N 000
Initial Comments

1200-13-1-08 (1)

Each Long Term Care Facility participating in the medical assistance program must develop and consistently implement policies and procedures regarding its admissions, including the development and maintenance of a single wait list of persons requesting admission to those facilities. This list must at a minimum contain the following information pertaining to each request for admission: (a) Name of applicant. (b) The name of the contact person or designated representative other than the applicant (if any). (c) The address of the applicant and the contact person or designated representative (if any). (d) The telephone number of the applicant and the contact person or designated representative (if any). (e) Name of the person or agency referring. (f) The sex and race of the applicant. (g) The date and time of the request for admission. (h) Reason(s) for refusal to admit. (i) The name and title of the Long Term Care Facility Staff person taking the application for the admission. (j) A notation stating whether the applicant is anticipated to be Medicaid eligible at time of admission or within one year of admission.

This Rule is not met as evidenced by:

Based on review of the facility's single admission wait list and interview, it was determined the facility failed to ensure the name of applicant, contact person or designated representative, the address of the applicant and the contact person, the telephone number of the applicant and the contact person or representative, the name of the person or agency referring, sex and race of the applicant, the date and time of the request for admission, the name and title of the facility staff

Requirement
The facility has developed and implements policies and procedures regarding its admissions, including the development and maintenance of a single wait list of persons requesting admission to the facility. This list will at a minimum contain the following information pertaining to each request for admission: (a) Name of applicant. (b) The name of the contact person or designated representative other than the applicant (if any). (c) The address of the applicant and the contact person or designated representative (if any). (d) The telephone number of the applicant and the contact person or designated representative (if any). (e) Name of the person or agency referring. (f) The sex and race of the applicant. (g) The date and time of the request for admission. (h) Reason(s) for refusal to admit. (i) The name and title of the Long Term Care Facility Staff person taking the application for the admission. (j) A notation stating whether the applicant is anticipated to be Medicaid eligible at time of admission or within one year of admission.

Corrective Action
1. On or before 5/10/13 the facility will maintain the single wait list as stated in the above requirements.
2. On 4/29/13 the Social Director was given the responsibility of maintaining the facilities single wait list.
3. On 4/29/13 the Administrator conducted in-service with the Social Director regarding maintaining the facility single wait list as required.
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taking the application for admission and a notation regarding the applicants Medicaid eligible status were included on the single wait list.

The findings included:

Review of the facility's single admission wait list documented one applicant on the list. The Admissions Coordinator provided a Referral Tracking Log that listed 23 additional applicants dated 4/10/13 through (-) 4/23/13 that were not included on the single wait list. The facility failed to ensure the name of the applicant, contact person or designated representative, the address of the applicant and the contact person, the telephone number of the applicant and the contact person or representative, the name of the person or agency referring, sex and race of the applicant, the date and time of the request for admission, the name and title of the facility staff taking the application for admission and a notation regarding the applicants Medicaid eligible status were included on the single wait list.

During an interview in the conference room on 4/26/13 at 9:00 AM, the Admissions Coordinator stated, "I use the referral tracking list for admissions, have worked here since last July [2012] and have never used the waiting list. I do not send out any letters, do not update it [single wait list]. The one person on the wait list is the applicant whose family I toured yesterday and I just added her to the wait list. No, I cannot tell you who is number one."

1200-13-1-08(2)
The wait list should be updated and revised at
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1200-13-1-08(2)

Requirement
The facility's single wait list will be updated and revised at least once every quarter to remove the names of previous applicants who are no longer interested in admission to the Long Term Care Facility. Following three (3) contacts each separated by a period of at least ten (10) days, the facility shall, consistent with the written notice required in this section, move an applicant to the end of the single admission list whenever an available bed is not accepted at the time of the vacancy, but the applicant wishes to remain on the admission list. Applicants shall be advised of these policies at the time of their inquiry, and must be notified in writing, in a format approved by the Department, when their name is removed from the list or moved to the end of the list. Such contacts shall be documented in the facility log containing the wait list. The date, time, and method of each contact shall be recorded along with the name of the facility staff person making the contact, and the identity of the applicant or contact person contacted. The log of such contacts shall also summarize the communication between the facility staff person and the applicant or contact person.

This Rule is not met as evidenced by:

Based on review of the facility's single wait list and interview, it was determined that the facility failed to ensure a single wait list that was updated and revised quarterly, to document contacts with applicants, failed to provide written notices to applicants, failed to maintain documentation of the date, time, method of each contact and the name of the facility staff person making the contact, and failed to summarize the communication between the facility staff person and the applicant or contact person.

The findings included:

Corrective Action
1. On or before 5/10/13 the facility's single wait list will be maintained as stated in the above requirement.
2. On 4/29/13 the Social Director was given the responsibility of maintaining the facility's single wait list.
3. On 4/29/13 the Administrator conducted in-service with the Social Director regarding maintaining the facilities single wait list as required.
Review of the single wait list documented one applicant on the list. The Admissions Coordinator provided a referral tracking log that listed 23 additional applicants dated 4/10/13–4/23/13 not included on the single wait list. The facility failed to ensure a single wait list that was updated and revised quarterly, failed to document contacts with applicants, failed to provide written notices to applicants, failed to maintain documentation of the date, time, method of each contact and the name of the facility staff person making the contact, and failed to summarize the communication between the facility staff person and the applicant or contact person.

During an interview in the conference room on 4/26/13 at 9:00 AM, the Admissions Coordinator stated, "I use the referral tracking list for admissions, have worked here since last July and have never used the waiting list. I do not send out any letters, do not update it. The one person on the wait list is the applicant whose family I toured yesterday and I just added her to the wait list. No, I cannot tell you who is number one."

1200-13-1-.03(3)
Each facility shall send written confirmation that an applicant's name has been entered on the wait list, their position on the wait list, and a notification of their right of access to the wait list as provided in paragraph (8) of these rules. This confirmation shall include at a minimum the date and time of entry on the wait list and shall be mailed by first class postage to the applicant and their designated representative (if any) identified pursuant to the requirements in paragraph (1) above.

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<td>Review of the single wait list documented one applicant on the list. The Admissions Coordinator provided a referral tracking log that listed 23 additional applicants dated 4/10/13–4/23/13 not included on the single wait list. The facility failed to ensure a single wait list that was updated and revised quarterly, failed to document contacts with applicants, failed to provide written notices to applicants, failed to maintain documentation of the date, time, method of each contact and the name of the facility staff person making the contact, and failed to summarize the communication between the facility staff person and the applicant or contact person. During an interview in the conference room on 4/26/13 at 9:00 AM, the Admissions Coordinator stated, &quot;I use the referral tracking list for admissions, have worked here since last July and have never used the waiting list. I do not send out any letters, do not update it. The one person on the wait list is the applicant whose family I toured yesterday and I just added her to the wait list. No, I cannot tell you who is number one.&quot;</td>
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<td>4. The Administrator and or designees will conduct weekly audits to ensure requirements are met and will report findings to the QA Committee quarterly.</td>
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<td><strong>Requirement</strong></td>
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<td>The facility will send written confirmation that an applicant's name has been entered on the wait list, their position on the wait list and a notification of their right of access to the wait list. This confirmation shall include a minimum the date and time of entry on the wait list and shall be mailed by first class postage to the applicant and their designated representative.</td>
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<td><strong>Corrective Action</strong></td>
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<td>1. On or before 5/10/13 the facility will send written confirmation that meet the above requirement to all applicants on the wait list and will send to all future applicants.</td>
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<td>2. On 4/29/13 the Social Director was given the responsibility of maintaining the facility's single wait list.</td>
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<td>3. On 5/5/13 the Administrator conducted inservice with the Social Director regarding sending confirmation letters to applicant and their designated representative.</td>
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<td>4. The Administrator and or designees will conduct weekly audits to ensure confirmation letters are being sent to applicant's and will report findings to the QA Committee quarterly.</td>
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**CUMBERLAND MANOR NURSING CENTER**

4343 ASHLAND CITY HWY  
NASHVILLE, TN 37218

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This Rule is not met as evidenced by:

Based on review of the facility single wait list and interview, it was determined the facility failed to ensure a single wait list that included all applicants making request for admission and failed to ensure that written confirmation of the applicants name, their position on the list and a notification of their right of access to the wait list was completed.

The findings included:

- Review of the single wait list documented one applicant on the list. The Admissions Coordinator provided a referral tracking Log that listed 23 additional applicants dated 4/10/13-4/23/13 not included on the single wait list. The facility failed to ensure a single wait list included all applicants making request for admission and failed to ensure that written confirmation of the applicants name, their position on the list and a notification of their right of access to the wait list was completed.

- During an interview in the conference room on 4/26/13 at 9:00 AM, the Admissions Coordinator stated, "I use the Referral Tracking list for admissions, have worked here since last July and have never used the waiting list. I do not send out any letters, do not update it. The one person on the wait list is the applicant whose family I toured yesterday and I just added her to the wait list. No, I cannot tell you who is number one."

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1200-13-1-08(4)

**Requirement**

The facility will admit applicants in the chronological order in which the referral or request for admission was received by the facility, except as permitted in paragraph (5) of this rule.

**Corrective Action**

1. On or before 5/10/13 the facility will admit applicants as stated in above requirement.
2. On 4/29/13 the Social Director was given the responsibility of maintaining the facility single wait list.
3. On 4/29/13 the Administrator conducted inservice with the Social Director regarding maintaining single wait list as required.
4. The Administrator and or designees will conduct weekly audits to ensure applicants are admitted as required and will report findings to the QA Committee quarterly.

**Completion Date:** 5/10/13
CUMBERLAND MANOR NURSING CENTER
4343 ASHLAND CITY HWY
NASHVILLE, TN 37218

**Summary Statement of Deficiencies**

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referral or request for admission was received by the facility, except as permitted in paragraph (5) of this rule.

This Rule is not met as evidenced by:

Based on review of the facility single wait list and interview, it was determined the facility failed to document applicant admissions resulting in being unable to document if admissions were in chronological order or document the reason for deviation.

The findings included:

Review of the single wait list documented one applicant on the list. The Admissions Coordinator provided a referral tracking log that listed 23 additional applicants dated 4/10/13-4/23/13 not included on the single wait list. The facility was unable to provide documentation that applicant were admitted in chronological order or document the reason for deviation.

During an interview in the conference room on 4/26/13 at 9:00 AM, the Admissions Coordinator stated, "I use the Referral Tracking list for admissions, have worked here since last July and have never used the waiting list. I do not send out any letters, do not update it. The one person on the wait list is the applicant whose family I toured yesterday and I just added her to the wait list. No, I cannot tell you who is number one."

1200-13-1-.08(7)
If an applicant, whether on his or her own behalf or acting through another, requests admission or to be placed on a list of applicants awaiting admission, the information on the waiting list will be recorded and preserved.

**Corrective Action**

1. On or before 5/10/13 if an applicant request admission or to be placed on a list of applicants awaiting admission, information will be recorded and preserved.
2. On 4/29/13 the Social director was given the responsibility of maintaining the facilities single wait list.
3. On 4/29/13 the Administrator conducted inservice with the Social Director regarding maintaining facility wait list as required.
4. The Administrator and or designee will conduct weekly audits to ensure compliance and will report findings to the QA Committee quarterly.

**Completion Date:** 5/10/13
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admission, the information on the waiting list must be recorded and preserved.

This Rule is not met as evidenced by:

Based on review of the facility single wait list and interview, it was determined the facility failed to document all requests for admission to the facility on a single wait list.

The findings included:

Review of the single wait list documented one applicant on the list. The Admissions Coordinator provided a referral tracking log that listed 23 additional applicants dated 4/10/13-4/23/13 not included on the single wait list. The facility failed to document all requests for admission to the facility on a single wait list.

During an interview in the conference room on 4/26/13 at 9:00 AM, the Admissions Coordinator stated, "I use the referral tracking list for admissions, have worked here since last July and have never used the waiting list. I do not send out any letters, do not update it [single wait list]. The one person on the wait list is the applicant whose family I toured yesterday and I just added her to the wait list. No, I cannot tell you who is number one."