STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	(X3) DATE SURVEY COMPLETED
	155038		12/22/2015

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WATERS EDGE VILLAGE	2200 WEST WHITE RIVER BLVD MUNCIE, IN 47303

(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) COMPLETION DATE
F 0000 Bldg. 00	This visit was for a Recertification and State Licensure Survey. Survey dates: December 16,17,18, 21, and 22, 2015 Facility number: 000013 Provider number: 155038 AIM number: 100266100 Census bed type: SNF/NF: 58 Total: 58 Census payor type: Medicare: 7 Medicaid: 49 Other: 2 Total: 58 This deficiency also reflects state findings cited in accordance with 410 IAC 16.2-3.1. QR completed by 11474 on December 30, 2015.	F 0000		
F 0159 SS=E Bldg. 00	483.10(c)(2)-(5) FACILITY MANAGEMENT OF PERSONAL FUNDS Upon written authorization of a resident, the			

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

Any defiencystatement ending with an asterisk (*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds 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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	facility must hold, safeguard, manage, and account for the personal funds of the resident deposited with the facility, as specified in paragraphs (c)(3)-(8) of this section. The facility must deposit any resident's personal funds in excess of $50 in an interest bearing account (or accounts) that is separate from any of the facility's operating accounts, and that credits all interest earned on resident's funds to that account. (In pooled accounts, there must be a separate accounting for each resident's share.) The facility must maintain a resident's personal funds that do not exceed $50 in a non-interest bearing account, interest-bearing account, or petty cash fund. The facility must establish and maintain a system that assures a full and complete and separate accounting, according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf. The system must preclude any commingling of resident funds with facility funds or with the funds of any person other than another resident. The individual financial record must be available through quarterly statements and on request to the resident or his or her legal representative. The facility must notify each resident that receives Medicaid benefits when the amount in the resident's account reaches $200 less than the SSI resource limit for one person, specified in section 1611(a)(3)(B) of the Act;			

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	and that, if the amount in the account, in addition to the value of the resident's other nonexempt resources, reaches the SSI resource limit for one person, the resident may lose eligibility for Medicaid or SSI. Based on interview and record review, the facility failed to manage resident funds using acceptable accounting principals regarding the facility shopping for residents. This deficient practice had the potential to impact 55 of the facility's 58 residents for whom the facility managed funds. Findings include: The Business Office Manager provided a list of residents for whom the facility managed funds on 12/21/15 at 1:15 p.m. The list indicated the facility managed funds for 55 residents. During a 12/21/15, 1:18 p.m. interview and review of resident funds, the Business Office Manager (BOM) indicated the Activity Director shopped for the residents who needed items purchased. When asked if receipts for these shopping trips where maintained in the individual resident's funds account, she indicated they were not. She indicated shopping receipts were kept all together in a "hodgepodge" folder of shopping receipts. The Business Office Manager was then asked to explain the	F 0159	. **Waters Edge Village IDR** **Informal DisputeResolution for Recertification and Licensure Survey 12-22-15** **Waters Edge Village is requestingPaper IDR review** Waters Edge Village respectfullyrequests additional evidentiary information be considered to delete F 159 fromthe 2567 or reduce the severity to a "B" level. With the small amounts of moneythat we handle during shopping trips there is no potential for more thanminimal harm. The current statement of deficiency on the 2567 omits significantfacility information and therefore misrepresents the care and servicesadministered by the provider to its residents. **F159** **§483.10(c)(2) Management ofPersonal Funds** **Upon written authorization of aresident, the facility must hold, safeguard, manage, and account for thepersonal funds of the resident deposited with the facility, as specified inparagraphs (c)(3)-(8) of this section.** **§483.10(c)(3) Deposit of Funds** **(i) Funds in excess of $50.**	01/08/2016

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	process for the Activity Director to shop for residents. The steps she explained were the following: a. The resident came to the Business Office Manager and requested shopping money. The resident received the requested money and signed for the money. She indicated this was the exact same form completed when the resident was going out to shop for his/her self. There was no indication on the form that a staff member was shopping for the resident. The BOM indicated she had no way of knowing how much of the money the resident would actually use for shopping. b. The resident then took whatever portion of the money they desired to spend to the Assistant Business Office Manager (ABOM). The ABOM put the money with the resident's name and shopping list in an individual envelope for each resident. The ABOM did not sign for the money received. Nor did she make a list/record of each resident's outgoing money. The resident did not receive a receipt for the transaction. c. The Activity Director obtained the envelopes with money and shopping list from the ABOM. The Activity Director purchased the requested items and		**Thefacility must deposit any residents' personal funds in excess of $50 in aninterest bearing account (or accounts) that is separate from any of thefacility's operating accounts, and that credits all interest earned onresident's funds to that account. (In pooled accounts, there must be a separateaccounting for each resident's share.)** **(ii) Funds less than $50. Thefacility must maintain a resident's personal funds that do not exceed $50 in anon-interest bearing account, interest-bearing account, or petty cash fund.** **NOTE:** The Social Security Amendments of 1994amended §1819(c)(6)(B)(i) to raise the limit from $50.00 to $100.00 for theminimum amount of resident funds that facilities must entrust to an interestbearing account. This increase applies only to Medicare SNF residents. While afacility may continue to follow a minimum of $50.00, the regulations do notrequire it. **Interpretive Guidelines§483.10(c)(1) through (3)** This requirement is intended toassure that residents who have authorized the facility in writing to manage anypersonal funds have ready and reasonable access to those funds. If residentschoose to	

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	returned the change and the receipt to the envelope. The Activity Director did not sign for cash received or returned. d. When the envelope came back to the facility, the receipt, was copied. The original receipt was labeled with the resident's name and placed in the combined resident shopping receipt "hodgepodge" folder. The change from the purchase was placed in the envelope. There was no documentation that the change received and purchases were reconciled for accuracy. None of this money exchange activity was recorded in the resident's fund account. e. The copy of the receipt was placed in the envelope with the change from the purchased items. The envelope was then given to the resident by the ABOM. There was no documented record of this transaction in the resident's funds account. The resident did not sign for the returned money. g. The only record of the shopping activities recorded in the residents' funds account was the original withdrawal made from the BOM. The shopping receipt was not maintained in the individual resident's funds account. There was no method to ensure the accurate accounting of the shopping trip		have the facility manage their funds, the facility may not refuse tohandle these funds, but is not responsible for knowing about assets not ondeposit with it. Placement of residents' personalfunds of less than $50.00 ($100.00 for Medicare residents) in an interestbearing account is permitted. Thus, a facility may place the total amount of aresident's funds, including funds of $50.00 ($100.00 for Medicare residents) orless, into an interest-bearing account. The law and regulations are intended toassure that residents have access to $50.00 ($100.00 for Medicare residents) incash within a reasonable period of time, when requested. Requests for less than$50.00 ($100.00 for Medicare residents) should be honored within the same day.Requests for $50.00 ($100.00 for Medicare residents) or more should be honoredwithin three banking days. Although the facility need not maintain $50.00($100.00 for Medicare residents) per resident on its premises, it is expectedto maintain amounts of petty cash on hand that may be required by residents. If pooled accounts are used,interest must be prorated per individual on the basis of actual earnings orend-of quarter balance. Residents should have access topetty cash on an ongoing basis and be able to arrange for access	

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	nor accountability for those staff members managing the funds. During a 12/21/15, 1:35 p.m., interview, the ABOM indicated the only documentation about shopping trips was written on the envelopes and given to the residents with their change. The ABOM did not maintain any record of the money given to her other than what was written on the envelope. The ABOM indicated when the money left the building with the Activity Director, there was no documented record of how much money was taken or for which residents. During a 12/22/15, 1:00 p.m., interview, the Activity Director indicated she did not sign for any receipt of money or return of money when shopping for residents. She indicated she shopped 2 days a week. She indicated she shopped for approximately 5 to 12 residents during each shopping trip. She indicated change and receipts were given to the ABOM who oversaw the process. Review of the "Resident Handbook, Resident's Rights & Advanced Directives" booklet received from the Administrator on 12/18/15 at 10:20 a.m., indicated the following: "(c) Protection of resident funds...(4)		to largerfunds. “Hold, safeguard, manage andaccount for” means that the facility must act as fiduciary of the resident’sfunds and report at least quarterly on the status of these funds in a clear andunderstandable manner. Managing the resident’s financial affairs includes moneythat an individual gives to the facility for the sake of providing a residentwith a noncovered service (such as a permanent wave). It is expected that inthese instances, the facility will provide a receipt to the gift giver andretain a copy. “Interest bearing” means a rateof return equal to or above the passbook savings rate at local bankinginstitutions in the area. Although the requirements aresilent about oral requests by residents to have a facility hold personal funds,under the provisions regarding personal property (§483.10(l)), andmisappropriation of property (§483.13(c)), residents may make oral requeststhat the facility temporarily place their funds in a safe place, withoutauthorizing the facility to manage those funds. The facility has theresponsibility to implement written procedures to prevent the misappropriationof these funds. If you determine potentialproblems with funds through interviews, follow-up using the followingprocedures as	

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	Accounting and records. The facility must establish and maintain a system that assures a full, complete, and separate accounting according to generally accepted accounting principles, of each resident's personal funds entrusted to the facility on the resident's behalf." 3.1-6 (e)		appropriate: **Thedeficient practice statement states:** Based on interview and record review, thefacility failed to manage resident funds using acceptable accounting principlesregarding the facility shopping for residents. This deficient practice had thepotential to impact 55 of the facility's 58 residents for whom the facilitymanaged funds. **Evidenceto refute the finding:** The Federal Regulation states: Uponwritten authorization of a resident, the facility must hold, safeguard, manage,and account for the personal funds of the resident deposited with the facility,as specified in paragraphs (c)(3)-(8) of this section. The State Operations Manual states: "Hold, safeguard, manage andaccount for" means that the facility must act as fiduciary of the resident'sfunds and report at least quarterly on the status of these funds in a clear andunderstandable manner. Managing the resident's financial affairs includes moneythat an individual gives to the facility for the sake of providing a residentwith a noncovered service (such as a permanent wave). It is expected that inthese	

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			instances, the facility will provide a receipt to the gift giver andretain a copy. At the time of the survey WatersEdge Village provided a shopping service for the following residents: Resident BIMS Resident BIMS 17 14 #E 15 7 15 16 14 6 15 52 13 69 15 #M 15 #A 15 30 15 #B 15 #F 15 40 15 #G 15 #L 15 #H 15 #C 15 #I 12 68 15 #J 15 44 15 #K 14 #D 12 Waters Edge Village has receivedwritten authorization from each of the residents for the facility to manage theresident's personal funds. (Attachment 1) The resident names have been redactedfor the resident's privacy.	

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			All of the original documentation can be found inthe resident file located at Waters Edge Village. Resident #L and #M did not residein the facility for the previous quarter; therefore, there is no statement forthem at this time. Waters Edge Village maintainedresident personal funds over $50.00 in an interest bearing account provided byRFMS. Waters Edge Village provided aquarterly statement accounting for each resident's personal funds. (Attachment2) The resident names have been redacted for the resident's privacy. All of theoriginal documentation can be found in the resident file located at Waters EdgeVillage. The residents who request theshopping service are alert and oriented, and have anunderstanding of their personal funds. See BIMSscores listed above. The shopping process performed bythe facility staff is as follows: The resident withdraws money fromtheir personal funds account. The resident signs a withdraw slip for thetransaction. The resident and facility receive a copy of the withdrawal slip.The withdrawal is	

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			documented in the residents personal RFMS banking account.The resident makes a list of items that they would like staff to purchase forthem. The resident then gives the Assistant BOM the list and an amount of theirmoney to cover their desired purchases. (residents often withdraw largeramounts of money ($49.00) for their personal use throughout the month and givethe ABOM a reduced amount ($10.00) to purchase their shopping items.) The ABOMplaces the money in an envelope with the resident's name and the amount ofmoney enclosed on the outside of the envelope, for the Activity staff memberthat will do the shopping. Once allshopping orders are received, the Activity staff member takes the envelopes tothe store and makes individual purchases for each resident. The Activity staffmember places the receipts and change in the envelopes and returns to thefacility. All envelopes are given to the ABOM. The ABOM makes a copy of thereceipt, and the ABOM and Activity staff member reconcile the receipt and thechange with the original amount of money provided by the resident. The envelopeand a copy of the receipt, along with the merchandise, are returned to theresident. The resident examines their purchases and receipt and change. Theresident	

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			is given the opportunity to redeposit any money remaining. If the resident decides to return theirunused money to their account a deposit ticket is provided and a deposit isrecorded in the residents' RFMS account. The ABOM keeps a copy of all shoppingreceipts sorted by month in a file cabinet accessible only to the ABOM, BOM andED. TheExecutive Director promptly investigates any grievances, or complaints fromresidents or family members, however there have been no complaints/ grievancesor concerns voiced at resident council, by any resident, or family member concerningthe shopping practice of the facility. **Conclusion:** The state operations manual indicates residenthave ready and reasonable access to their funds. Upon written authorization of aresident, the facility must hold, safeguard, manage, and account for thepersonal funds of the resident deposited with the facility, as specified inparagraphs (c)(3)-(8) of this section. Residents have access to their fundsand have authorized the facility to manage their personal funds. Residentsvoluntarily request the facility to shop for them. The residents withdraw themoney from their own account and receive a	

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			withdrawal receipt. The residentsask the activity director to provide a shopping service. The Residents areprovided a receipt and remaining money from the shopping event. The residentsare alert and oriented, and have an understanding of their personal funds. Theresidents receive a quarterly statement as well. There have been no complaintsfrom the residents, or their family members regarding the shopping practice. The State Operations Manualstates Level 1 is a deficiency that has the potential for causing no more thana minor negative impact on the resident(s). The residents did not voice aconcern to staff at any time or during a resident council meeting. Waters Edge Village believes it is incompliance with this regulation; therefore, F 159 should be deleted or at aminimum reduced in severity based on the state operation manual. Thank you foryour consideration. ·what corrective action(s) will be accomplished for those residentsfound to have been affected by the deficient practice; Residentswho have activity staff shop for them, have been informed of the followingprocedure. Anew form and procedure have been developed that requires the residentssignature to identify the amount of money given to facility	

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			staff for theirshopping requests. The Assistant Business Office Manager (ABOM) verifies theamount received, places the money in an envelope and signs the form. The staff member doing the shopping verifiesthe amount in the envelope and signs that they received the money. Once thestaff member returns from the shopping trip, the ABOM and staff shopperreconcile the receipt and change, and sign the form. A copy of the receipt isretained for facility documentation, and the resident verifies by signaturethat they received the correct changes and correct purchases. The resident isthen given the choice to keep their change or redeposit it back into theiraccount. ·how other residents having the potential to be affected by the samedeficient practice will be identified and what corrective action(s) will betaken; All residents that request thefacility to shop for them have the potential to be affected. The facility hasimplemented a new procedure for resident shopping that has multiple checks andbalances for each transaction. Residents who have activity staff shop for them,have been informed of the new procedure. ·what measures will be put into place or what systemic changes willbe made to ensure that the deficient practice does not recur; A new form and procedure	

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			havebeen developed and documented thatrequires the residents signature to identify the amount of money given tofacility staff for their shopping requests. The Assistant Business OfficeManager (ABOM) verifies the amount received, places the money in an envelopeand signs the form. The staff memberdoing the shopping verifies the amount in the envelope and signs that theyreceived the money. Once the staff member returns from the shopping trip, theABOM and staff shopper reconcile the receipt and change, and sign the form. Acopy of the receipt is retained for facility documentation, and the residentverifies by signature that they received the correct changes and correctpurchases. The resident is then given the choice to keep their change orredeposit it back into their account. Inservice for the ABOM andActivity staff were provided an inservice by the ED to ensure staff understandthe new process on 1/5/2016. ED will attend the residentcouncil meeting with permission, explaining the new purchasing/shopping processto the resident council members on 1/6/2016. ·how the corrective action(s) will be monitored to ensure thedeficient practice will not recur, i.e., what quality assurance program will beput into place; and TheExecutive Director and or their designee will review100% of	

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WATERS EDGE VILLAGE	2200 WEST WHITE RIVER BLVD MUNCIE, IN 47303

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			the residentshopping forms for all required signatures after each shopping trip for 1month, then the ED or Designee will review 15 shopping forms each month X6. Thereafterthe ED or Designee will initiate a review of shopping forms should there be aresident or family grievance or complaint filed. The results of the reviewswill be reported at the facility QAA meetings. ·by what date the systemic changes will be completed. 1/8/2016	