

AGENCY FOR HEALTH CARE
ADMINISTRATION

PRINTED: 07/18/2013
FORM APPROVED

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER IDENTIFICATION NUMBER: AL11911678	(X3) DATE SURVEY COMPLETED 07/03/2013
NAME OF PROVIDER OR SUPPLIER Northpointe Retirement Community	STREET ADDRESS, CITY, STATE, ZIP CODE 5100 Northpointe Parkway Pensacola, FL 32514	
SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAG AND REGULATORY IDENTIFYING INFORMATION)		

0000-Initial Comments

An unannounced complaint survey was conducted in conjunction with a Biennial State Licensure survey during the period 7/1/13 through 7/3/13, regarding allegations contained in CCR # 2013004462, CCR # 2013005430, and CCR # 2013005362. Northpointe Retirement Community had no deficiencies found related to the allegations in the complaints.



RICK SCOTT
GOVERNOR

Better Health Care for all Floridians

ELIZABETH DUDEK
SECRETARY

July 18, 2013

Administrator
Northpointe Retirement Community
5100 Northpointe Parkway
Pensacola, FL 32514

Re: CCR #2013004462, 2013005430, 2013005362

Dear Administrator:

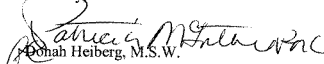
This letter reports the findings of a complaint survey completed on July 3, 2013 by representatives of this office.

Attached is the provider's copy of the Statement of Deficiencies, State (5000-3547) Form, indicating no deficiencies were identified related to the above referenced complaints. **You will not receive a copy of this report in the mail; you will only receive this faxed copy.**

The *Quality Assurance Questionnaire* has long been employed to obtain your feedback following survey activity. This form has been placed on the Agency's website at <http://ahca.myflorida.com/Publications/Forms.shtml> as a first step in providing a web-based interactive consumer satisfaction survey system. You may access the questionnaire through the link under **Health Facilities and Providers** on this page. Your feedback is encouraged and valued, as our goal is to ensure the professional and consistent application of the survey process.

Thank you for the assistance provided to the surveyors. Should you have any questions, please contact me at 850-412-4540.

Sincerely,


Donah Heiberg, M.S.W.
Field Office Manager

DH/pm
Enclosure

8JK1

