

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER <b>035068</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED <b>12/31/2019</b>
NAME OF PROVIDER OF SUPPLIER <b>PUEBLO SPRINGS REHABILITATION CENTER</b>		STREET ADDRESS, CITY, STATE, ZIP <b>5545 EAST LEE STREET TUCSON, AZ 85712</b>	
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 <b>F 0602</b>	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		
<p><b>Level of harm - Minimal harm or potential for actual harm</b></p> <p><b>Residents Affected - Few</b></p>	<p><b>Protect each resident from the wrongful use of the resident's belongings or money.</b> **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** &gt; Based on clinical record review, staff interviews, and review of facility policies and procedures, the facility failed to ensure that one resident (#2) was free from misappropriation of her bank cards. The deficient practice could result in further misappropriation of property from other residents. Findings include: Resident #2 was admitted to the facility on (MONTH) 13, 2019 with [DIAGNOSES REDACTED]. A review of the admission MDS (Minimum Data Set) assessment dated (MONTH) 20, 2019 revealed the resident's BIMS (Brief Interview for Mental Status) score was a 15 or cognitively intact. Review of a Social Services Note dated (MONTH) 5, 2019 documented Late entry for last Monday (MONTH) 3, 2019. Patient reported her ATM (automated teller machine) and credit card disappeared from wallet. Room was searched by staff. Staff did not find them. Laundry was in the lookup (lookout) for the possibility they were sent out. Patient called bank to cancel cards and to make sure no charges were accrued. Bank informed her a ATM \$20.00 transaction was declined at a QT (Quik Trip store). A \$400.00 were declined on the credit card. Social service director called Tucson police department .Adult Protective Services was called .Department of Health Services self report was done on line and ombudsman was also informed. Social service director completed investigation today . Review of a Case Summary Report from the Tucson Police Department dated (MONTH) 5, 2019 documented I responded to .on 12/4/19 in reference to a theft call. Staff were calling to report that one of their residents named (resident #2) had her credit card stolen and someone attempted to use it. I was escorted to (resident #2's) room upon my arrival. (Resident #2) told me that she had last used her credit and debit cards about 2 weeks ago when she paid her bills. (Resident #2) said that she placed the cards back into her purse, which she kept at the foot of her bed. (Resident #2) said that she had not used her cards since then. She tried to use it yesterday to purchase a bag of pretzels from the vending machine and she could not locate them. She reported it to staff and they helped her contact the bank to cancel the cards. (Resident #2) stated that she was advised that someone attempted to use her credit card for a \$400 transaction but it was declined. (Resident #2) said she was not told where or when it was used. She did not have any suspect information. (Resident #2) daughter, was present and remained with (resident #2). She did not have any information about the incident. I provided (resident #2) with a VINE (victim notification system) form and the case report number. The Director of Social Services requested to speak with me. She told me that she suspected an employee had taken the card and said that she would be willing to help identify the suspect if video/photos were obtained of the suspect. I contacted the bank and he stated that he could provide me with information about (resident #2) account as long as she gave them consent. I returned to (resident #2) room and contacted her. I placed (bank employee) on speaker phone and he spoke with (resident #2). (Resident #2) gave them consent to speak with me about the activity on her account. (Bank employee's name) told me that someone attempted to use the Debit card at a Quik Trip store on 12/2/19 at 2150 hours for \$120 and it was declined. Someone tried using her credit card at the same store at 2345 hours for \$62.50 and again at 2352 hours for 402.50 but both transactions were declined. I responded to the Quik Trip and I spoke with the manager. He provided me with the phone number for their corporate office and he told me that they would be able to assist me. I called their corporate office and I spoke with their security officer. I relayed the information I had along with my work phone number and (security officer) indicated that he would call back if he were to find any useful footage. Supplement Notes documented (security officer) called me later into my shift and he told me that he located a possible suspect on their surveillance cameras. He told me to respond back to the store so a manager could give me access to their video system. (Security officer's name) said that the times on his system were between 2244-2256 hours. He stated that it was a one-hour difference due to the time zones. I responded to the store and contacted manager. She contacted the store's security office and they were able to remotely access the video footage so I could view it at the store. Security Officer assisted me with the video. The video showed a heavysset [NAME] female wearing grey sweat pants and sweater arrive in a light green SUV. She approached the ATM upon entering the store and it appeared that she did not obtain any money. The female then walked over to the Lottery Ticket machine and she attempted to obtain tickets. It did not appear that she was successful. The female returned to the ATM and used it again. The female then walked out of the store and left westbound on (name of street) in the same vehicle she arrived in. I took photos of images off the monitor and I recorded the video footage. A review of the facility's 5 day investigation report dated (MONTH) 9, 2019 documented On Wednesday (MONTH) 4, 2019 social service director completed an online self-report. The incident involved (resident #2). (Resident #2) reported her debit card missing. (Resident #2) room and laundry was checked. (Resident #2) stated she did see the card the day before. (Resident #2) called and canceled the card, as it appeared someone had it in their possession and was trying to use it according to the bank. (Social services director) then called the cops and Adult Protective Services .has completed their investigation related to the care and services provided for (resident #2). Pueblo Springs couldn't substantiate whether her missing items were stolen or just misplaced; however, the investigation is in process and the Tucson Police Department are taking the necessary steps to follow-up . An interview was conducted with the social services director (staff #37) on (MONTH) 30, 2019 at 11:10 a.m. Staff #37 stated that she talked to the police station yesterday and they have a picture of the person who attempted to use the resident's bank cards. Staff #37 stated the police described the person as a heavy set Caucasian woman who was driving a light green SUV (sport utility vehicle). Staff #37 stated that she was told that this person attempted to use the bank cards twice but was denied. Staff #37 stated that she knew the resident had the bank cards on her possession because she had assisted the resident with paying her bills in the past. Staff #37 stated that she was going to the police station to attempt to get a copy of the picture. An interview was conducted with the administrator (staff #15) on (MONTH) 30, 2019 at 2:40 p.m. Staff #15 stated that staff #37 was on her way back from the police department. Staff #15 stated that the police would not let staff #37 view the photo of the person who attempted to use the bank cards. Staff #15 stated that the police gave staff #37 a description of the person who attempted to use the bank cards and the location. Staff #15 stated that the police will not release a copy of the photo to the facility for three weeks. Staff #15 stated that he was going to go to the location where the bank cards were attempted to be used to see if he could view the surveillance cameras. Another interview was conducted with the administrator (staff #15) on (MONTH) 31, 2019 at 8:40 a.m. Staff #15 stated that he went to the store last night and was told that he had to speak with the manager this morning to obtain permission to view the surveillance camera pictures. An interview was conducted with the social service director (staff #37) on (MONTH) 31, 2019 at 9:10 a.m. Staff #37 stated that she just spoke with the police station and explained that the State Survey agency was at the facility conducting an investigation and it would be helpful to have a copy of the photographs. Staff #37 further stated that the police station</p>		
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE	

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.

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<p>F 0602</p> <p><b>Level of harm</b> - Minimal harm or potential for actual harm</p> <p><b>Residents Affected</b> - Few</p>	<p>(continued... from page 1)</p> <p>stated that she could come to pick up a copy of the photographs.</p> <p>The social services director (staff #37) returned to the facility on (MONTH) 31, 2019 at 10:00 a.m. with a copy of the photographs which were on CD (compact disc). Staff #37 then reviewed the photographs with the administrator (staff #15). An interview was conducted with the administrator (staff #15) on (MONTH) 31, 2019 at 10:15 a.m. Staff #15 stated that he viewed the photographs on the CD and it was, without a doubt, a CNA (certified nursing assistant/staff #112). Staff #15 stated that staff #37 would be notifying the police department immediately to give them the CNA's contact information. Staff #15 further stated that he would immediately contact staff #112 to notify her that she is suspended pending the facility's investigation. Staff #15 stated that staff #112 would be terminated.</p> <p>An interview was not attempted with staff #112 so as to not interfere with the police investigation.</p> <p>Review of the facility's policy Abuse: Prevention of and Prohibition Against, dated (MONTH) 14, 2019 documented .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 .</p>		