursing care, operation of support departments, cleanliness and appearance of the facility, morale of the staff, and ensure resident and tenant needs are being addressed.</p> <p>10. Exhibit positive customer service both to internal and external customers through the ongoing support and implementation of customer service initiatives and business objectives.</p> <p>11. Utilize survey and customer satisfaction information to address areas of importance.</p> <p>12. Ensure consultants and other support resources</p>			

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	<p>are appropriately utilized, all staff are appropriately trained, and a high level of interdepartmental teamwork is maintained.</p> <p>13. Ensure the building and grounds are appropriately maintained and that equipment and work areas are clean, safe, and orderly, and any hazardous conditions are timely addressed.</p> <p>14. Knowledge and adherence to safety/disaster preparedness plan.</p> <p>15. In-person attendance is an essential function of this position.</p> <p>16. All other duties as needed.</p> <p>Code of Conduct: Must adhere to the Company's Code of Conduct policy including documentation and reporting responsibilities.</p> <p>Review of facility provided Nursing Facility Abuse Prevention, Identification, Investigation and Reporting Policy updated 10/19/22 stated the following: As members of the Accura team, we all embrace our mission statement "...to be partners in care and family for life." As we strive to deliver on our mission, we will do this by adhering to our values of trust, integrity, accountability, commitment, and kindness.</p> <p>All Residents have the right to be free from abuse, neglect, misappropriation of resident property, exploitation, corporal punishment, involuntary</p>			

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	<p>seclusion, and any physical or chemical restraint not required to treat the resident’s medical symptoms.</p> <p>1. Exploitation of a dependent adult. "Exploitation" means a caretaker knowingly obtains, uses, endeavors to obtain to use or who misappropriates a dependent adult's funds, assets, medications, or property with the intent to temporarily or permanently deprive a dependent adult of the use, benefit, or possession of the funds, assets, medication, or property for the benefit of someone other than the dependent adult.</p> <p>2. "Misappropriation of Resident property" means the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a Resident's belongings or money without the Resident's consent. This includes misappropriation or diversion of resident medications.</p> <p>Review of facility provided Resident Trust Fund Policy, updated 3/15/24, stated the following: Resident Shopping: If shopping for a resident, first verify the funds are available and do not go over the available funds. Then the funds need to be withdrawn from the trust account (either by check or debit card). The resident must sign the receipt of the items purchased along with the staff member assigned to make the purchase. A receipt must accompany every transaction.</p>			

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	FACILITY RESPONSE			

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Facility Administrator

Date