

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 08/27/2026
NAME OF PROVIDER OR SUPPLIER SANDERS GLEN		STREET ADDRESS, CITY, STATE, ZIP CODE 334 S CHERRY ST, WESTFIELD, , 46074			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES...	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION...	(X5) COMPLETION DATE	
R 0000	INITIAL COMMENTS This visit was for the Investigation of Intakes 471365 and 469775. Intake 471354-State deficiencies related to the allegations are cited at R46. Intake 469775-No deficiencies related to the allegations are cited. Unrelated deficiencies are cited. Survey date: August 26 and 27, 2026. Facility number: 005657 Residential Census: 99 These State Residential Findings are cited in accordance with 410 IAC 16.2-5. Quality review was completed on September 1, 2026.	R 0000	This plan of correction constitutes Sanders Glen's written allegation of compliance for the deficiencies cited in the complaint survey August 27, 2026. Submission of this Plan of Correction does not constitute an admission that a deficiency exists or was cited correctly. This Plan of Correction is being submitted to meet state and federal requirements. Please accept this plan of correction as it constitutes our credible allegation of compliance with all regulatory requirements.		
R 0046	Residents' Rights - Deficiency	R 0046	This facility maintains policies	09/11/2026	

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410 IAC 16.2-5-1.2(r)(10-13) (10) If the resident appeals the transfer or discharge, the health facility may not transfer or discharge the resident within thirty four (34) days after the resident receives the initial transfer or discharge notice unless an emergency exists as provided under subdivision (8). (11) If nonpayment is the basis of a transfer or discharge, the resident shall have the right to pay the balance owed to the facility up to the date of the transfer or discharge and then is entitled to remain in the facility. (12) The department shall provide a resident who wishes to appeal the transfer or discharge from a facility the opportunity to file a request for a hearing postmarked within ten (10) days following the resident ' s receipt of the written notice of the transfer or discharge from the facility. (13) If a health facility resident requests a hearing, the department shall hold an informal hearing at the health facility within twenty-three (23) days from the date the resident receives the notice of transfer or discharge. The department shall attempt to give at least five (5) days ' written notice to all parties prior to the informal hearing. The department shall issue a decision within thirty (30) days from the date the resident receives the notice. The health facility must convince the	and procedures to ensure all residents are provided a safe and healthy environment, free of harmful conditions in accordance with <u>Corrective action for identified resident:</u> Affected resident was granted a new Transfer/Discharge process as stated in the review. Eviction with court was vacated by facility. Affected resident was afforded the opportunity to pay his account to rescind the discharge process. Affected resident, exercised their rights and conclusion was mutually agreed upon. <u>Identification and corrective action for other residents with the potential to be affected:</u> All residents have the potential to be affected. A review of all resident ledgers did not identify any resident to be at risk or in an imminent discharge process. <u>Measures to prevent recurrence:</u> A review of initial non-payment notice will be made between Facility and Management Company. At a minimum, revised verbiage and timelines will be included in notice, which align with Indiana State's Residential Care Health Facility Regulations. Facility will ensure
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department by a preponderance of the evidence that the transfer or discharge is authorized under subdivision (4). If the department determines that the transfer is appropriate, the resident must not be required to leave the health facility within the thirty-four (34) days after the resident ' s receipt of the initial transfer or discharge notice unless an emergency exists under subdivision (8). Both the resident and the health facility have the right to administrative or judicial review under IC 4-21.5 of any decision or action by the department arising under this section. All hearings held de novo shall be held in the facility where the resident resides. Based on interview and record review, the facility failed to ensure the required transfer and discharge process was followed for 1 of 3 residents reviewed for transfer and discharge. (Resident B) Findings include: An email, dated 8/26/26 at 11:47 a.m., from Ombudsman 1 indicated "...The facility must notify the ombudsman of any involuntary discharge at the same date or soon...not 5 days after because the resident only has 10 days to appeal..." A facility document, titled "SR Companies", dated 5/19/26,	Transfer/Discharge process is initiated according to the regulations. Legal evictions with courts will be initiated after Transfer/Discharge process has been fully executed. <u>How will the facility monitor and who is responsible:</u> Administrator will review with Management Company's Collection Specialist, on a monthly basis, during regularly scheduled operations meetings, resident accounts which are at risk of delinquency. Admiistrator will refer at risk residents, to the facility's monthly Quality Assurance Program for additional and/or appropriate interventions or recommendations prior to initiation of Transfer/Discharge. Administrator will continue to provide area Ombudsman with documentation regarding any proposed Transfer/Discharge of a resident.	
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indicated "...This correspondence is to serve a notice of eviction...you are to make arrangements to vacate the premises by the discharge date of 45 days from the date of this letter...."

The notice of eviction to Resident B was not provided on the Indiana State form 49669 titled "Notice of Discharge Transfer" and did not include the process related to the resident's rights to appeal.

A document, titled "Notice of Discharge or Transfer", dated 7/1/26, indicated Resident B was to be discharged related to nonpayment for a nursing facility stay. A document, titled "Notice of Transfer or Discharge Request for Hearing" was also provided. The request for an appeal document indicated to appeal, fill out the form and return it to within 10 days.

A facsimile document indicated Resident B's physician was notified of the discharge. The handwritten date on the facsimile was 7/1/26. The transmission date stamp indicated it was sent on 7/2/26 at 11:38 a.m.

A document, titled "STATE OF INDIANA OFFICE OF ADMINISTRATIVE LAW PROCEEDINGS", filed on 7/30/26, indicated "...A hearing

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was scheduled for July 21, 2026...Sanders Glen met some, but not all, of the requirements of 410 IAC (Indiana Administrative Code) 16.2-5-1.2(r)(18). Before an involuntary relocation occurs, the facility must prepare a relocation plan to prepare the resident for relocation and provide for continuity of care...the planning process shall include a relocation planning conference to which the resident, his or her legal representative, family members and physician shall be invited...there is no evidence (Resident B's) medical provider was invited to the relocation planning conference held July 1, 2026...Sanders Glen did not fully meet the requirements to involuntarily discharge (Resident B). Sanders Glen therefore did not meet its burden of proof in this matter. The discharge request must be denied...."

A court document, dated as filed with the County Superior Court on July 30, 2026, indicated the facility continued the eviction case after the administrative law proceedings ruling and judgement was in favor of the facility. The resident was ordered to vacate the premises on or before 8:00 a.m., August 10, 2026.

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	The facility then filed a second notice to discharge. A document, titled "Notice of Discharge or Transfer", dated 8/3/26, indicated Resident B was to be discharged related to nonpayment for a nursing facility stay. A document, titled "Notice of Transfer or Discharge Request for Hearing" was also provided. The request for an appeal document indicated to appeal, fill out the form and return it within 10 days. Resident B filed an appeal to the second notice of discharge. A document, titled "STATE OF INDIANA OFFICE OF ADMINISTRATIVE LAW PROCEEDINGS", filed on 8/6/26, indicated "...On August 6, 2026, Petitioner (Resident B) filed a request for a hearing regard the Notice of Involuntary Transfer issued by Respondent (Facility) on August 3, 2026...This matter is scheduled for a telephonic Evidentiary Hearing, as follows...DATE: August 18, 2026...Time: 01:00 P.M. Eastern Time...." A facility letter to Resident B, undated, indicated that the facility was rescinding the transfer discharge dated 8/3/26 as the account was paid in full. The letter included charges for an eviction fee, court costs, and a filing fee totaling \$523.74. The			
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letter stated the fees were past due as of 8/8/26.

During an interview, on 8/26/26 at 11:14 a.m., the Executive Director (ED) indicated Resident B was provided with a move-out notice in July. The resident appealed the decision and the judge ruled in his favor. The facility's corporate office wanted an eviction hearing. The hearing was held in the county court, on 7/30/26, and the judgement was in favor of the facility. The resident paid his past due balance, on 8/10/26. The corporate office/facility billed Resident B for the legal fees incurred.

During an interview, on 8/26/26 at 1:20 p.m., the ED indicated the 30-day process was restarted on 8/3/26 related to the Administrative Judge did not feel the resident's physician had received the notice of discharge timely. The facility did not stop the court hearing.

During an interview, on 8/26/26 at 1:40 p.m., Ombudsman 2 indicated Resident B had 10 days to appeal the Notice of Discharge/Transfer. He did appeal and the Administrative Judge ruled in favor of the resident. The facility filed for eviction in the county court and Resident B did not attend the eviction hearing. She indicated

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the Notice of Discharge/Transfer provided to Resident B on 8/3/26 was null and void. Resident B did pay his balance in full.

During an interview, on 8/26/26 at 2:24 p.m., Resident B indicated once he received the transfer/discharge papers, he had a period he could appeal the discharge (10 days). The facility had filed for an eviction hearing in with the county court during his appeal period. He was not present for the county hearing because the notice for the hearing was placed in his mailbox, he did not receive it, and he missed the 7/30/26 court date. He was also being charged for attorney fees.

During an interview, on 8/27/26 at 8:51 a.m., the ED indicated Resident B was sent a letter, in May, from the corporate office, when his bill was a couple months in arrears. It was a 45-day notice of eviction. She indicated the facility filed eviction proceedings with the county courts in June 2026.

During an interview, on 8/27/26 at 9:16 a.m., the ED indicated the facility filed an eviction notice on June 7, 2026, with the county courts, to get the eviction notice on record. The facility followed the Indiana State regulations, she worked within

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FORM APPROVED

OMB NO. 0938-0391

the regulations and had informed the corporation of the regulations.

A current facility policy, titled "Resident Bill of Rights and Free from Abuse", dated 3/4/26 and received from the Executive Director on 8/26/26 at 10:47 a.m., indicated " ...the notice of transfer or discharge...must be made by the facility at least thirty days before the resident is transferred or discharged...For health facilities, the written notice specified in subdivision 7 must include the following...a statement...you have the right to appeal the health facility's decision to transfer you. If you think you should not have to leave this facility, you may file a written request for a hearing with the Indiana State department of health, postmarked with ten (10) days after you receive this notice. If you request a hearing, it will be held within twenty-three (23) days after you receive this notice, and you will not be transferred from the facility earlier than thirty-four (34) days after you receive this notice of transfer or discharge unless the facility is authorized to transfer you...if you wish to appeal this transfer or discharge, a form to appeal the health facility's decision and to request a hearing is attached...."

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	This citation relates to Intake 471365.			
R 0304	Pharmaceutical Services - Deficiency 410 IAC 16.2-5-6(e) (e) Medicine or treatment cabinets or rooms shall be appropriately locked at all times except when authorized personnel are present. All Schedule II drugs administered by the facility shall be kept in individual containers under double lock and stored in a substantially constructed box, cabinet, or mobile drug storage unit. Based on observation, interview and record review, the facility failed to ensure a medication room and medication cart were locked for 1 of 1 randomly observed medication cart and room reviewed for medication storage. Findings include: 1. During an observation, on 8/26/26 at 8:36 a.m., the nursing medication room door was open, and no staff were present in the room. A medication cart was observed parked in the room and was unlocked. During an observation and interview, on 8/26/26 at 8:41 a.m., the Director of Sales	R 0304	This facility will ensure Medication Carts and Medical Records are secured. <u>Corrective action for identified resident and identification and corrective action for other residents with the potential to be affected:</u> No specific resident was identified. All residents have the potential to be affected. Administrator and Director of Nursing reviewed practices to identify any breakdowns in procedures and policies. Systemic changes have been implemented to ensure compliance to medication and records containment. <u>Measures to prevent recurrence:</u> Administrator and Director of Nursing conducted inspections of all medication cart locks, along with all treatment room doors to ensure locks are functional. Locks were determined to be in working order. Education has been provided to all Nursing staff regarding safeguarding carts, medications and resident records. Physical copies of safeguarding policies will be	09/11/2026

walked down the hall. The open door to nursing medication room and the unlocked medication cart were observed. The Director of Sales indicated she could not say if the room needed to be secured. She did close the door upon exiting the room.

During an interview, on 8/26/26 at 9:20 a.m., the Executive Director indicated the door to the room was to be locked.

2. During an observation, on 8/27/26 at 8:46 a.m., a medication cart was found unlocked and unattended by staff. The cart was parked in the hallway across from room 139.

During an observation, on 8/27/26 at 8:47 a.m., the Executive Director observed the unlocked cart in the hall.

During an interview, on 8/27/26 at 8:50 a.m., LPN 1 indicated he was called away and he would normally lock the medication cart.

A current facility policy, titled "Medication Storage", dated as revised 4/1/19 and received from the Executive Director, indicated "...Centrally stored medication shall be kept in a locked cabinet or other locked storage receptacle available and accessible only to associates members responsible for

posted in treatment rooms with staff acknowledgements. All Nursing staff has been requested to report any observations inconsistent with facility's safeguarding policies and procedures for medication carts and resident records.

How will the facility monitor and who is responsible:

Administrator, Director of Nursing or designee will vary the daily rounds, to include all shifts, checking for compliance with medication cart and treatment room safeguarding. Discrepancy of practice will be reported to the Administrator or Director of Nursing for necessary action. Compliance checks will be entered onto a log, for a minimum of two (2) months. Compliance check logs will be reviewed in the monthly Quality Assurance Meetings. Necessary actions and/or processes may be determined based on the Quality Assurance review.

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	supervision...for administration of medication...."			
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting provided it is determined that other safeguards provide sufficient protection to the patients. (See instructions.)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURESue Hamaker	TITLEAdministrator	(X6) DATE09/11/2026
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