

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306
<http://www.dail.vermont.gov>
Voice/TTY (802) 871-3317
To Report Adult Abuse: (800) 564-1612
Fax (802) 871-3318

August 13, 2014

Ms. Ursula Margazano, Administrator
Woodridge Nursing Home
P.O. Box 550
Barre, VT 05641-0550

Dear Ms. Margazano:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **July 16, 2014**. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN
Licensing Chief

PC:jl

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

PRINTED: 07/31/2014
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 475045	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/16/2014
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NAME OF PROVIDER OR SUPPLIER WOODRIDGE NURSING HOME	STREET ADDRESS, CITY, STATE, ZIP CODE P.O. BOX 550 BARRE, VT 05641
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(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
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F 164	<p>Continued From page 1</p> <p>by: Based on record review and interview, the facility failed to respect and protect 1 applicable resident's right to privacy and confidentiality regarding written communication (Resident #1). Findings include: Per 7/16/14 medical record review, Resident #1 had diagnoses that included Alzheimer's disease with behavioral symptoms, psychosis, depression, anxiety and other chronic medical conditions. The resident had care plans for impaired cognitive function, communication issues and behavioral problems related to dementia with atypical psychosis. A family member was listed as the resident's POA (POA=Power of Attorney; legal document that allows another person the authority to handle financial and personal decisions). On 7/16/14, during a review of a facility self-reported incident, an opened envelope and letter from the Division of Licensing and Protection, specifically addressed to Resident #1, was found in the facility investigation folder. The correspondence, dated 5/23/14, contained the results of an Adult Protective Services (APS) investigation pertaining to Resident #1. On 7/16/14 at 2:34 PM, the facility social services assistant who sorts residents' incoming mail reported that all personal cards and junk mail go to all residents. If a cognitively impaired resident receives bills, they are forwarded to family at their direction. If mail is received from the "State of Vermont," s/he reported that (for all residents) s/he gives those letters to a facility social worker who then decides what to do with them; the social worker may [tell the social services assistant] to send the mail to the family or may deliver it to the resident to talk to them about it. S/he reported that there is no written policy for handling mail.</p>	F 164	<p>Initial audit of all investigation folders related to self reportable incidents completed for 2013 and 2014 incidents with no additional findings of duplicate</p> <p>Audit of investigation folders to be completed as needed as self reportable incidents occur results reported in Department Review Meeting weekly and at QAPI Meeting with changes to process</p> <p><i>Filed POC accepted 8/7/14 SDennis APRN/MLC</i></p>	<p>8/1/2014</p> <p>8/4/2014 on-going</p>
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F 164	<p>Continued From page 2</p> <p>S/he reported that for Resident #1, bills are forwarded to his/her relative. S/he reported she does not forward "State" mail to family but instead lets the social worker handle it as s/he would know the family dynamics better. S/he reported s/he was not able to explain how a State APS letter got into Resident #1's facility folder. Per telephone interview on 7/16/14 at 3:26 PM, the facility social worker who works with Resident #1 reported that s/he brings mail to some residents and if a resident is not competent, the mail may go to the family. S/he stated that when the letter from APS came for Resident #1, s/he called his/her family member to notify that the letter came and discussed the contents. The relative stated s/he did not need a copy and to "throw it away or do whatever..." S/he reported the relative "did not say to save it." The social worker reported s/he was going to throw it out, doesn't quite remember, but reported that "we tend to keep those letters" -usually in the file with the whole investigation...it may have just been thrown in there.</p> <p>Per 7/16/14 review, the facility's Resident Bill of Rights, under the heading "Privacy," states "You have the right to send and receive mail unopened...You have the right to have all your records, medical or personal, kept confidential, except as required by law or regulation..."</p>	F 164		