STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	N046102	A. BUILDING: _____ B. WING _____	R 05/03/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
THE SHERIDAN AT OVERLAND PARK	10300 INDIAN CREEK PARKWAY OVERLAND PARK, KS 66210

(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
{S 000}	INITIAL COMMENTS The following citations are the result of a revisit for licensure conducted on 4/30/18, 5/1/18 and 5/2/18 at the above named assisted living facility in Overland Park, KS.	{S 000}		
{S3110} SS=F	26-41-203 (a) Range of Services (a) Range of services. The administrator or operator of each assisted living facility or residential health care facility shall ensure the provision or coordination of the range of services specified in each resident ' s negotiated service agreement. The range of services may include the following: (1) Daily meal service based on each resident's needs; (2) health care services based on an assessment by a licensed nurse and in accordance with K.A.R. 26-41-204; (3) housekeeping services essential for the health, comfort, and safety of each resident; (4) medical, dental, and social transportation; (5) planned group and individual activities that meet the needs and interests of each resident; and (6) other services necessary to support the health and safety of each resident. This REQUIREMENT is not met as evidenced by: K.A.R 26-41-203 (a)(6) The facility reported a census of 67 residents. The sample included 7 residents. Based on interview and record review for 4(#1431, 1433,	{S3110}		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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{S3110}	Continued From page 1 1434,1436) sampled resident and 18 (#1437, 1438, 1439, 1440, 1441, 1442, 1443, 1444, 1445, 1446, 1447, 1448, 1449, 1450,1451, 1452, 1453, 1454) non-sampled residents, the administrator failed to ensure the provision or coordination of the range of services specified in each resident's negotiated service agreement including other services necessary to support the health and safety of each resident. Findings included: - Interview on 4/30/18 at 2:30pm with facility administrator #A when asked what interventions to the long call light response time have been made, he/she stated [company for call system] is in facility today to do the upgrade of the system which will make it so staff must be within 5-7 feet of the resident to clear the call light. This "Clear at the source" function will function later today. He/she stated night shift staffing was also increased by one member, and an in-service was conducted with staff. Staff in-service report for April 25 and 26, 2018 recorded: a. The expectation is that all call lights are answered within 7 minutes. b. When an alert comes to the phone, if you assign it to yourself, you are taking responsibility for answering the light. If you get busy and can't get to the call within a few minutes, you must RESET the call so another aide can answer it. And communicate via the walkies. c. The call cannot be cleared without laying	{S3110}		

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{S3110}	Continued From page 2	{S3110}		

eyes on the resident.

d. The new upgrade will require your phone to touch the resident's wrist before the call is cleared.

e. Administration will review the calls daily, and any call that goes longer than 7 minutes will be questioned.

[company for call system] release notes for April 16, 2018 recorded system if enabled, the "clear at Source" feature will allow staff members to clear emergency call only when their iPod/iPhone is near the resident's wearable.

Interview on 5/1/18 at 10:35am with confidential resident stated call light response time has improved during the week, but the weekend is bad.

Resident record #1431 recorded admission date of 4/16/18 with diagnoses of: Hypertension, hyperlipidemia, gastroesophogeal reflux disease, rib fracture, falls, scoliosis, kyphosis, osteoarthritis, anemia, depression, anxiety, hypothyroidism, and vitamin D deficiency.

Functional Capacity Screen dated 4/17/18 recorded resident required assistance with dressing, walk mobility and management of medications and treatments. Resident is at risk/has a history of falls. No cognition problems.

Negotiated Service Agreement/ Health Care Service Plan dated 4/17/18 recorded resident to receive staff assistance with dressing, walk/mobility and care giver to administer medications. Resident has a history of falls in the

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{S3110}	Continued From page 3	{S3110}		

past 6 months, staff will help intervene.

72-hour observation notes recorded: 4/30 [18] "Fell at 7:45 [spouse] upset that it took so long for someone to get to the room ...." Signed by licensed nurse #C.

Interview on 5/1/18 at 10:58am with resident #1431 stated he/she fell yesterday, "It took them half an hour to get me up."

Facility call light system response time records for 4/30/18 at 7:43am recorded resident activated call light. Call light was cleared at 8:39am, 56 minute 36 second response time. Responded/cleared by facility housekeeping staff #D.

Interview on 5/1/18 at 1:15pm with licensed nurse #B stated fall is still under investigation at this time. He/she stated housekeeper #D called for help, certified staff #E responded and was unable to locate certified staff #F to assist with resident although he/she was called on the walkie talkie. Facility administrator #A confirmed responding staff was a housekeeper and can respond to and clear call lights. He/she stated he/she was notified on his/her phone at home at 8:15am stating staff was looking for certified staff #F, at 8:17am he/she was notified that certified staff #F was "on his/her way". Time line confirmed a response time to assist resident over 30 minutes

Review of facility call light system response time records for April 29 and 30, 2018 recorded 41 additional times call response time for residents exceeded 20 minutes:

Sunday, 4/29/18:

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{S3110}	Continued From page 4	{S3110}		

resident #1446: call light activated (CLA) at 7:48am, cleared at 8:15am. Response time (RT) 1 hour 8 minutes.
resident #1439: CLA at 7:12am, cleared at 8:19am. RT 1 hour 7 minutes.
resident #1452: CLA at 7:18am, cleared at 8:14am. RT 55 minutes.
resident #1431: CLA at 7:48am, cleared at 8:15am. RT 27 minutes.
resident #1451: CLA at 7:49am, cleared at 8:12am. RT 22 minutes.
resident #1447: CLA at 7:54am, cleared at 8:18am. RT 23 minutes.
resident #1431: CLA at 8:38am, cleared at 9:08 am. RT 30 minutes.
resident #1443: CLA at 8:48am, cleared at 9:38am. RT 50 minutes.
resident #1439: CLA at 8:49am, cleared at 9:38am. RT 49 minutes.
resident #1431: CLA at 9:14aam, cleared at 11:01am. RT 1 hour 47 minutes.
resident #1442: CLA at 9:15am, cleared at 9:41am. RT 25 minutes.
resident #1441: CLA at 9:42am, cleared at 10:06am. RT 24 minutes.
resident #1440: CLA at 11:05am, cleared at 12:03am. RT 57 minutes.
Resident #1439: CLA at 11:26am, cleared at 12:05pm. RT 39 minutes.
Resident #1438: CLA at 12:55pm, cleared at 1:35pm. RT 40 minutes.
Resident #1431: CLA at 1:00pm, cleared at 1:55pm. RT 54 minutes.
Resident #1437: CLA at 1:10pm, cleared at 1:36pm. RT 26 minutes.
Resident #1439: CLA at 1:18pm, cleared at 2:03pm. RT 44 minutes.
Resident #1435: CLA at 1:36pm, cleared at 2:05m. RT 29 minutes.
Resident #1447: CLA at 2:52pm, cleared at

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3:17pm. RT 25 minutes.
Resident #1437: CLA at 4:48pm, cleared at 5:28pm. RT 39 minutes.
Resident #1449: CLA at 5:07pm, cleared at 5:41pm. RT 34 minutes.
Resident #1450: CLA at 6:20pm, cleared at 6:46pm. RT 26 minutes.
Resident #1442: CLA at 8:45pm, cleared at 9:18pm. RT 32 minutes.
Resident #1446: CLA at 8:58pm, cleared at 9:39pm. RT 40 minutes.
Resident #1437: CLA at 9:02pm, cleared at 9:39pm. RT 40 minutes.
Resident #1449: CLA at 9:09pm, cleared at 9:39pm. RT 29 minutes.
Resident #1448: CLA at 10:20pm, cleared at10:45 pm. RT 25 minutes.
Resident #1447: CLA at 10:37pm, cleared at 11:00pm. RT 23 minutes.

Monday 4/30/18:
Resident #1439: CLA at 4:15am, cleared at 4:44am. RT 29 minutes.
Resident #1450: CLA at 6:53am, cleared at 7:20am. RT 26 minutes.
Resident #1434: CLA at 7:12am, cleared at 7:38am. RT 25 minutes.
Resident #1452: CLA at 7:26am, cleared at 7:50am. RT 24 minutes.
Resident #1447: CLA at 7:27am, cleared at 8:11am. RT 43 minutes.
Resident #1444: CLA at 7:48am, cleared at 8:23am. RT 35 minutes.
Resident #1454: CLA at 7:59am, cleared at 8:27am. RT 28 minutes.
Resident #1445: CLA at 8:09am, cleared at 8:47am. RT 38 minutes.
Resident #1443: CLA at 8:12am, cleared at 8:58am. RT 45 minutes.
Resident #1434: CLA at 9:47am, cleared at

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{S3110}	Continued From page 6 10:27am. RT 39 minutes. Resident #1447: CLA at 10:07am, cleared at 10:51am. RT 43 minutes. Resident #1453: CLA at 2:05pm, cleared at 2:43pm. RT 38 minutes. Resident #1436: CLA at 2:13pm, cleared at 2:52pm. RT 39 minutes. Interview on 4/30/18 at 2:30pm with facility administrator #A stated he/she runs a daily report of call light response times. If the response time is high (over 7 minutes) he/she goes and talks to that staff member. Interview on 5/1/18 at 2:10pm with administrator #A he/she stated he/she spoke with one staff who forgot to clear the light when answered. He/she confirmed lack of documentation of the individual staff discussions. He/she also confirmed lack of documentation of interviews with residents regarding the long call light response times. Call light system allows staff to "accept" a call and then "clear" the call, this will not change with the upgrades. For all residents of the facility as evidenced by review of call light records for residents #1431, 1434, 1435, 1436, 1437, 1438, 1439, 1440, 1441, 1442, 1443, 1444, 1445, 1446, 1447, 1448, 1449, 1450,1451, 1452, 1453 and 1454 , the administrator failed to ensure the provision or coordination of the range of services specified in each resident's negotiated service agreement including other services necessary to support the health and safety of each resident when staff failed to respond to call lights in a timely manner.	{S3110}		