Agency for Health Care Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	AL11968751	A. BUILDING: _____ B. WING _____	C 05/22/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CROSSINGS AT RIVERVIEW (THE)	8451 US HIGHWAY 301 SOUTH RIVERVIEW, FL 33578

(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
A 000	Initial Comments A complaint investigation (#2023007989) in conjunction with a generator monitoring visit was conducted at Crossings at Riverview on , , . Deficiencies were identified at the time of the visit.	A 000		
A 152 SS=D	59A-36.014(3) FAC Physical Plant - Safe Living Environ/Other (3) OTHER REQUIREMENTS. (a) All facilities must: 1. Provide a safe living environment pursuant to section 429.28(1)(a), F.S.; 2. Be maintained free of hazards; and, 3. Ensure that all existing architectural, mechanical, electrical and structural systems, and appurtenances are maintained in good working order. (b) Pursuant to section 429.27, F.S., residents must be given the option of using their own belongings as space permits. When the facility supplies the furnishings, each resident bedroom or sleeping area must have at least the following furnishings: 1. A clean, comfortable bed with a mattress no less than 36 inches wide and 72 inches long, with the top surface of the mattress at a comfortable to ensure easy access by the resident, 2. A closet or wardrobe space for hanging clothes, 3. A dresser, or other furniture designed for storage of clothing or personal effects, 4. A table or nightstand, bedside lamp or floor lamp, and waste basket; and, 5. A comfortable chair, if requested. (c) The facility must maintain master or duplicate keys to resident bedrooms to be used in the event of an emergency. (d) Residents who use portable bedside	A 152		

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A 152	Continued From page 1 commodes must be provided with privacy during use. (e) Facilities must make available linens and personal laundry services for residents who require such services. Linens provided by a facility must be free of tears, stains and must not be . . . . . . This Statute or Rule is not met as evidenced by: Based on observation, interview, and record review the Facility failed to ensure all mechanical systems were maintained in good working order to be able to provide a safe, and comfortable living environment with properly functioning air conditioners (AC) for all residents of the facility. Findings Included: In an interview with Resident #1 at 9:36am they reported the AC unit had been broken for a while. They stated "sometimes the ac works and sometimes it doesn't. I have my own air in my apartment, but the problem is in the common areas. I think it's been broken for about a year." In an interview with Resident #8 conducted on . . . . . at 9:38am they stated it was sometimes hot in hallways. In an interview with Staff G conducted on . . . . . at 9:45am they reported there was hot air coming out of the vents over the weekend. In an interview with Staff H conducted on . . . . . at 9:50am they said that they saw someone working on the air conditioner a week or two ago, but it did not change anything.	A 152		

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A 152	Continued From page 2 In an interview with Staff F conducted on at 9:52am they reported it had been hot off and on for two years in the second-floor employee break room. In an interview with Staff A conducted on at 9:55am they reported it was warm mostly upstairs and that it had been going on for a couple of months. In an interview with Staff K conducted on at 9:55am they stated it was warm for the past week or two in the room, but the temperature had not been over 77 degrees. They stated they had reported it and thought they were working on it, but it was not fixed yet. In an observation conducted on at 9:57am there was a portable air conditioning unit running at the end of a 2nd floor hallway vented out the window and set on 82 degrees Fahrenheit. At 12:11pm a 2nd floor hallway was 79.2 degrees Fahrenheit on hygrometer. The 2nd floor common area/activity room was warm and there was moisture in the air. The second-floor employee breakroom read 83 degrees Fahrenheit on the wall thermostat and was set at 69 degrees Fahrenheit at 9:52am. There was a portable floor air conditioner running and vented out the window in the break room. At 12:26pm it was 78.4 degrees Fahrenheit in the first-floor memory care dining room on hygrometer. The room was warm and there was moisture in the air. Additionally, there was a tall floor fan on and blowing by the medication cart in the room between the two common areas in Memory Care. In an interview with Resident #6 conducted on	A 152		

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A 152	Continued From page 3 . . . . . at 10:00am in the second-floor common area during an exercise activity they stated "I just figured it was warm in here because they left a patio door open or something. It is a humid kind of heat." In an interview with Staff B conducted on . . . . . at 10:09am they reported that the AC worked in some places and not others throughout the facility, and that they thought the system was just worn out. In an interview with Resident #7 conducted on . . . . . at 10:30am they stated something had been going on with the air conditioner and the humidity was awful . They reported the air had become extremely humid and they would wake up in a sweat in the mornings. Additionally , they stated "this week has been ridiculous. You have elderly people that struggle anyway. It was 87 in that hallway for months. Of course , the girls, the . . . at the end of the hall were smothering from it being so hot. Those residents living down here had to walk through it and be in it every day." In an interview with the Resident Council President conducted on . . . . . at 10:30am they reported that they kept notes on the meetings and would transfer the book to the Administrator to type up their action taken on the minutes. She confirmed there were no management notes for the past two months of meeting minutes and confirmed that the AC issue was mentioned in the minutes on . . . . In an interview with Staff N conducted on . . . . . at 11:40am they reported the upstairs had always had an AC issue in the hallways, the	A 152		

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A 152	Continued From page 4 downstairs was falling apart, there was condensation dripping, and warm air was blowing out of the vents. Additionally, they stated it got warm downstairs and that memory care was having AC issues for the past few weeks where residents were moving rooms and families were complaining. In an interview with Staff I conducted on at 11:50am they stated that as AC issues were fixed, others would break down and that they were struggling to get parts for two units in Resident bedrooms. At 1:04pm they reported there was no preventative maintenance done for about a year prior. In an interview with the AC company representative on at 11:55am he stated he was replacing a compressor for the second-floor hallway and would be working on the motor for with parts due to arrive that week. Additionally, he stated some of their AC units were reaching their replacement lifetime. In an interview with Staff J conducted on at 12:15pm they reported it was hot in the 2A hallway and room and they would try to work with the residents in the hallway, but mornings were better than afternoons, and sometimes they would have to do exercises in the resident rooms. Additionally, they reported that the heat would come and go and that it had been going on for about a week, which also included memory care. In an interview with family member for Resident #9 in the memory care unit during lunch conducted on at 12:26pm they	A 152		

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A 152	Continued From page 5 reported they were at the facility daily and the vent would below warm air and it had been going on for a week or two. In a record review of the facility closed work orders from . . . . . through . . . . . conducted on . . . . . revealed the following: " Air conditioner not cooling in . . . . . . " Air condition not working in In a record review of the facility open work orders conducted on . . . . . revealed the following: " Entry initiated on . . read "gym still hot." " Entry initiated on read "condensation in the activity room air vent." " Entry initiated on read "Memory Care AC blowing warm air." In a review of the Resident Council meeting minutes dated conducted on . . . . . revealed an entry that read " A new resident complaint was about the temperature in the 2nd floor hallway. Others agreed, including me. Just because we can no longer read the temperature on the shut down thermostat, we can still feel it." There was no typewritten response from management. In a record review of the air conditioning company invoice dated conducted on . . . . . service and supplies were performed for a total of $2516.79. In an interview with Staff I conducted on . . . . . at 1:20pm they stated there were portables AC units deployed in: " Breakroom on the 2nd floor "	A 152		

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A 152	Continued From page 6 " " " Hallway in the 2nd floor In an interview with the Administrator conducted on [redacted] at 1:25pm she said she was off on the date of the AC company invoice dated [redacted] and had just started tracking the temperatures within the facility when she learned about the issue on [redacted]. She stated "we may not have even been using the air at that point. This is when it first started." At 10:58am she said the AC company was coming out that day to install the compressor that would fix the second-floor hallway. Additionally, she reported that the memory care AC issue was a new issue. She admitted that she had not told the residents about the AC issues. Photo Evidence Obtained. Class III	A 152		