Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395477	MANORCARE HEALTH SERVICES-LAURELDALE	2125 ELIZABETH AVENUE
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Survey Date
CARLISLE	PA	17013	11/29/2011
LAURELDALE	PA	19605	11/23/2011
LATROBE	PA	15650	11/22/2011
LATROBE	PA	15650	11/22/2011
LATROBE	PA	15650	11/22/2011
LANCASTER	PA	17601	11/21/2011
LANCASTER	PA	17601	11/21/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Date of Correction	Deficiency Type
01/10/2012	Health
01/04/2012	Health
01/06/2012	Health
01/06/2012	Health
01/06/2012	Health
12/15/2011	Health
12/15/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Category	Deficiency	Scope
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Resident Rights Deficiencies	Let the resident refuse treatment or refuse to take part in an experiment.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Resident Rights Deficiencies	Immediately tell the resident,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Level of Harm
Actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395555	PENNSBURG MANOR	530 MACOBY STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	11/21/2011
LANCASTER	PA	17601	11/21/2011
CLEARFIELD	PA	16830	11/21/2011
CLEARFIELD	PA	16830	11/21/2011
CLEARFIELD	PA	16830	11/21/2011
PENNSBURG	PA	18073	11/21/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/15/2011	Health
12/15/2011	Health
01/05/2012	Health
01/05/2012	Health
01/05/2012	Health
01/18/2012	Health

	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395555	PENNSBURG MANOR	530 MACOBY STREET
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395431	MAJESTIC OAKS	333 NEWTOWN ROAD
395431	MAJESTIC OAKS	333 NEWTOWN ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PENNSBURG	PA	18073	11/21/2011
MCMURRAY	PA	15317	11/21/2011
WILKES-BARRE	PA	18702	11/18/2011
LANCASTER	PA	17602	11/17/2011
WARMINSTER	PA	18974	11/17/2011
WARMINSTER	PA	18974	11/17/2011
CARLISLE	PA	17013	11/17/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/18/2012	Health
01/10/2012	Health
12/06/2011	Health
11/28/2011	Health
12/16/2011	Health
12/16/2011	Health
01/10/2012	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	properly.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395666	SKY VUE TERRACE	2170 RHINE STREET
395666	SKY VUE TERRACE	2170 RHINE STREET
395645	EDINBORO MANOR	419 WATERFORD STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	11/17/2011
NORRISTOWN	PA	19401	11/17/2011
WALLINGFORD	PA	19086	11/15/2011
PITTSBURGH	PA	15212	11/14/2011
PITTSBURGH	PA	15212	11/14/2011
EDINBORO	PA	16412	11/10/2011
SOMERSET	PA	15501	11/09/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/06/2012	Health
01/06/2012	Health
01/01/1900	Health
12/13/2011	Health
12/13/2011	Health
01/06/2012	Health
12/19/2011	Health

	and self respect.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395877	HIGHLAND VIEW HEALTH CARE	90 MAIN STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SOMERSET	PA	15501	11/09/2011
BROCKWAY	PA	15824	11/09/2011
ERIE	PA	16509	11/07/2011
OAKMONT	PA	15139	11/07/2011
APOLLO	PA	15613	11/03/2011
DUNCANNON	PA	17020	11/03/2011
NORRISTOWN	PA	19401	11/03/2011
STROUDSBURG	PA	18360	11/02/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/19/2011	Health
12/15/2011	Health
11/30/2011	Health
12/22/2011	Health
11/16/2011	Health
12/08/2011	Health
11/04/2011	Health
11/30/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395707	GOLDEN LIVINGCENTER-CLARION	999 HEIDRICK STREET
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395643	JOHN J KANE REGIONAL CENTER-GL	955 RIVERMONT DRIVE
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CLARION	PA	16214	11/01/2011
ALTOONA	PA	16601	10/28/2011
ALTOONA	PA	16601	10/28/2011
PITTSBURGH	PA	15207	10/27/2011
WEST CHESTER	PA	19380	10/27/2011
WEST CHESTER	PA	19380	10/27/2011
WEST CHESTER	PA	19380	10/27/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/12/2011	Health
12/12/2011	Health
12/12/2011	Health
11/14/2011	Health
12/23/2011	Health
11/18/2011	Health
12/01/2011	Health

	avoided.	
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395342	HOPKINS CENTER	8100 WASHINGTON LANE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WEST CHESTER	PA	19380	10/27/2011
WEST CHESTER	PA	19380	10/27/2011
WEST CHESTER	PA	19380	10/27/2011
GREENVILLE	PA	16125	10/25/2011
LAKE ARIEL	PA	18436	10/25/2011
LAKE ARIEL	PA	18436	10/25/2011
WYNCOTE	PA	19095	10/21/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/09/2011	Health
12/09/2011	Health
12/09/2011	Health
11/14/2011	Health
01/01/1900	Health
01/01/1900	Health
11/15/2011	Health

	the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB	318 SOUTH ORANGE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	10/21/2011
KINGSTON	PA	18704	10/21/2011
KINGSTON	PA	18704	10/21/2011
EASTON	PA	18042	10/20/2011
EASTON	PA	18042	10/20/2011
MEDIA	PA	19063	10/19/2011
MEDIA	PA	19063	10/19/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/06/2011	Health
12/06/2011	Health
01/01/1900	Health
11/17/2011	Health
11/17/2011	Health
11/15/2011	Health
11/15/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that each resident gets help to keep vision and hearing.	Isolated
Resident Assessment Deficiencies	Make sure that doctors visit residents regularly, as required.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	STREET
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WYNNEWOOD	PA	19096	10/18/2011
WYNNEWOOD	PA	19096	10/18/2011
MILFORD	PA	18337	10/18/2011
MILFORD	PA	18337	10/18/2011
NEW CASTLE	PA	16101	10/18/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/07/2011	Health
11/07/2011	Health
11/09/2011	Health
11/09/2011	Health
12/07/2011	Health

	that meets all of a resident's needs, with timetables and actions that can be measured.	
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Environmental Deficiencies	Keep safe, clean and homelike	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	10/18/2011
LIMA	PA	19037	10/18/2011
LIMA	PA	19037	10/18/2011
LIMA	PA	19037	10/18/2011
LIMA	PA	19037	10/18/2011
PHILADELPHIA	PA	19139	10/17/2011
MERCER	PA	16137	10/17/2011
LIMA	PA	19037	10/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/07/2011	Health
11/28/2011	Health
11/28/2011	Health
11/28/2011	Health
11/28/2011	Health
12/15/2011	Health
10/28/2011	Health
11/15/2011	Health

	surroundings.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395922	ARTMAN LUTHERAN HOME	250 NORTH BETHLEHEM PIKE
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
395878	ORWIGSBURG CENTER	1000 ORWIGSBURG MANOR DR
395878	ORWIGSBURG CENTER	1000 ORWIGSBURG MANOR DR
395011	HIGHLAND CENTER, GENESIS ELDER	1050 BROADVIEW

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

AMBLER	PA	19002	10/14/2011
HOLLIDAYSBURG	PA	16648	10/14/2011
HOLLIDAYSBURG	PA	16648	10/14/2011
ORWIGSBURG	PA	17961	10/13/2011
ORWIGSBURG	PA	17961	10/13/2011
BRACKENRIDGE	PA	15014	10/12/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/22/2011	Health
11/29/2011	Health
11/29/2011	Health
11/15/2011	Health
11/15/2011	Health
11/21/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that residents who	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		BOULEVARD
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395472	MANORCARE HEALTH SERVICES-LEBANON	900 TUCK STREET
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
39A438	SOUTHWESTERN VETERANS CENTER	7060 HIGHLAND DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17602	10/12/2011
LEBANON	PA	17042	10/11/2011
WALLINGFORD	PA	19086	10/11/2011
CORAOPOLIS	PA	15108	10/06/2011
WASHINGTON	PA	15301	10/06/2011
WASHINGTON	PA	15301	10/06/2011
PITTSBURGH	PA	15206	10/06/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/08/2011	Health
11/02/2011	Health
10/14/2011	Health
11/15/2011	Health
11/08/2011	Health
11/08/2011	Health
11/28/2011	Health

	cannot care for themselves receive help with eating/drinking, grooming and hygiene.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395402	MANORCARE HEALTH SERVICES-POTTSTOWN	724 NORTH CHARLOTTE ST
395402	MANORCARE HEALTH SERVICES-POTTSTOWN	724 NORTH CHARLOTTE ST
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395675	GOLDEN LIVINGCENTER-WAYNESBURG	300 CENTER AVENUE
395596	COUNTRY MEADOWS OF SOUTH HILLS	3590 WASHINGTON PIKE
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

POTTSTOWN	PA	19464	10/05/2011
POTTSTOWN	PA	19464	10/05/2011
LANCASTER	PA	17601	10/03/2011
LANCASTER	PA	17601	10/03/2011
LANCASTER	PA	17601	10/03/2011
APOLLO	PA	15613	10/03/2011
WAYNESBURG	PA	15370	10/03/2011
BRIDGEVILLE	PA	15017	09/30/2011
LANCASTER	PA	17602	09/30/2011
LANCASTER	PA	17602	09/30/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/01/2011	Health
11/01/2011	Health
10/13/2011	Health
10/13/2011	Health
10/13/2011	Health
11/16/2011	Health
11/15/2011	Health
11/07/2011	Health
11/23/2011	Health
11/23/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care for each resident in a way that keeps or builds the resident's quality of life.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395289	GOLDEN LIVINGCENTER-SOUTH HILLS	201 VILLAGE DRIVE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	09/29/2011
CANONSBURG	PA	15317	09/29/2011
MEDIA	PA	19063	09/29/2011
ALLENTOWN	PA	18103	09/28/2011
YEADON	PA	19050	09/27/2011
YEADON	PA	19050	09/27/2011
PHILADELPHIA	PA	19103	09/27/2011
LANCASTER	PA	17603	09/26/2011
LANCASTER	PA	17603	09/26/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/15/2011	Health
11/18/2011	Health
11/07/2011	Health
10/11/2011	Health
10/26/2011	Health
10/26/2011	Health
10/21/2011	Health
10/11/2011	Health
10/11/2011	Health

	needs, with timetables and actions that can be measured.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	09/26/2011
PHILADELPHIA	PA	19144	09/23/2011
PITTSBURGH	PA	15221	09/23/2011
SCRANTON	PA	18510	09/20/2011
LANCASTER	PA	17602	09/19/2011
ALLENTOWN	PA	18103	09/19/2011
PHILADELPHIA	PA	19119	09/19/2011
TURTLE CREEK	PA	15145	09/19/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/24/2011	Health
10/31/2011	Health
11/15/2011	Health
10/03/2011	Health
10/05/2011	Health
10/11/2011	Health
10/15/2011	Health
11/10/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Environmental Deficiencies	Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET
395873	LGAR HEALTH AND REHABILITATION	800 ELSIE STREET
395138	MIFFLIN CENTER	500 EAST PHILADELPHIA AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395790	SENECA PLACE	5360 SALTSBURG ROAD
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TURTLE CREEK	PA	15145	09/19/2011
TURTLE CREEK	PA	15145	09/19/2011
SHILLINGTON	PA	19607	09/16/2011
NEW CASTLE	PA	16101	09/16/2011
VERONA	PA	15147	09/15/2011
FRACKVILLE	PA	17931	09/14/2011
FRACKVILLE	PA	17931	09/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/10/2011	Health
11/10/2011	Health
10/07/2011	Health
10/30/2011	Health
10/21/2011	Health
10/04/2011	Health
10/04/2011	Health

	investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Isolated
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Quality Care Deficiencies	Give professional services that	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

FRACKVILLE	PA	17931	09/14/2011
FRACKVILLE	PA	17931	09/14/2011
KINGSTON	PA	18704	09/14/2011
KINGSTON	PA	18704	09/14/2011
ALTOONA	PA	16602	09/13/2011
HONESDALE	PA	18431	09/13/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/04/2011	Health
10/04/2011	Health
09/30/2011	Health
09/30/2011	Health
10/24/2011	Health
10/26/2011	Health

	meet a professional standard of quality.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Have a detailed, written plan for disasters and emergencies.	Widespread
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal	Pattern

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395569	HILLSDALE REHABILITATION AND NURSING CENTER	383 MOUNTAIN VIEW DRIVE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SAEGERTOWN	PA	16433	09/13/2011
SAEGERTOWN	PA	16433	09/13/2011
HILLSDALE	PA	15746	09/12/2011
ALTOONA	PA	16602	09/08/2011
WHITE MARSH	PA	19128	09/08/2011
WHITE MARSH	PA	19128	09/08/2011
PECKVILLE	PA	18452	09/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/12/2011	Health
10/12/2011	Health
10/05/2011	Health
10/24/2011	Health
09/29/2011	Health
09/29/2011	Health
09/21/2011	Health

	suctioning, respiratory care, foot care, and prostheses.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Make sure that the attending doctor orders special diets.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395618	MULBERRY SQUARE	411 1/2 W MAHONING STREET
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395425	DEER MEADOWS RETIREMENT COMMUNITY	8301 ROOSEVELT BOULEVARD
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PUNXSUTAWNEY	PA	15767	09/07/2011
WALLINGFORD	PA	19086	09/07/2011
PHILADELPHIA	PA	19152	09/06/2011
WEXFORD	PA	15090	09/02/2011
UNIONTOWN	PA	15401	09/02/2011
UNIONTOWN	PA	15401	09/02/2011
CLEARFIELD	PA	16830	09/01/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/23/2011	Health
10/05/2011	Health
10/15/2011	Health
10/27/2011	Health
10/23/2011	Health
10/23/2011	Health
10/11/2011	Health

	temperature.	
Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395585	BALDOCK HEALTH CARE CENTER	8850 BARNES LAKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CLEARFIELD	PA	16830	09/01/2011
WYNNEWOOD	PA	19096	08/31/2011
SOMERSET	PA	15501	08/31/2011
EFFORT	PA	18330	08/30/2011
YARDLEY	PA	19067	08/30/2011
FORT WASHINGTON	PA	19034	08/29/2011
FORT WASHINGTON	PA	19034	08/29/2011
FORT WASHINGTON	PA	19034	08/29/2011
IRWIN	PA	15642	08/29/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/11/2011	Health
10/17/2011	Health
09/16/2011	Health
10/30/2011	Health
09/20/2011	Health
09/23/2011	Health
09/23/2011	Health
09/23/2011	Health
09/28/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Administration Deficiencies	Keep accurate and appropriate	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395585	BALDOCK HEALTH CARE CENTER	8850 BARNES LAKE ROAD
395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

IRWIN	PA	15642	
LOWER BURRELL	PA	15068	08/26/2011
LOWER BURRELL	PA	15068	08/26/2011
LOWER BURRELL	PA	15068	08/26/2011
PHILADELPHIA	PA	19119	08/26/2011
LANCASTER	PA	17601	08/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
10/11/2011	Health
10/11/2011	Health
10/11/2011	Health
09/19/2011	Health
09/16/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Let the resident refuse treatment or refuse to take part in an experiment.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395423	FORBES CENTER FOR REHAB AND	6655 FRANKSTOWN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	08/25/2011
LANCASTER	PA	17601	08/25/2011
LANCASTER	PA	17601	08/25/2011
LANCASTER	PA	17601	08/25/2011
LANCASTER	PA	17601	08/25/2011
LANCASTER	PA	17601	08/25/2011
MYERSTOWN	PA	17067	08/25/2011
PITTSBURGH	PA	15206	08/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/18/2011	Health
09/16/2011	Health
09/16/2011	Health
11/18/2011	Health
09/16/2011	Health
11/18/2011	Health
10/01/2011	Health
09/26/2011	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
396070	ANGELA JANE PAVILION	8410 ROOSEVELT BLVD
396128	MAPLE FARM	604 OAK STREET
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15206	
MCKEESPORT	PA	15132	08/24/2011
MCMURRAY	PA	15317	08/24/2011
PHILADELPHIA	PA	19152	08/24/2011
AKRON	PA	17501	08/24/2011
GREENVILLE	PA	16125	08/23/2011
GREENVILLE	PA	16125	08/23/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
10/05/2011	Health
09/20/2011	Health
08/25/2011	Health
10/21/2011	Health
09/26/2011	Health
09/26/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395512	MANORCARE HEALTH SERVICES-SUNBURY	800 COURT ST, CIRCLE DRIVE
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	08/23/2011
KINGSTON	PA	18704	08/23/2011
KINGSTON	PA	18704	08/23/2011
SUNBURY	PA	17801	08/23/2011
TAYLOR	PA	18517	08/23/2011
HARRISBURG	PA	17111	08/18/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/30/2011	Health
09/30/2011	Health
09/30/2011	Health
09/13/2011	Health
09/09/2011	Health
09/13/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	adjusting.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	post nurse staffing information.	Widespread
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KING OF PRUSSIA	PA	19406	08/18/2011
WAYMART	PA	18472	08/18/2011
WAYMART	PA	18472	08/18/2011
CARBONDALE	PA	18407	08/18/2011
CARBONDALE	PA	18407	08/18/2011
CARBONDALE	PA	18407	08/18/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/23/2011	Health
11/09/2011	Health
10/25/2011	Health
10/17/2011	Health
10/17/2011	Health
10/17/2011	Health

	covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	
Resident Rights Deficiencies	Let the resident or the resident's representative look at all records.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395650	WARREN MANOR	682 PLEASANT DRIVE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
395344	MANORCARE HEALTH SERVICES-POTTSVILLE	PULASKI AND LEADER DRIVES
395434	GOLDEN LIVINGCENTER-MT LEBANON	350 OLD GILKESON ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CARBONDALE	PA	18407	08/18/2011
WARREN	PA	16365	08/15/2011
PITTSBURGH	PA	15214	08/12/2011
POTTSVILLE	PA	17901	08/11/2011
PITTSBURGH	PA	15228	08/11/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/17/2011	Health
09/30/2011	Health
09/08/2011	Health
09/13/2011	Health
10/03/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

395434	GOLDEN LIVINGCENTER-MT LEBANON	350 OLD GILKESON ROAD
395434	GOLDEN LIVINGCENTER-MT LEBANON	350 OLD GILKESON ROAD
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395923	CHAPEL POINTE AT CARLISLE	770 S. HANOVER STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15228	08/11/2011
PITTSBURGH	PA	15228	08/11/2011
BELLEFONTE	PA	16823	08/11/2011
BELLEFONTE	PA	16823	08/11/2011
BELLEFONTE	PA	16823	08/11/2011
CARLISLE	PA	17013	08/11/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/03/2011	Health
10/03/2011	Health
10/07/2011	Health
09/02/2011	Health
09/02/2011	Health
09/06/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395710	ATTLEBORO NURSING AND REHAB CE	300 EAST WINCHESTER AVE
395710	ATTLEBORO NURSING AND REHAB CE	300 EAST WINCHESTER AVE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	08/10/2011
GREENSBURG	PA	15601	08/10/2011
LANGHORNE	PA	19047	08/10/2011
LANGHORNE	PA	19047	08/10/2011
CHAMBERSBURG	PA	17201	08/09/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/04/2011	Health
10/04/2011	Health
08/31/2011	Health
08/31/2011	Health
08/31/2011	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE
396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
395319	MANATAWNY MANOR	OLD SCHUYLKILL ROAD AT ROUTE 724
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MIDDLETOWN	PA	17057	08/09/2011
WYNDMOOR	PA	19038	08/09/2011
WYNDMOOR	PA	19038	08/09/2011
POTTSTOWN	PA	19464	08/08/2011
SOMERSET	PA	15501	08/08/2011
DUNCANNON	PA	17020	08/08/2011
DUNCANNON	PA	17020	08/08/2011
DUNCANNON	PA	17020	08/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/30/2011	Health
08/25/2011	Health
08/29/2011	Health
09/02/2011	Health
09/06/2011	Health
10/07/2011	Health
09/09/2011	Health
09/09/2011	Health

	suctioning, respiratory care, foot care, and prostheses.	
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Follow all laws and professional standards.	Isolated
Environmental Deficiencies	Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395790	SENECA PLACE	5360 SALTSBURG ROAD
395790	SENECA PLACE	5360 SALTSBURG ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNCANNON	PA	17020	
DUNCANNON	PA	17020	08/08/2011
BERWICK	PA	18603	08/05/2011
BERWICK	PA	18603	08/05/2011
BERWICK	PA	18603	08/05/2011
NAZARETH	PA	18064	08/04/2011
CANONSBURG	PA	15317	08/04/2011
VERONA	PA	15147	08/04/2011
VERONA	PA	15147	08/04/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
09/09/2011	Health
09/20/2011	Health
09/20/2011	Health
09/20/2011	Health
09/12/2011	Health
08/17/2011	Health
08/17/2011	Health
08/17/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395020	BAPTIST HOMES OF WESTERN PENNSYLVANIA	489 CASTLE SHANNON BLVD
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BEAVER	PA	15009	08/03/2011
PITTSBURGH	PA	15234	08/03/2011
EAST STROUDSBURG	PA	18301	08/03/2011
EAST STROUDSBURG	PA	18301	08/03/2011
SCRANTON	PA	18510	08/02/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/30/2011	Health
09/30/2011	Health
09/28/2011	Health
09/28/2011	Health
10/03/2011	Health

	needs, with timetables and actions that can be measured.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395844	RHEEMS NURSING AND REHABILITATION CENTER	141 HEISEY AVENUE
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANGHORNE	PA	19047	08/02/2011
ELIZABETHTOWN	PA	17022	08/02/2011
LANCASTER	PA	17603	08/01/2011
LANCASTER	PA	17603	08/01/2011
LANCASTER	PA	17603	08/01/2011
LANCASTER	PA	17601	07/31/2011
HERMITAGE	PA	16148	07/29/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/22/2011	Health
08/16/2011	Health
11/29/2011	Health
11/29/2011	Health
09/12/2011	Health
08/31/2011	Health
08/10/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395261	BUFFALO VALLEY LUTHERAN VILLAG	889 FAIRGROUND ROAD
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395396	MANORCARE HEALTH SERVICES-WILLIAMSPORT SOUTH	101 LEADER DRIVE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LEWISBURG	PA	17837	07/29/2011
LAKE ARIEL	PA	18436	07/29/2011
DUNMORE	PA	18512	07/29/2011
BEAVER FALLS	PA	15010	07/28/2011
WILLIAMSPORT	PA	17701	07/28/2011
LANCASTER	PA	17602	07/27/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/04/2011	Health
09/20/2011	Health
09/13/2011	Health
08/22/2011	Health
08/09/2011	Health
09/08/2011	Health

	accidents.	
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated
Resident Rights Deficiencies	Let the appropriate people see and talk to each resident.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395773	HIGHLAND PARK CARE CENTER	745 NORTH HIGHLAND AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17602	07/27/2011
LANCASTER	PA	17601	07/27/2011
SCRANTON	PA	18505	07/27/2011
MOUNT PLEASANT	PA	15666	07/27/2011
PITTSBURGH	PA	15206	07/27/2011
MEDIA	PA	19063	07/27/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/08/2011	Health
08/31/2011	Health
08/29/2011	Health
08/16/2011	Health
09/21/2011	Health
08/10/2011	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Assessment Deficiencies	Electronically record and report resident status assessments in a timely manner as required in order to monitor resident health and progress.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396073	CONSULATE HEALTH CARE OF NORTH STRABANE	100 TANDEM VILLAGE ROAD
395628	PARK PLEASANT HEALTH CARE FACI	4712 CHESTER AVENUE
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CANONSBURG	PA	15317	07/27/2011
PHILADELPHIA	PA	19143	07/26/2011
BLOOMSBURG	PA	17815	07/26/2011
MCMURRAY	PA	15317	07/25/2011
MCMURRAY	PA	15317	07/25/2011
CARLISLE	PA	17013	07/25/2011
CARLISLE	PA	17013	07/25/2011
TREXLERTOWN	PA	18087	07/23/2011
LANCASTER	PA	17601	07/23/2011
STATE COLLEGE	PA	16801	07/22/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/15/2011	Health
08/31/2011	Health
08/19/2011	Health
08/17/2011	Health
08/17/2011	Health
08/30/2011	Health
08/30/2011	Health
07/29/2011	Health
08/31/2011	Health
09/22/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Make sure that doctors visit residents regularly, as required.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Make sure that the attending doctor orders special diets.	Isolated
Environmental Deficiencies	Keep temperature levels comfortable and safe.	Pattern
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CENTER, THE	DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395842	VINCENTIAN DE MARILLAC	5300 STANTON AVENUE
395842	VINCENTIAN DE MARILLAC	5300 STANTON AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WORTHINGTON	PA	16262	07/21/2011
EASTON	PA	18045	07/21/2011
WILKES BARRE	PA	18711	07/20/2011
WILKES BARRE	PA	18711	07/20/2011
ROCHESTER	PA	15074	07/20/2011
PITTSBURGH	PA	15206	07/19/2011
PITTSBURGH	PA	15206	07/19/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/19/2011	Health
08/16/2011	Health
08/16/2011	Health
08/16/2011	Health
09/20/2011	Health
09/08/2011	Health
09/08/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	a safe and clean way.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
396110	KINDRED HOSPITAL PITTSBURGH - NORTH SHORE	1004 ARCH STREET, THIRD FLOOR

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	07/15/2011
PITTSBURGH	PA	15232	07/15/2011
KINGSTON	PA	18704	07/15/2011
NAZARETH	PA	18064	07/15/2011
PITTSBURGH	PA	15220	07/15/2011
PITTSBURGH	PA	15220	07/15/2011
PITTSBURGH	PA	15220	07/15/2011
WEST READING	PA	19611	07/14/2011
ALLEGHENY	PA	15212	07/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/10/2011	Health
08/10/2011	Health
09/30/2011	Health
08/29/2011	Health
08/23/2011	Health
08/23/2011	Health
08/23/2011	Health
08/08/2011	Health
09/07/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395394	DEVON MANOR	235 LANCASTER AVENUE
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395790	SENECA PLACE	5360 SALTSBURG ROAD
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395309	MANORCARE HEALTH SERVICES-YORK SOUTH	200 PAULINE DRIVE
395535	MARWOOD REST HOME, INC	1018-20 OAK LANE AVENUE
395535	MARWOOD REST HOME, INC	1018-20 OAK LANE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DEVON	PA	19333	07/13/2011
LAPORTE	PA	18626	07/13/2011
LAPORTE	PA	18626	07/13/2011
DUNCANNON	PA	17020	07/13/2011
VERONA	PA	15147	07/13/2011
HARRISBURG	PA	17111	07/12/2011
YORK	PA	17402	07/12/2011
PHILADELPHIA	PA	19126	07/12/2011
PHILADELPHIA	PA	19126	07/12/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/26/2011	Health
08/08/2011	Health
08/08/2011	Health
08/26/2011	Health
08/18/2011	Health
07/25/2011	Health
08/26/2011	Health
07/22/2011	Health
07/22/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Pharmacy Service Deficiencies	Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Have a detailed, written plan for disasters and emergencies.	Widespread
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395550	DR ARTHUR CLIFTON MCKINLEY CTR	133 LAURELBROOKE DRIVE
395550	DR ARTHUR CLIFTON MCKINLEY CTR	133 LAURELBROOKE DRIVE
395680	KUTZTOWN MANOR	120 TREXLER AVENUE
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395105	MOSSER NURSING HOME	1175 MOSSER ROAD
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BROOKVILLE	PA	15825	07/12/2011
BROOKVILLE	PA	15825	07/12/2011
KUTZTOWN	PA	19530	07/12/2011
WALLINGFORD	PA	19086	07/12/2011
ERIE	PA	16502	07/09/2011
TREXLERTOWN	PA	18087	07/08/2011
TREXLERTOWN	PA	18087	07/08/2011
YORK	PA	17403	07/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/21/2011	Health
07/21/2011	Health
07/13/2011	Health
08/12/2011	Health
07/22/2011	Health
07/29/2011	Health
07/29/2011	Health
08/08/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	cooked, and at the right temperature.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CLEARFIELD	PA	16830	07/08/2011
CLEARFIELD	PA	16830	07/08/2011
CLEARFIELD	PA	16830	07/08/2011
CLEARFIELD	PA	16830	07/08/2011
PITTSBURGH	PA	15217	07/08/2011
PITTSBURGH	PA	15217	07/08/2011
BLOOMSBURG	PA	17815	07/08/2011
BLOOMSBURG	PA	17815	07/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/16/2011	Health
08/16/2011	Health
08/16/2011	Health
08/16/2011	Health
08/02/2011	Health
08/02/2011	Health
08/19/2011	Health
08/19/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
395041	TWINBROOK MEDICAL CENTER	3805 FIELD STREET
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395666	SKY VUE TERRACE	2170 RHINE STREET
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BLOOMSBURG	PA	17815	07/08/2011
ERIE	PA	16511	07/07/2011
YORK	PA	17403	07/07/2011
YORK	PA	17403	07/07/2011
PITTSBURGH	PA	15221	07/07/2011
PITTSBURGH	PA	15221	07/07/2011
PITTSBURGH	PA	15212	07/06/2011
MCMURRAY	PA	15317	07/05/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/19/2011	Health
07/21/2011	Health
08/31/2011	Health
08/31/2011	Health
08/05/2011	Health
08/05/2011	Health
07/26/2011	Health
08/05/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395545	FAIRVIEW CARE CENTER OF PAPERMILL ROAD	850 PAPERMILL ROAD
395545	FAIRVIEW CARE CENTER OF PAPERMILL	850 PAPERMILL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MCMURRAY	PA	15317	07/05/2011
MILFORD	PA	18337	07/01/2011
HAZLETON	PA	18202	06/30/2011
HAZLETON	PA	18202	06/30/2011
GLENSIDE	PA	19038	06/28/2011
GLENSIDE	PA	19038	06/28/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/05/2011	Health
08/12/2011	Health
08/02/2011	Health
08/02/2011	Health
08/12/2011	Health
08/12/2011	Health

	the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	ROAD	
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CHESTER	PA	19013	06/28/2011
CHESTER	PA	19013	06/28/2011
CHESTER	PA	19013	06/28/2011
CHESTER	PA	19013	06/28/2011
CHESTER	PA	19013	06/28/2011
CHESTER	PA	19013	06/28/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/12/2011	Health
08/12/2011	Health
08/12/2011	Health
08/12/2011	Health
08/12/2011	Health
08/12/2011	Health

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395716	SMITH HEALTH CARE LTD	453 SOUTH MAIN ROAD
395716	SMITH HEALTH CARE LTD	453 SOUTH MAIN ROAD
395716	SMITH HEALTH CARE LTD	453 SOUTH MAIN ROAD
395722	PENN CENTER FOR REHABILITATION	3609 CHESTNUT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN TOP	PA	18707	06/28/2011
MOUNTAIN TOP	PA	18707	06/28/2011
MOUNTAIN TOP	PA	18707	06/28/2011
PHILADELPHIA	PA	19104	06/28/2011
SOMERSET	PA	15501	06/28/2011
SOMERSET	PA	15501	06/28/2011
NORRISTOWN	PA	19401	06/27/2011
MOUNTAIN TOP	PA	18707	06/23/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/22/2011	Health
08/22/2011	Health
08/08/2011	Health
07/29/2011	Health
07/21/2011	Health
07/21/2011	Health
07/26/2011	Health
07/15/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	needed for medical treatment.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MOUNTAIN TOP	PA	18707	06/23/2011
MOUNTAIN TOP	PA	18707	06/23/2011
PITTSBURGH	PA	15221	06/23/2011
BEAVER FALLS	PA	15010	06/22/2011
NEW CASTLE	PA	16101	06/22/2011
WALLINGFORD	PA	19086	06/22/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011	Health
07/15/2011	Health
07/25/2011	Health
07/13/2011	Health
07/29/2011	Health
07/20/2011	Health

	and maintenance.	
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
395203	PROSPECT PARK HEALTH AND REHAB	815 CHESTER PIKE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ELKINS PARK	PA	19027	06/22/2011
PHILADELPHIA	PA	19144	06/22/2011
PROSPECT PARK	PA	19076	06/21/2011
MALVERN	PA	19355	06/21/2011
MALVERN	PA	19355	06/21/2011
TAYLOR	PA	18517	06/21/2011
YORK	PA	17404	06/21/2011
NORRISTOWN	PA	19401	06/21/2011
NORRISTOWN	PA	19401	06/21/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/05/2011	Health
07/11/2011	Health
08/01/2011	Health
08/02/2011	Health
08/02/2011	Health
08/23/2011	Health
08/15/2011	Health
07/15/2011	Health
07/15/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	be transferred or discharged.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395579	CAMBRIDGE SPRINGS REHABILITATION & NURSING CENTER	110 CANFIELD STREET
396003	MANORCARE HEALTH SERVICES-MONROEVILLE	885 MACBETH DRIVE
395224	HAMILTON ARMS CENTER	336 SOUTH WEST END AVENUE
395607	GOLDEN LIVINGCENTER-SHIPPENVILLE	21158 PAINT BOULEVARD
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	06/21/2011
CAMBRIDGE SPRINGS	PA	16403	06/20/2011
MONROEVILLE	PA	15146	06/20/2011
LANCASTER	PA	17603	06/17/2011
SHIPPENVILLE	PA	16254	06/17/2011
PITTSBURGH	PA	15217	06/17/2011
PITTSBURGH	PA	15217	06/17/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011	Health
08/11/2011	Health
07/26/2011	Health
08/10/2011	Health
07/11/2011	Health
07/08/2011	Health
07/08/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395983	KEARSLEY REHABILITATION AND NURSING CENTER	2100 NORTH 49TH STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19131	06/16/2011
PITTSBURGH	PA	15221	06/15/2011
DARBY	PA	19023	06/13/2011
DARBY	PA	19023	06/13/2011
WILKES BARRE	PA	18702	06/10/2011
WILKES BARRE	PA	18702	06/10/2011
LATROBE	PA	15650	06/10/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/15/2011	Health
06/22/2011	Health
08/12/2011	Health
06/30/2011	Health
06/30/2011	Health
06/30/2011	Health
06/24/2011	Health

	needs, with timetables and actions that can be measured.	
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Resident Rights Deficiencies	Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Resident Rights Deficiencies	Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395552	BETHLEN HM OF THE HUNGARIAN RF	66 CAREY SCHOOL ROAD
395843	RIVER'S EDGE NURSING AND REHAB	9501 STATE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LOWER BURRELL	PA	15068	06/09/2011
DEVON	PA	19333	06/09/2011
DEVON	PA	19333	06/09/2011
LIGONIER	PA	15658	06/09/2011
PHILADELPHIA	PA	19114	06/09/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/12/2011	Health
06/28/2011	Health
06/28/2011	Health
07/01/2011	Health
07/11/2011	Health

	abuse, neglect or mistreatment of residents.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Mistreatment Deficiencies	Protect residents from	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395041	TWINBROOK MEDICAL CENTER	3805 FIELD STREET
395354	SILVER STREAM CENTER	905 PENLLYN PK PO BOX 397
395698	MEADOWCREST NURSING CENTER	1200 BRAUN ROAD
395430	DUBOIS NURSING HOME	P O BOX 307
395430	DUBOIS NURSING HOME	P O BOX 307
395430	DUBOIS NURSING HOME	P O BOX 307

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16511	06/08/2011
SPRING HOUSE	PA	19477	06/08/2011
BETHEL PARK	PA	15102	06/08/2011
DUBOIS	PA	15801	06/07/2011
DUBOIS	PA	15801	06/07/2011
DUBOIS	PA	15801	06/07/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011	Health
07/12/2011	Health
07/14/2011	Health
07/11/2011	Health
07/11/2011	Health
07/11/2011	Health

	mistreatment, neglect, and/or theft of personal property.	
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395950	CENTENNIAL VILLAGE	4400 WEST GIRARD AVENUE
395950	CENTENNIAL VILLAGE	4400 WEST GIRARD AVENUE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19104	06/07/2011
PHILADELPHIA	PA	19104	06/07/2011
UNIONTOWN	PA	15401	06/07/2011
UNIONTOWN	PA	15401	06/07/2011
BROOMALL	PA	19008	06/02/2011
LATROBE	PA	15650	06/02/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/29/2011	Health
07/29/2011	Health
06/17/2011	Health
06/17/2011	Health
06/03/2011	Health
07/20/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		ROAD
395869	BUTLER MEMORIAL HOSP TCF	911 EAST BRADY STREET
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395917	BRINTON MANOR	549 BALTIMORE PIKE
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BUTLER	PA	16001	06/02/2011
CAMP HILL	PA	17011	05/27/2011
ERIE	PA	16508	05/27/2011
ERIE	PA	16508	05/27/2011
GLEN MILLS	PA	19342	05/27/2011
WILKES BARRE	PA	18711	05/25/2011
LANGHORNE	PA	19047	05/25/2011
LANGHORNE	PA	19047	05/25/2011
LANGHORNE	PA	19047	05/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/23/2011	Health
07/07/2011	Health
06/17/2011	Health
06/17/2011	Health
07/14/2011	Health
07/20/2011	Health
06/27/2011	Health
06/27/2011	Health
06/27/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	medical records.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
396120	PHOEBE WYNCOTE	208 FERNBROOK AVENUE
395102	MALTA HOME	105 MALTA DRIVE
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18503	05/24/2011
KINGSTON	PA	18704	05/23/2011
KINGSTON	PA	18704	05/23/2011
WYNCOTE	PA	19095	05/23/2011
GRANVILLE	PA	17029	05/22/2011
EAST STROUDSBURG	PA	18301	05/20/2011
EAST STROUDSBURG	PA	18301	05/20/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/23/2011	Health
05/31/2011	Health
05/31/2011	Health
06/01/2011	Health
06/25/2011	Health
07/12/2011	Health
07/12/2011	Health

	neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Administration Deficiencies	Have a detailed, written plan for disasters and emergencies.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Widespread
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Immediate jeopardy to resident health or safety
Actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BOOTHWYN	PA	19061	05/20/2011
BOOTHWYN	PA	19061	05/20/2011
BOOTHWYN	PA	19061	05/20/2011
BOOTHWYN	PA	19061	05/20/2011
YORK	PA	17403	05/19/2011
YORK	PA	17403	05/19/2011
YORK	PA	17403	05/19/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/06/2011	Health
06/06/2011	Health
06/06/2011	Health
06/06/2011	Health
06/21/2011	Health
06/21/2011	Health
06/21/2011	Health

	accidents.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated
Nutrition and Dietary Deficiencies	Provide special eating equipment and utensils for each resident who needs them.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395844	RHEEMS NURSING AND REHABILITATION CENTER	141 HEISEY AVENUE
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17403	05/19/2011
YORK	PA	17403	05/19/2011
ERIE	PA	16502	05/19/2011
ELIZABETHTOWN	PA	17022	05/19/2011
SHIPPENSBURG	PA	17257	05/19/2011
NANTICOKE	PA	18634	05/17/2011
NANTICOKE	PA	18634	05/17/2011
HONEY BROOK	PA	19344	05/17/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/21/2011	Health
06/21/2011	Health
05/31/2011	Health
06/15/2011	Health
06/29/2011	Health
06/30/2011	Health
06/30/2011	Health
06/21/2011	Health

	that are listed in official regulations.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Administration Deficiencies	Train all employees on what to do in an emergency.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		PIKE
395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE
395477	MANORCARE HEALTH SERVICES-LAURELDALE	2125 ELIZABETH AVENUE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HONEY BROOK	PA	19344	05/17/2011
LAURELDALE	PA	19605	05/17/2011
NORRISTOWN	PA	19401	05/17/2011
GREENSBURG	PA	15601	05/16/2011
GREENSBURG	PA	15601	05/16/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/21/2011	Health
06/22/2011	Health
06/30/2011	Health
06/29/2011	Health
06/29/2011	Health

	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Widespread
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395870	SOUTH FAYETTE NURSING CENTER	252 MAIN STREET
395556	SHENANDOAH MANOR NURSING CENTE	101 E. WASHINGTON ST
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395607	GOLDEN LIVINGCENTER-SHIPPENVILLE	21158 PAINT BOULEVARD
395607	GOLDEN LIVINGCENTER-SHIPPENVILLE	21158 PAINT

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	05/16/2011
GREENSBURG	PA	15601	05/16/2011
GREENSBURG	PA	15601	05/16/2011
LANCASTER	PA	17601	05/13/2011
LANCASTER	PA	17601	05/13/2011
MARKLEYSBURG	PA	15459	05/12/2011
SHENANDOAH	PA	17976	05/11/2011
MEADVILLE	PA	16335	05/11/2011
SHIPPENVILLE	PA	16254	05/11/2011
SHIPPENVILLE	PA	16254	05/11/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/29/2011	Health
06/29/2011	Health
07/05/2011	Health
06/27/2011	Health
06/27/2011	Health
05/25/2011	Health
05/31/2011	Health
06/30/2011	Health
06/20/2011	Health
06/20/2011	Health

	residents.	
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Administration Deficiencies	Follow all laws and professional standards.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Administration Deficiencies	post nurse staffing information.	Widespread
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give proper treatment to	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		BOULEVARD
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395527	MANORCARE HEALTH SERVICES-BETHLEHEM (2029)	2029 WESTGATE DRIVE
395527	MANORCARE HEALTH SERVICES-BETHLEHEM (2029)	2029 WESTGATE DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	05/10/2011
KINGSTON	PA	18704	05/10/2011
KINGSTON	PA	18704	05/10/2011
KINGSTON	PA	18704	05/10/2011
BETHLEHEM	PA	18017	05/10/2011
BETHLEHEM	PA	18017	05/10/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/07/2011	Health
06/07/2011	Health
06/07/2011	Health
06/07/2011	Health
06/01/2011	Health
06/01/2011	Health

	residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395292	WESBURY UNITED METHODIST COMMU	31 NORTH PARK AVE EXT
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BEAVER FALLS	PA	15010	05/10/2011
MEADVILLE	PA	16335	05/09/2011
WORTHINGTON	PA	16262	05/09/2011
WORTHINGTON	PA	16262	05/09/2011
WORTHINGTON	PA	16262	05/09/2011
WORTHINGTON	PA	16262	05/09/2011
GROVE CITY	PA	16127	05/09/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/31/2011	Health
05/31/2011	Health
06/30/2011	Health
06/30/2011	Health
06/30/2011	Health
06/30/2011	Health
05/31/2011	Health

	accidents.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395879	COUNTRYSIDE CONVAL HOME LTD PA	8221 LAMOR ROAD
395879	COUNTRYSIDE CONVAL HOME LTD PA	8221 LAMOR ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GROVE CITY	PA	16127	05/09/2011
GROVE CITY	PA	16127	05/09/2011
GROVE CITY	PA	16127	05/09/2011
MERCER	PA	16137	05/09/2011
MERCER	PA	16137	05/09/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/31/2011	Health
05/31/2011	Health
05/31/2011	Health
06/03/2011	Health
06/03/2011	Health

	the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Immediate jeopardy to resident health or safety

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395879	COUNTRYSIDE CONVAL HOME LTD PA	8221 LAMOR ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395534	FAIR WINDS MANOR	126 IRON BRIDGE ROAD
395534	FAIR WINDS MANOR	126 IRON BRIDGE ROAD
395534	FAIR WINDS MANOR	126 IRON BRIDGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MERCER	PA	16137	05/09/2011
MERCER	PA	16137	05/09/2011
MERCER	PA	16137	05/09/2011
MERCER	PA	16137	05/09/2011
MERCER	PA	16137	05/09/2011
SARVER	PA	16055	05/06/2011
SARVER	PA	16055	05/06/2011
SARVER	PA	16055	05/06/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/03/2011	Health
06/17/2011	Health
06/17/2011	Health
06/17/2011	Health
06/17/2011	Health
06/27/2011	Health
06/27/2011	Health
06/27/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Pattern
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16502	05/06/2011
WEXFORD	PA	15090	05/05/2011
WEXFORD	PA	15090	05/05/2011
MOUNTAIN TOP	PA	18707	05/05/2011
MOUNTAIN TOP	PA	18707	05/05/2011
NEW CASTLE	PA	16101	05/04/2011
NEW CASTLE	PA	16101	05/04/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/31/2011	Health
06/03/2011	Health
06/03/2011	Health
06/23/2011	Health
06/23/2011	Health
05/31/2011	Health
05/31/2011	Health

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Resident Rights Deficiencies	Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395913	MANORCARE HEALTH SERVICES-HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395913	MANORCARE HEALTH SERVICES-HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CHESWICK	PA	15024	05/04/2011
CHESWICK	PA	15024	05/04/2011
GREENSBURG	PA	15601	05/02/2011
HUNTINGDON VALLEY	PA	19006	05/02/2011
HUNTINGDON VALLEY	PA	19006	05/02/2011
HARRISBURG	PA	17111	04/29/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/31/2011	Health
05/31/2011	Health
06/29/2011	Health
06/14/2011	Health
06/14/2011	Health
05/17/2011	Health

	and self respect.	
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	04/29/2011
HARRISBURG	PA	17111	04/29/2011
WEATHERLY	PA	18255	04/29/2011
WEATHERLY	PA	18255	04/29/2011
DALLASTOWN	PA	17313	04/28/2011
DALLASTOWN	PA	17313	04/28/2011
DUNMORE	PA	18512	04/28/2011
DUNMORE	PA	18512	04/28/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/17/2011	Health
05/17/2011	Health
09/08/2011	Health
09/08/2011	Health
06/14/2011	Health
06/14/2011	Health
05/09/2011	Health
05/09/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	04/28/2011
DUNMORE	PA	18512	04/28/2011
BRYN MAWR	PA	19010	04/27/2011
BRYN MAWR	PA	19010	04/27/2011
ERIE	PA	16508	04/27/2011
LAKE ARIEL	PA	18436	04/27/2011
LAKE ARIEL	PA	18436	04/27/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/09/2011	Health
05/09/2011	Health
05/11/2011	Health
05/11/2011	Health
05/05/2011	Health
05/23/2011	Health
05/23/2011	Health

	and self respect.	
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Administration Deficiencies	Follow all laws and professional	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		DRIVE
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395918	SHOOK HOME THE	55 SOUTH SECOND STREET
395095	BRYN MAWR TERRACE, THE	773 EAST HAVERFORD ROAD
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME	BOX 128, 2990

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	04/27/2011
CHAMBERSBURG	PA	17201	04/27/2011
BRYN MAWR	PA	19010	04/26/2011
EFFORT	PA	18330	04/26/2011
BLOOMSBURG	PA	17815	04/26/2011
NEW OXFORD	PA	17350	04/25/2011
NEW OXFORD	PA	17350	04/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/17/2011	Health
05/27/2011	Health
05/13/2011	Health
05/30/2011	Health
05/17/2011	Health
06/01/2011	Health
06/01/2011	Health

	standards.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Administration Deficiencies	Set up or keep a group of people	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	COMMUNITY, THE	CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NEW OXFORD	PA	17350	04/25/2011
NEW OXFORD	PA	17350	04/25/2011
NEW OXFORD	PA	17350	04/25/2011
NEW OXFORD	PA	17350	04/25/2011
APOLLO	PA	15613	04/25/2011
APOLLO	PA	15613	04/25/2011
APOLLO	PA	15613	04/25/2011
APOLLO	PA	15613	04/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/01/2011	Health
06/01/2011	Health
06/01/2011	Health
06/01/2011	Health
05/25/2011	Health
05/25/2011	Health
05/25/2011	Health
05/25/2011	Health

	to review and ensure quality.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Pattern

harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Immediate jeopardy to resident health or safety

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395774	CONESTOGA VIEW	900 EAST KING STREET
395012	MENNO-HAVEN, INC.	2075 SCOTLAND AVENUE
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONTOURSVILLE	PA	17754	04/22/2011
MOUNTAIN TOP	PA	18707	04/22/2011
LANCASTER	PA	17602	04/22/2011
CHAMBERSBURG	PA	17201	04/21/2011
HOLLIDAYSBURG	PA	16648	04/21/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/16/2011	Health
06/20/2011	Health
05/23/2011	Health
05/19/2011	Health
06/09/2011	Health

	the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET
395221	DONAHOE MANOR	136 DONAHOE MANOR ROAD
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	04/21/2011
SOMERSET	PA	15501	04/21/2011
SHIPPENSBURG	PA	17257	04/21/2011
WYNDMOOR	PA	19038	04/20/2011
MILFORD	PA	18337	04/20/2011
BEDFORD	PA	15522	04/19/2011
PITTSBURGH	PA	15217	04/19/2011
PITTSBURGH	PA	15217	04/19/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/09/2011	Health
05/14/2011	Health
06/07/2011	Fire Safety
05/25/2011	Health
05/31/2011	Health
05/23/2011	Health
05/09/2011	Health
05/09/2011	Health

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Fire Alarm Systems Deficiencies	a fire alarm system that can be heard throughout the facility.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Administration Deficiencies	Follow all laws and professional standards.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15217	04/19/2011
BELLEFONTE	PA	16823	04/19/2011
CLAIRTON	PA	15025	04/18/2011
CLAIRTON	PA	15025	04/18/2011
WILLOW GROVE	PA	19090	04/18/2011
WILLOW GROVE	PA	19090	04/18/2011
BROOMALL	PA	19008	04/15/2011
BROOMALL	PA	19008	04/15/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/09/2011	Health
04/29/2011	Health
05/23/2011	Health
05/23/2011	Health
05/09/2011	Health
05/09/2011	Health
05/09/2011	Health
05/09/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	standards.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395347	FREY VILLAGE	1020 NORTH UNION STREET
395347	FREY VILLAGE	1020 NORTH UNION STREET
395347	FREY VILLAGE	1020 NORTH UNION STREET
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	04/15/2011
BROOMALL	PA	19008	04/15/2011
BROOMALL	PA	19008	04/15/2011
MIDDLETOWN	PA	17057	04/15/2011
MIDDLETOWN	PA	17057	04/15/2011
MIDDLETOWN	PA	17057	04/15/2011
WILKES BARRE	PA	18701	04/15/2011
JOHNSTOWN	PA	15905	04/15/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/09/2011	Health
05/09/2011	Health
05/09/2011	Health
06/06/2011	Health
06/06/2011	Health
06/06/2011	Health
05/24/2011	Health
05/16/2011	Health

	of well being for each resident.	
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395872	MILLVILLE HEALTH CENTER	P.O. BOX 320, 48 HAVEN LANE
395927	STONERIDGE POPLAR RUN	450 EAST LINCOLN AVENUE
395927	STONERIDGE POPLAR RUN	450 EAST LINCOLN AVENUE
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

JOHNSTOWN	PA	15905	04/15/2011
MILLVILLE	PA	17846	04/15/2011
MYERSTOWN	PA	17067	04/15/2011
MYERSTOWN	PA	17067	04/15/2011
CARBONDALE	PA	18407	04/15/2011
PITTSBURGH	PA	15206	04/14/2011
PHILADELPHIA	PA	19152	04/14/2011
CHESWICK	PA	15024	04/14/2011
ERIE	PA	16502	04/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/16/2011	Health
05/20/2011	Health
05/09/2011	Health
05/09/2011	Health
05/02/2011	Health
05/02/2011	Health
05/25/2011	Health
05/31/2011	Health
05/14/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Hire a qualified activities director.	Widespread
Environmental Deficiencies	Provide clean bed and bath linens that are in good condition.	Pattern
Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

		STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16502	04/14/2011
ERIE	PA	16502	04/14/2011
ERIE	PA	16502	04/14/2011
WALLINGFORD	PA	19086	04/14/2011
WALLINGFORD	PA	19086	04/14/2011
BRYN MAWR	PA	19010	04/13/2011
BRYN MAWR	PA	19010	04/13/2011
ALTOONA	PA	16601	04/13/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/14/2011	Health
05/14/2011	Health
05/14/2011	Health
05/11/2011	Health
05/11/2011	Health
05/11/2011	Health
05/11/2011	Health
05/10/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	needs and preferences of each resident.	
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Nutrition and Dietary Deficiencies	Make sure that the attending doctor orders special diets.	Pattern
Nutrition and Dietary Deficiencies	Provide special eating equipment and utensils for each resident who needs them.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Administration Deficiencies	Keep accurate and appropriate	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
396129	WILLOW TERRACE	ONE PENN BOULEVARD
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395449	CHAPEL MANOR	1104 WELSH ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16601	
PHILADELPHIA	PA	19144	04/13/2011
HARRISBURG	PA	17111	04/12/2011
HARRISBURG	PA	17111	04/12/2011
HARRISBURG	PA	17111	04/12/2011
HARRISBURG	PA	17111	04/12/2011
BEAVER FALLS	PA	15010	04/12/2011
BEAVER FALLS	PA	15010	04/12/2011
PHILADELPHIA	PA	19115	04/12/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
05/18/2011	Health
04/25/2011	Health
04/25/2011	Health
04/25/2011	Health
04/25/2011	Health
05/04/2011	Health
05/04/2011	Health
05/19/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Make sure that each resident gets help to keep vision and hearing.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	04/12/2011
EBENSBURG	PA	15931	04/12/2011
NEW CASTLE	PA	16101	04/11/2011
NEW CASTLE	PA	16101	04/11/2011
NEW CASTLE	PA	16101	04/11/2011
HERMITAGE	PA	16148	04/08/2011
HERMITAGE	PA	16148	04/08/2011
CHAMBERSBURG	PA	17201	04/08/2011
CHAMBERSBURG	PA	17201	04/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/20/2011	Health
06/20/2011	Health
05/26/2011	Health
05/26/2011	Health
05/26/2011	Health
05/17/2011	Health
05/17/2011	Health
05/17/2011	Health
05/17/2011	Health

	theft of personal property.	
Resident Rights Deficiencies	Provide written records when a resident is transferred or discharged.	Pattern
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395770	CEDAR HAVEN	590 SOUTH FIFTH AVENUE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

QUAKERTOWN	PA	18951	04/08/2011
LEBANON	PA	17042	04/07/2011
EBENSBURG	PA	15931	04/07/2011
EBENSBURG	PA	15931	04/07/2011
KING OF PRUSSIA	PA	19406	04/07/2011
KINGSTON	PA	18704	04/06/2011
CANONSBURG	PA	15317	04/06/2011
CANONSBURG	PA	15317	04/06/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/09/2011	Health
04/29/2011	Health
06/20/2011	Health
07/04/2011	Health
04/26/2011	Health
05/05/2011	Health
05/06/2011	Health
05/06/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Administration Deficiencies	Have a detailed, written plan for disasters and emergencies.	Pattern
Administration Deficiencies	Train all employees on what to do in an emergency.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE
395404	PRESQUE ISLE REHAB & NURSING CENTER	4114 SCHAPER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CANONSBURG	PA	15317	04/06/2011
ALLENTOWN	PA	18104	04/05/2011
LANCASTER	PA	17602	04/05/2011
KINGSTON	PA	18704	04/05/2011
ERIE	PA	16508	04/05/2011
ERIE	PA	16508	04/05/2011
ERIE	PA	16508	04/05/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/06/2011	Health
04/26/2011	Health
04/26/2011	Health
06/07/2011	Health
04/20/2011	Health
04/20/2011	Health
04/20/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Rights Deficiencies	Send and promptly deliver unopened mail to residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395408	LAUREL CENTER	125 HOLLY ROAD
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CHAMBERSBURG	PA	17201	04/04/2011
HAMBURG	PA	19526	04/04/2011
LATROBE	PA	15650	04/04/2011
LATROBE	PA	15650	04/04/2011
NORTHUMBERLAND	PA	17857	04/01/2011
WILKES BARRE	PA	18701	03/31/2011
WILKES BARRE	PA	18701	03/31/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/17/2011	Health
05/12/2011	Health
05/05/2011	Health
05/05/2011	Health
05/13/2011	Health
05/24/2011	Health
05/24/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18701	03/31/2011
WILKES BARRE	PA	18701	03/31/2011
PHILADELPHIA	PA	19152	03/31/2011
OAKMONT	PA	15139	03/31/2011
OAKMONT	PA	15139	03/31/2011
PITTSBURGH	PA	15122	03/31/2011
MONROEVILLE	PA	15146	03/30/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/24/2011	Health
05/24/2011	Health
05/25/2011	Health
05/31/2011	Fire Safety
05/31/2011	Fire Safety
04/11/2011	Health
04/29/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	being.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Miscellaneous Deficiencies	fire safety features required by current fire safety codes.	Widespread
Fire Alarm Systems Deficiencies	a fire alarm system that can be heard throughout the facility.	Widespread
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395624	ROLLING MEADOWS	107 CURRY ROAD
395624	ROLLING MEADOWS	107 CURRY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONROEVILLE	PA	15146	03/30/2011
JOHNSTOWN	PA	15905	03/30/2011
BERWICK	PA	18603	03/29/2011
CAMP HILL	PA	17011	03/25/2011
CAMP HILL	PA	17011	03/25/2011
CAMP HILL	PA	17011	03/25/2011
CAMP HILL	PA	17011	03/25/2011
CAMP HILL	PA	17011	03/25/2011
WAYNESBURG	PA	15370	03/24/2011
WAYNESBURG	PA	15370	03/24/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/29/2011	Health
04/23/2011	Health
04/19/2011	Health
04/12/2011	Health
04/12/2011	Health
04/12/2011	Health
04/12/2011	Health
04/12/2011	Health
04/08/2011	Health
04/07/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Administration Deficiencies	Choose a doctor to be the medical director.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395690	HARLEE MANOR	463 SPROUL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	03/24/2011
CLAIRTON	PA	15025	03/23/2011
PITTSBURGH	PA	15232	03/23/2011
PITTSBURGH	PA	15232	03/23/2011
ALTOONA	PA	16602	03/23/2011
ALTOONA	PA	16602	03/23/2011
SPRINGFIELD	PA	19064	03/23/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/06/2011	Health
04/19/2011	Health
04/19/2011	Health
04/19/2011	Health
05/06/2011	Health
05/06/2011	Health
05/02/2011	Health

	resident's bed when the resident temporarily leaves the facility.	
Administration Deficiencies	Follow all laws and professional standards.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395707	GOLDEN LIVINGCENTER-CLARION	999 HEIDRICK STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	03/23/2011
EBENSBURG	PA	15931	03/23/2011
EBENSBURG	PA	15931	03/23/2011
WILLOW GROVE	PA	19090	03/22/2011
WILLOW GROVE	PA	19090	03/22/2011
WILLOW GROVE	PA	19090	03/22/2011
WILLOW GROVE	PA	19090	03/22/2011
CLARION	PA	16214	03/22/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/20/2011	Health
06/20/2011	Health
06/20/2011	Health
04/27/2011	Health
04/27/2011	Health
04/27/2011	Health
04/27/2011	Health
05/21/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated
Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Pattern
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Listen to the resident or family	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Potential for minimal harm

Potential for minimal harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395707	GOLDEN LIVINGCENTER-CLARION	999 HEIDRICK STREET
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CLARION	PA	16214	03/22/2011
SCRANTON	PA	18505	03/22/2011
SCRANTON	PA	18505	03/22/2011
BROOMALL	PA	19008	03/21/2011
MCMURRAY	PA	15317	03/21/2011
MCMURRAY	PA	15317	03/21/2011
SAEGERTOWN	PA	16433	03/21/2011
SAEGERTOWN	PA	16433	03/21/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/21/2011	Health
05/22/2011	Health
05/06/2011	Health
04/20/2011	Health
04/20/2011	Health
04/20/2011	Health
04/08/2011	Health
04/08/2011	Health

	groups or act on their complaints or suggestions.	
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Widespread

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395221	DONAHOE MANOR	136 DONAHOE MANOR ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SAEGERTOWN	PA	16433	03/21/2011
HAZLETON	PA	18201	03/18/2011
KING OF PRUSSIA	PA	19406	03/18/2011
KING OF PRUSSIA	PA	19406	03/18/2011
CARBONDALE	PA	18407	03/17/2011
CARBONDALE	PA	18407	03/17/2011
BEDFORD	PA	15522	03/16/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/08/2011	Health
05/06/2011	Fire Safety
04/20/2011	Health
04/20/2011	Health
05/02/2011	Health
05/02/2011	Health
04/26/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	area is free of dangers that cause accidents.	
Environmental Deficiencies	Provide clean bed and bath linens that are in good condition.	Widespread
Electrical Deficiencies	properly installed electrical wiring and equipment.	Widespread
Administration Deficiencies	Follow all laws and professional standards.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give or get special rehabilitation if in the patient's plan of care.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395221	DONAHOE MANOR	136 DONAHOE MANOR ROAD
395221	DONAHOE MANOR	136 DONAHOE MANOR ROAD
395221	DONAHOE MANOR	136 DONAHOE MANOR ROAD
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BEDFORD	PA	15522	03/16/2011
BEDFORD	PA	15522	03/16/2011
BEDFORD	PA	15522	03/16/2011
APOLLO	PA	15613	03/16/2011
APOLLO	PA	15613	03/16/2011
APOLLO	PA	15613	03/16/2011
APOLLO	PA	15613	03/16/2011
YARDLEY	PA	19067	03/16/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/26/2011	Health
04/26/2011	Health
04/26/2011	Health
04/15/2011	Health
04/15/2011	Health
04/15/2011	Health
04/15/2011	Health
04/12/2011	Health

	significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
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Actual harm
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Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395037	MANORCARE HEALTH SERVICES-KINGSTON COURT	2400 KINGSTON COURT
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

YARDLEY	PA	19067	
YARDLEY	PA	19067	03/16/2011
BEAVER FALLS	PA	15010	03/15/2011
HAZLETON	PA	18202	03/15/2011
HAZLETON	PA	18202	03/15/2011
WALLINGFORD	PA	19086	03/15/2011
WALLINGFORD	PA	19086	03/15/2011
YORK	PA	17402	03/14/2011
PITTSBURGH	PA	15237	03/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
04/12/2011	Health
05/04/2011	Health
06/30/2011	Health
06/30/2011	Health
04/19/2011	Health
04/19/2011	Health
04/04/2011	Health
04/19/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395881	MOUNTAIN VIEW CARE CENTER	2309 STAFFORD AVENUE
395952	NAAMANS CREEK COUNTRY MANOR	1194 NAAMANS CREEK ROAD
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395279	PINECREST MANOR	763 JOHNSONBURG RD
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395607	GOLDEN LIVINGCENTER-SHIPPENVILLE	21158 PAINT BOULEVARD
395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET
395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15237	03/14/2011
SCRANTON	PA	18505	03/14/2011
BOOTHWYN	PA	19061	03/14/2011
MARS	PA	16046	03/11/2011
ST MARYS	PA	15857	03/11/2011
GREENSBURG	PA	15601	03/11/2011
SHIPPENVILLE	PA	16254	03/11/2011
BERLIN	PA	15530	03/11/2011
BERLIN	PA	15530	03/11/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/19/2011	Health
05/23/2011	Fire Safety
04/30/2011	Health
04/09/2011	Health
04/01/2011	Health
04/08/2011	Health
05/02/2011	Health
04/22/2011	Health
04/22/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	highest quality of life possible.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Miscellaneous Deficiencies	fire safety features required by current fire safety codes.	Pattern
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395613	FALLING SPRING NURSING AND REH	201 FRANKLIN FARM LANE
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395637	HOLY FAMILY HOME	5300 CHESTER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CHAMBERSBURG	PA	17201	03/10/2011
JEANNETTE	PA	15644	03/09/2011
JEANNETTE	PA	15644	03/09/2011
MONTOURSVILLE	PA	17754	03/08/2011
MONTOURSVILLE	PA	17754	03/08/2011
MILFORD	PA	18337	03/08/2011
PHILADELPHIA	PA	19143	03/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/26/2011	Health
04/14/2011	Health
04/14/2011	Health
04/04/2011	Health
04/04/2011	Health
04/20/2011	Health
04/22/2011	Health

	services to get or keep the highest quality of life possible.	
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395916	KIRKLAND VILLAGE	2335 MADISON AVENUE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
395250	HOLY FAMILY MANOR	1200 SPRING STREET
395345	KINGSTON COMMONS	615 WYOMING AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BETHLEHEM	PA	18017	03/08/2011
LANCASTER	PA	17602	03/07/2011
LANCASTER	PA	17602	03/07/2011
PITTSBURGH	PA	15236	03/07/2011
PITTSBURGH	PA	15236	03/07/2011
BETHLEHEM	PA	18018	03/04/2011
KINGSTON	PA	18704	03/04/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/15/2011	Health
04/26/2011	Health
04/26/2011	Health
05/03/2011	Health
05/03/2011	Health
04/20/2011	Health
05/31/2011	Health

	theft of personal property.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395345	KINGSTON COMMONS	615 WYOMING AVENUE
395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE
395586	BRADFORD COUNTY MANOR	15900 ROUTE 6
395586	BRADFORD COUNTY MANOR	15900 ROUTE 6
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	03/04/2011
MIDDLETOWN	PA	17057	03/04/2011
TROY	PA	16947	03/04/2011
TROY	PA	16947	03/04/2011
MCMURRAY	PA	15317	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/05/2011	Health
04/15/2011	Health
04/19/2011	Health
04/19/2011	Health
04/20/2011	Health
07/04/2011	Health
06/20/2011	Health

	accidents.	
Nutrition and Dietary Deficiencies	1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/20/2011	Health
06/20/2011	Health
07/04/2011	Health
06/20/2011	Health
07/04/2011	Health
06/20/2011	Health
06/20/2011	Health
07/07/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Administration Deficiencies	Get services outside the nursing home that meet professional standards.	Pattern
Administration Deficiencies	Choose a doctor to be the medical director.	Pattern
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395545	FAIRVIEW CARE CENTER OF PAPERMILL ROAD	850 PAPERMILL ROAD
396110	KINDRED HOSPITAL PITTSBURGH - NORTH SHORE	1004 ARCH STREET, THIRD FLOOR

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
EBENSBURG	PA	15931	03/04/2011
CAMP HILL	PA	17011	03/03/2011
CAMP HILL	PA	17011	03/03/2011
GLENSIDE	PA	19038	03/03/2011
ALLEGHENY	PA	15212	03/03/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/20/2011	Health
06/20/2011	Health
06/20/2011	Health
06/20/2011	Health
03/15/2011	Health
04/12/2011	Health
04/12/2011	Health
04/21/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Immediate jeopardy to resident health or safety
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395786	PLEASANT VIEW RETIREMENT COMMU	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMU	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMU	544 NORTH PENRYN ROAD
395788	SUNNYVIEW NURSING AND REHABILITATION CENTER	107 SUNNYVIEW CIRCLE
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BERWICK	PA	18603	02/28/2011
MANHEIM	PA	17545	02/28/2011
MANHEIM	PA	17545	02/28/2011
MANHEIM	PA	17545	02/28/2011
BUTLER	PA	16001	02/28/2011
MEADVILLE	PA	16335	02/25/2011
MEADVILLE	PA	16335	02/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/19/2011	Health
03/18/2011	Health
04/29/2011	Health
04/29/2011	Health
04/08/2011	Health
04/25/2011	Health
04/25/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395256	GOLDEN LIVINGCENTER-LANSDALE	25 WEST FIFTH STREET
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	02/24/2011
LANCASTER	PA	17603	02/24/2011
LANSDALE	PA	19446	02/24/2011
MONROEVILLE	PA	15146	02/24/2011
MONROEVILLE	PA	15146	02/24/2011
MONROEVILLE	PA	15146	02/24/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/16/2011	Health
03/16/2011	Health
03/29/2011	Health
04/19/2011	Health
04/19/2011	Health
04/19/2011	Health

	is carefully watched; or 3) stop or change drugs that cause unwanted effects.	
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Administration Deficiencies	Give lab tests only when the attending doctor ordered them.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395726	HARMON HOUSE CARE CENTER	601 SOUTH CHURCH STREET
395791	HARSTON HALL	350 HAWS LANE
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MOUNT PLEASANT	PA	15666	02/24/2011
MOUNT PLEASANT	PA	15666	02/24/2011
FLOURTOWN	PA	19031	02/22/2011
YARDLEY	PA	19067	02/18/2011
YARDLEY	PA	19067	02/18/2011
DALLASTOWN	PA	17313	02/17/2011
CHESWICK	PA	15024	02/17/2011
ERIE	PA	16502	02/17/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/11/2011	Health
03/14/2011	Health
04/05/2011	Health
03/22/2011	Health
03/22/2011	Health
03/22/2011	Health
04/07/2011	Health
03/07/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Have a program to keep infection	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

		STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
396040	UPMC TCU	200 LOTHROP STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16502	02/17/2011
ERIE	PA	16502	02/17/2011
NORRISTOWN	PA	19401	02/17/2011
NORRISTOWN	PA	19401	02/17/2011
GREENVILLE	PA	16125	02/16/2011
FRACKVILLE	PA	17931	02/16/2011
STATE COLLEGE	PA	16801	02/16/2011
PITTSBURGH	PA	15213	02/16/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/07/2011	Health
03/07/2011	Health
03/21/2011	Health
03/21/2011	Health
03/28/2011	Health
03/29/2011	Health
03/26/2011	Health
04/06/2011	Health

	from spreading.	
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395023	PHOEBE RICHLAND HCC	108 SOUTH MAIN STREET
395155	EVERGREEN HEALTH CARE CENTER	701 CLAY AVENUE
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395762	WILLOWBROOKE COURT AT BRITTANY	1001 VALLEY FORGE ROAD
395762	WILLOWBROOKE COURT AT BRITTANY	1001 VALLEY FORGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

RICHLANDTOWN	PA	18955	02/15/2011
SCRANTON	PA	18510	02/15/2011
NARVON	PA	17555	02/15/2011
MONTOURSVILLE	PA	17754	02/15/2011
LANSDALE	PA	19446	02/14/2011
LANSDALE	PA	19446	02/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/11/2011	Health
04/08/2011	Health
04/01/2011	Health
04/04/2011	Health
03/31/2011	Health
03/31/2011	Health

	services to get or keep the highest quality of life possible.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395579	CAMBRIDGE SPRINGS REHABILITATION & NURSING CENTER	110 CANFIELD STREET
395579	CAMBRIDGE SPRINGS REHABILITATION & NURSING CENTER	110 CANFIELD STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LAKE ARIEL	PA	18436	02/11/2011
CAMBRIDGE SPRINGS	PA	16403	02/11/2011
CAMBRIDGE SPRINGS	PA	16403	02/11/2011
CHESTER	PA	19013	02/11/2011
MCKEESPORT	PA	15132	02/10/2011
YORK	PA	17402	02/09/2011
YORK	PA	17402	02/09/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/15/2011	Health
03/25/2011	Health
03/25/2011	Health
03/28/2011	Health
02/11/2011	Health
03/21/2011	Health
03/21/2011	Health

	investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17402	02/09/2011
YORK	PA	17402	02/09/2011
EASTON	PA	18042	02/08/2011
EASTON	PA	18042	02/08/2011
MIFFLIN	PA	17058	02/08/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/21/2011	Health
03/21/2011	Health
03/29/2011	Health
03/29/2011	Health
03/08/2011	Health

	abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread
Environmental Deficiencies	Provide enough emergency electricity.	Widespread
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395367	OXFORD HEALTH CENTER	7 EAST LOCUST STREET
395568	JULIA POUND CARE CENTER	1155 INDIAN SPRINGS ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

OXFORD	PA	19363	02/07/2011
INDIANA	PA	15701	02/07/2011
PITTSBURGH	PA	15237	02/07/2011
ALLENTOWN	PA	18104	02/03/2011
DEVON	PA	19333	02/03/2011
DEVON	PA	19333	02/03/2011
EBENSBURG	PA	15931	02/03/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/08/2011	Health
03/09/2011	Health
02/18/2011	Fire Safety
02/19/2011	Health
03/07/2011	Health
03/07/2011	Health
07/04/2011	Health

	and self respect.	
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Medical Gases and Anesthetizing Areas Deficiencies	properly constructed piped-in oxygen systems.	Widespread
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395591	LUTHER CREST NURSING FACILITY	800 HAUSMAN ROAD
395627	GOLDEN LIVINGCENTER-READING	21 FAIRLANE ROAD
395712	CARLETON SENIOR CARE AND REHAB	10 WEST AVENUE
395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19144	02/03/2011
PHILADELPHIA	PA	19144	02/03/2011
MONTOURSVILLE	PA	17754	02/02/2011
MONTOURSVILLE	PA	17754	02/02/2011
EBENSBURG	PA	15931	02/02/2011
ALLENTOWN	PA	18104	02/01/2011
READING	PA	19606	01/28/2011
WELLSBORO	PA	16901	01/28/2011
ERIE	PA	16506	01/27/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/15/2011	Health
02/15/2011	Health
04/04/2011	Health
04/04/2011	Health
02/15/2011	Fire Safety
03/18/2011	Health
03/02/2011	Health
02/09/2011	Health
02/27/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Assessment Deficiencies	Make sure that doctors visit residents regularly, as required.	Pattern
Exits and Egress Deficiencies	exits that are accessible at all times.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Provide enough notice before	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD
395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16506	
ERIE	PA	16506	01/27/2011
LAKE ARIEL	PA	18436	01/27/2011
LAKE ARIEL	PA	18436	01/27/2011
MONTROSE	PA	18801	01/26/2011
MONTROSE	PA	18801	01/26/2011
STATE COLLEGE	PA	16801	01/26/2011
STATE COLLEGE	PA	16801	01/26/2011
PITTSBURGH	PA	15237	01/25/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
02/27/2011	Health
03/15/2011	Health
03/15/2011	Health
02/15/2011	Health
02/15/2011	Health
02/25/2011	Health
02/25/2011	Health
02/11/2011	Fire Safety

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Pattern
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Electrical Deficiencies	properly installed electrical wiring and equipment.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15237	01/25/2011
HARRISBURG	PA	17111	01/21/2011
LANCASTER	PA	17602	01/21/2011
LIMA	PA	19037	01/21/2011
LIMA	PA	19037	01/21/2011
HELLERTOWN	PA	18055	01/21/2011
CAMP HILL	PA	17011	01/20/2011
DUNMORE	PA	18512	01/20/2011
PITTSBURGH	PA	15217	01/20/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/11/2011	Fire Safety
02/11/2011	Health
03/01/2011	Health
03/10/2011	Health
03/10/2011	Health
02/28/2011	Health
03/01/2011	Health
03/02/2011	Health
02/07/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Exits and Egress Deficiencies	exits that are accessible at all times.	Widespread
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Let the resident or the resident's representative look at all records.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
396121	MILLCREEK COMMUNITY HOSPITAL TRANSITIONAL CARE	5515 PEACH STREET
395353	ASHTON HEALTHCARE	200 SOUTH MAIN STREET
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BELLEFONTE	PA	16823	01/20/2011
GREENSBURG	PA	15601	01/19/2011
YORK	PA	17404	01/18/2011
ERIE	PA	16502	01/18/2011
ERIE	PA	16509	01/18/2011
ATHENS	PA	18810	01/14/2011
DUNCANNON	PA	17020	01/14/2011
DUNCANNON	PA	17020	01/14/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/28/2011	Health
03/02/2011	Fire Safety
02/08/2011	Health
03/07/2011	Health
02/11/2011	Health
02/18/2011	Health
02/22/2011	Health
02/22/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	complaints quickly.	
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Automatic Sprinkler Systems Deficiencies	an approved automatic sprinkler system connected to the fire alarm system.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395909	DARWAY ELDER CARE REHABILITATION CENTER	5865 ROUTE 154
395909	DARWAY ELDER CARE REHABILITATION CENTER	5865 ROUTE 154
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

FORKSVILLE	PA	18616	01/14/2011
FORKSVILLE	PA	18616	01/14/2011
WEATHERLY	PA	18255	01/13/2011
WEATHERLY	PA	18255	01/13/2011
WEATHERLY	PA	18255	01/13/2011
CAMP HILL	PA	17011	01/12/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/11/2011	Health
02/11/2011	Health
02/18/2011	Health
02/18/2011	Health
02/18/2011	Health
03/01/2011	Health

	needs, with timetables and actions that can be measured.	
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	01/12/2011
ERIE	PA	16509	01/12/2011
WEST CHESTER	PA	19382	01/11/2011
EBENSBURG	PA	15931	01/11/2011
EBENSBURG	PA	15931	01/11/2011
HOLLIDAYSBURG	PA	16648	01/10/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/01/2011	Health
03/01/2011	Health
02/23/2011	Health
06/20/2011	Health
06/20/2011	Health
02/25/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	significantly, or the resident must be transferred or discharged.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Let the resident or the resident's representative look at all records.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	01/10/2011
PHILADELPHIA	PA	19130	01/10/2011
PHILADELPHIA	PA	19130	01/10/2011
HAZLETON	PA	18201	01/10/2011
HAZLETON	PA	18201	01/10/2011
ROCHESTER	PA	15074	01/10/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/25/2011	Health
02/11/2011	Health
02/11/2011	Health
02/10/2011	Health
02/10/2011	Health
02/18/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395774	CONESTOGA VIEW	900 EAST KING STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395465	CEDARBROOK NURSING HOMES	350 S. CEDARBROOK ROAD
395880	PHOEBE BERKS HEALTH CARE CENTE	1 HEIDELBERG DRIVE
396129	WILLOW TERRACE	ONE PENN BOULEVARD
396129	WILLOW TERRACE	ONE PENN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17602	01/10/2011
NANTICOKE	PA	18634	01/06/2011
ALLENTOWN	PA	18104	01/06/2011
WERNERSVILLE	PA	19565	01/06/2011
PHILADELPHIA	PA	19144	01/06/2011
PHILADELPHIA	PA	19144	01/06/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/22/2011	Health
02/21/2011	Health
02/28/2011	Health
03/06/2011	Health
02/15/2011	Health
02/15/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Environmental Deficiencies	Make sure that the nursing home	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		BOULEVARD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
395784	CHURCH OF GOD HOME, INC	801 N. HANOVER STREET
395386	BETHANY VILLAGE RETIREMENT CENTER	5225 WILSON LANE
395386	BETHANY VILLAGE RETIREMENT CENTER	5225 WILSON LANE
395386	BETHANY VILLAGE RETIREMENT CENTER	5225 WILSON LANE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19144	01/06/2011
CARLISLE	PA	17013	01/05/2011
MECHANICSBURG	PA	17055	01/04/2011
MECHANICSBURG	PA	17055	01/04/2011
MECHANICSBURG	PA	17055	01/04/2011
MALVERN	PA	19355	01/04/2011
MALVERN	PA	19355	01/04/2011
CANONSBURG	PA	15317	01/04/2011

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/15/2011	Health
02/18/2011	Health
01/24/2011	Health
01/24/2011	Health
02/25/2011	Health
02/21/2011	Health
02/21/2011	Health
01/21/2011	Health

	area is free of dangers that cause accidents.	
Nutrition and Dietary Deficiencies	Hire enough skilled workers to carry out dietary service.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern

harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
395001	PASSAVANT RETIREMENT AND HEALT	401 SOUTH MAIN STREET
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NANTICOKE	PA	18634	01/03/2011
PHILADELPHIA	PA	19152	01/03/2011
NANTICOKE	PA	18634	01/03/2011
CHESWICK	PA	15024	01/03/2011
CHESWICK	PA	15024	01/03/2011
ZELIENOPLE	PA	16063	12/30/2010
PITTSBURGH	PA	15206	12/30/2010
PLYMOUTH MEETING	PA	19462	12/29/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/21/2011	Health
01/21/2011	Health
02/22/2011	Health
01/29/2011	Health
01/29/2011	Health
02/28/2011	Health
02/07/2011	Health
02/17/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	properly.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395777	SUGAR CREEK STATION SKILLED NURSING AND REHABILITA	351 CAUSEWAY DRIVE
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
396048	HARMAR VILLAGE CARE CENTER	715 FREEPORT ROAD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH MEETING	PA	19462	12/29/2010
PLYMOUTH MEETING	PA	19462	12/29/2010
PLYMOUTH MEETING	PA	19462	12/29/2010
FRANKLIN	PA	16323	12/29/2010
CHESWICK	PA	15024	12/29/2010
CHESWICK	PA	15024	12/29/2010
WASHINGTON	PA	15301	12/23/2010
WASHINGTON	PA	15301	12/23/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/17/2011	Health
02/17/2011	Health
02/17/2011	Health
01/21/2011	Health
02/14/2011	Health
02/14/2011	Health
02/10/2011	Health
02/10/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Administration Deficiencies	Quickly tell the resident's doctor the results of lab tests.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD
395577	WASHINGTON COUNTY HEALTH CENTE	36 OLD HICKORY RIDGE RD
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395624	ROLLING MEADOWS	107 CURRY ROAD
395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WASHINGTON	PA	15301	12/23/2010
WASHINGTON	PA	15301	12/23/2010
BEAVER	PA	15009	12/22/2010
TAMAQUA	PA	18252	12/22/2010
NORRISTOWN	PA	19401	12/21/2010
NORRISTOWN	PA	19401	12/21/2010
WAYNESBURG	PA	15370	12/20/2010
CLAIRTON	PA	15025	12/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/10/2011	Health
02/10/2011	Health
02/15/2011	Health
01/03/2011	Health
02/15/2011	Health
02/15/2011	Health
02/14/2011	Health
01/31/2011	Health

	needs, with timetables and actions that can be measured.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
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Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395066	JEFFERSON HILLS MANOR	448 OLD CLAIRTON ROAD
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395276	SUMMIT AT BLUE MOUNTAIN NURSING & REHAB CTR, THE	211 NORTH 12TH STREET
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CLAIRTON	PA	15025	
PHILADELPHIA	PA	19103	12/16/2010
PHILADELPHIA	PA	19103	12/16/2010
SCRANTON	PA	18501	12/16/2010
ALTOONA	PA	16602	12/15/2010
LEHIGHTON	PA	18235	12/15/2010
PITTSBURGH	PA	15243	12/15/2010
PITTSBURGH	PA	15243	12/15/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
01/05/2011	Health
01/05/2011	Health
02/07/2011	Health
01/28/2011	Health
02/14/2011	Health
02/07/2011	Health
02/07/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395413	EVANGELICAL MANOR	8401 ROOSEVELT BOULEVARD
395413	EVANGELICAL MANOR	8401 ROOSEVELT BOULEVARD
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19152	12/14/2010
PHILADELPHIA	PA	19152	12/14/2010
WYNDMOOR	PA	19038	12/13/2010
WYNDMOOR	PA	19038	12/13/2010
KINGSTON	PA	18704	12/13/2010
KINGSTON	PA	18704	12/13/2010
WALLINGFORD	PA	19086	12/10/2010
WALLINGFORD	PA	19086	12/10/2010
YARDLEY	PA	19067	12/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/31/2011	Health
01/31/2011	Health
12/17/2010	Health
12/17/2010	Health
01/31/2011	Health
01/31/2011	Health
01/12/2011	Health
01/12/2011	Health
01/25/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Follow all laws and professional standards.	Isolated
Administration Deficiencies	Follow all laws and professional standards.	Widespread
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395469	MANORCARE HEALTH SERVICES-ELIZABETHTOWN	320 SOUTH MARKET STREET
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395692	HUMBERT LANE NURSING AND REHABILITATION CENTRE	90 HUMBERT LANE
395845	CRANBERRY PLACE	5 SAINT FRANCIS WAY
395845	CRANBERRY PLACE	5 SAINT FRANCIS

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

YARDLEY	PA	19067	12/10/2010
ELIZABETHTOWN	PA	17022	12/09/2010
LANCASTER	PA	17601	12/08/2010
WASHINGTON	PA	15301	12/07/2010
CRANBERRY TOWNSHIP	PA	16066	12/06/2010
CRANBERRY	PA	16066	12/06/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/25/2011	Health
12/21/2010	Health
01/17/2011	Health
01/25/2011	Health
01/19/2011	Health
01/19/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		WAY
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395108	CROSS KEYS VILLAGE-BRETHREN HOME COMMUNITY, THE	BOX 128, 2990 CARLISLE PK
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TOWNSHIP			
LANCASTER	PA	17602	12/03/2010
NEW OXFORD	PA	17350	12/01/2010
NEW OXFORD	PA	17350	12/01/2010
NEW OXFORD	PA	17350	12/01/2010
PHILADELPHIA	PA	19131	12/01/2010
WILKES BARRE	PA	18711	12/01/2010
MEDIA	PA	19063	12/01/2010
MARS	PA	16046	11/29/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/30/2010	Health
01/04/2011	Health
01/04/2011	Health
01/04/2011	Health
01/14/2011	Health
12/16/2010	Health
12/16/2010	Health
12/28/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	services to get or keep the highest quality of life possible.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Mistreatment Deficiencies	Protect residents from	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395264	LIBERTY NURSING AND REHABILITATION	535 NORTH 17TH

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MARS	PA	16046	
MARS	PA	16046	11/29/2010
PITTSBURGH	PA	15232	11/24/2010
HARRISBURG	PA	17111	11/24/2010
ALLENTOWN	PA	18104	11/24/2010
ALLENTOWN	PA	18104	11/24/2010
ALLENTOWN	PA	18104	11/24/2010
ALLENTOWN	PA	18104	11/24/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
12/28/2010	Health
12/13/2010	Health
12/03/2010	Health
01/11/2011	Health
01/11/2011	Health
01/11/2011	Health
01/11/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	STREET
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET
395422	PENNKNOLL VILLAGE	208 PENNKNOLL ROAD

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Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18104	11/24/2010
NANTICOKE	PA	18634	11/24/2010
WILLIAMSPORT	PA	17701	11/24/2010
WILLIAMSPORT	PA	17701	11/24/2010
WILLIAMSPORT	PA	17701	11/24/2010
LATROBE	PA	15650	11/24/2010
MILFORD	PA	18337	11/24/2010
EVERETT	PA	15537	11/22/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/11/2011	Health
01/24/2011	Fire Safety
01/27/2011	Health
12/29/2010	Health
12/29/2010	Health
12/16/2010	Health
12/14/2010	Health
12/30/2010	Health

	services to get or keep the highest quality of life possible.	
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Building Construction Deficiencies	approved construction type or materials.	Widespread
Pharmacy Service Deficiencies	Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

harm

Minimal harm or potential for actual harm

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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395459	CRESTVIEW CENTER	262 TOLL GATE ROAD
395384	POCOPSON HOME	1695 LENAPE ROAD
395439	LUTHERAN HOME AT JOHNSTOWN, THE	807 GOUCHER STREET
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE

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Based on Nursing Home Compare - Complaint Deficiency

WEATHERLY	PA	18255	11/22/2010
LANGHORNE	PA	19047	11/18/2010
WEST CHESTER	PA	19382	11/17/2010
JOHNSTOWN	PA	15905	11/17/2010
YORK	PA	17404	11/17/2010
YORK	PA	17404	11/17/2010
BRADFORD	PA	16701	11/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/13/2011	Health
12/02/2010	Health
12/30/2010	Health
12/15/2010	Health
12/14/2010	Health
12/14/2010	Health
12/10/2010	Health

	services to get or keep the highest quality of life possible.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE
395908	BRADFORD ECUMENICAL HOME, INC	100 SAINT FRANCIS DRIVE
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD

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Based on Nursing Home Compare - Complaint Deficiency

BRADFORD	PA	16701	11/17/2010
BRADFORD	PA	16701	11/17/2010
MERCER	PA	16137	11/17/2010
PITTSBURGH	PA	15237	11/16/2010
BROOMALL	PA	19008	11/15/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/10/2010	Health
12/30/2010	Health
12/10/2010	Health
12/21/2010	Health
01/03/2011	Health

	needed every day and in emergencies, and give them out properly.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Let residents give themselves their drugs if they are able.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	11/15/2010
LANCASTER	PA	17603	11/15/2010
PHILADELPHIA	PA	19139	11/15/2010
SCRANTON	PA	18501	11/15/2010
SCRANTON	PA	18501	11/15/2010
YORK	PA	17404	11/12/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/07/2010	Health
12/07/2010	Health
12/30/2010	Health
11/29/2010	Health
11/29/2010	Health
12/14/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395614	ROLLING HILLS MANOR	17350 OLD TURNPIKE ROAD
395852	CLIVEDEN NURSING AND REHABILITATION CENTER	6400 GREENE STREET
395525	IVY HILL REHABILITATION AND NURSING CENTER	1401 IVY HILL ROAD
395525	IVY HILL REHABILITATION AND NURSING CENTER	1401 IVY HILL ROAD
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16602	11/12/2010
MILLMONT	PA	17845	11/12/2010
PHILADELPHIA	PA	19119	11/12/2010
PHILADELPHIA	PA	19150	11/10/2010
PHILADELPHIA	PA	19150	11/10/2010
EBENSBURG	PA	15931	11/10/2010
EBENSBURG	PA	15931	11/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/24/2010	Health
12/06/2010	Health
12/06/2010	Health
01/06/2011	Health
01/06/2011	Health
12/14/2010	Health
12/14/2010	Health

	that are listed in official regulations.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Give the resident's legal representative the same rights as the resident.	Pattern
Quality Care Deficiencies	Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395729	EASTON NURSING CENTER	498 WASHINGTON STREET
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396071	CLEPPER MANOR	959 EAST STATE STREET
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EASTON	PA	18042	11/09/2010
NEW CASTLE	PA	16101	11/08/2010
GETTYSBURG	PA	17325	11/08/2010
PITTSBURGH	PA	15236	11/08/2010
SHARON	PA	16146	11/08/2010
PHILADELPHIA	PA	19131	11/08/2010
PLYMOUTH MEETING	PA	19462	11/04/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/09/2010	Health
12/27/2010	Health
11/15/2010	Health
12/08/2010	Health
12/17/2010	Health
12/03/2010	Health
12/01/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395171	WESTMINSTER VILLAGE	803 NORTH WAHNETA ST
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18103	11/04/2010
LATROBE	PA	15650	11/04/2010
LATROBE	PA	15650	11/04/2010
LATROBE	PA	15650	11/04/2010
JEFFERSON HILLS	PA	15025	11/04/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/30/2010	Health
12/15/2010	Health
12/15/2010	Health
12/15/2010	Health
12/11/2010	Health

	of residents and theft of residents' property.	
Resident Rights Deficiencies	Listen to the resident or family groups or act on their complaints or suggestions.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395345	KINGSTON COMMONS	615 WYOMING AVENUE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395844	RHEEMS NURSING AND REHABILITATION CENTER	141 HEISEY AVENUE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	11/03/2010
WHITE MARSH	PA	19128	11/02/2010
KINGSTON	PA	18704	11/02/2010
JEANNETTE	PA	15644	11/02/2010
BROOMALL	PA	19008	11/01/2010
BROOMALL	PA	19008	11/01/2010
ELIZABETHTOWN	PA	17022	11/01/2010
NORRISTOWN	PA	19401	10/29/2010
WILKES BARRE	PA	18711	10/27/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/03/2010	Health
11/15/2010	Health
12/01/2010	Health
12/08/2010	Health
12/20/2010	Health
12/20/2010	Health
11/15/2010	Health
11/17/2010	Health
12/01/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Nutrition and Dietary Deficiencies	Provide special eating equipment and utensils for each resident who needs them.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395248	AUTUMN GROVE CARE CENTER	555 SOUTH MAIN STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18711	10/27/2010
WILKES BARRE	PA	18711	10/27/2010
WILKES BARRE	PA	18711	10/27/2010
WILKES BARRE	PA	18711	10/27/2010
RICHBORO	PA	18954	10/27/2010
RICHBORO	PA	18954	10/27/2010
HARRISVILLE	PA	16038	10/27/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/01/2010	Health
12/01/2010	Health
12/01/2010	Health
12/01/2010	Health
12/24/2010	Health
12/24/2010	Health
12/15/2010	Health

	who needs them.	
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Administration Deficiencies	post nurse staffing information.	Widespread
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Resident Rights Deficiencies	Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395248	AUTUMN GROVE CARE CENTER	555 SOUTH MAIN STREET
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISVILLE	PA	16038	10/27/2010
HARRISBURG	PA	17109	10/27/2010
NEW WILMINGTON	PA	16142	10/26/2010
NORRISTOWN	PA	19401	10/26/2010
CARLISLE	PA	17013	10/26/2010
TAMAQUA	PA	18252	10/26/2010
TAMAQUA	PA	18252	10/26/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/15/2010	Health
12/06/2010	Health
12/02/2010	Health
12/03/2010	Health
11/09/2010	Health
01/03/2011	Health
01/03/2011	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395276	SUMMIT AT BLUE MOUNTAIN NURSING & REHAB CTR, THE	211 NORTH 12TH STREET
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA	PA	18252	10/26/2010
TAMAQUA	PA	18252	10/26/2010
MYERSTOWN	PA	17067	10/25/2010
MYERSTOWN	PA	17067	10/25/2010
PHILADELPHIA	PA	19152	10/25/2010
LEHIGHTON	PA	18235	10/22/2010
LANCASTER	PA	17603	10/21/2010
LANCASTER	PA	17603	10/21/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/03/2011	Health
01/03/2011	Health
11/22/2010	Health
11/22/2010	Health
11/04/2010	Health
11/19/2010	Health
12/07/2010	Health
12/07/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395469	MANORCARE HEALTH SERVICES-ELIZABETHTOWN	320 SOUTH MARKET STREET
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	10/21/2010
LANCASTER	PA	17603	10/21/2010
ELIZABETHTOWN	PA	17022	10/21/2010
MONROEVILLE	PA	15146	10/21/2010
MEDIA	PA	19063	10/21/2010
MEDIA	PA	19063	10/21/2010
MEDIA	PA	19063	10/21/2010
ALTOONA	PA	16602	10/20/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/07/2010	Health
12/07/2010	Health
11/16/2010	Health
11/22/2010	Health
12/07/2010	Health
12/07/2010	Health
12/07/2010	Health
11/15/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	and comfortable.	
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give or get dental care for each resident.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395356	GUY AND MARY FELT MANOR, INC	110 EAST FOURTH STREET
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

COLUMBIA	PA	17512	10/20/2010
OLYPHANT	PA	18447	10/20/2010
OLYPHANT	PA	18447	10/20/2010
OLYPHANT	PA	18447	10/20/2010
FRACKVILLE	PA	17931	10/19/2010
EMPORIUM	PA	15834	10/19/2010
MEDIA	PA	19063	10/19/2010
ALTOONA	PA	16601	10/19/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/30/2010	Health
10/28/2010	Health
10/28/2010	Health
10/28/2010	Health
11/30/2010	Health
12/01/2010	Health
11/05/2010	Health
11/19/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	area is free of dangers that cause accidents.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Develop/implement required procedures for the administration of immunizations.	Pattern
Resident Rights Deficiencies	Let the resident or the resident's representative look at all records.	Pattern
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Put firmly secured handrails on each side of hallways.	Pattern
Quality Care Deficiencies	Make sure that residents who	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395393	EPWORTH MANOR	951 WASHINGTON AVENUE
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16601	
PHILADELPHIA	PA	19131	10/19/2010
BEAVER FALLS	PA	15010	10/15/2010
TYRONE	PA	16686	10/15/2010
CHRISTIANA	PA	17509	10/15/2010
ROCHESTER	PA	15074	10/15/2010
ROCHESTER	PA	15074	10/15/2010
KING OF PRUSSIA	PA	19406	10/15/2010
KING OF PRUSSIA	PA	19406	10/15/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
01/11/2011	Health
10/26/2010	Health
11/18/2010	Health
12/01/2010	Health
11/17/2010	Health
11/17/2010	Health
11/22/2010	Health
11/22/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395375	SWAIM HEALTH CENTER	210 BIG SPRING ROAD
395650	WARREN MANOR	682 PLEASANT DRIVE
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
396126	GENESIS HEALTH CARE AT SPRING MILL	3000 BALFOUR CIRCLE
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KING OF PRUSSIA	PA	19406	10/15/2010
NEWVILLE	PA	17241	10/14/2010
WARREN	PA	16365	10/14/2010
ELKINS PARK	PA	19027	10/14/2010
PHOENIXVILLE	PA	19460	10/14/2010
EAST STROUDSBURG	PA	18301	10/13/2010
FAIRVIEW	PA	16415	10/13/2010
YEADON	PA	19050	10/12/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/22/2010	Health
11/05/2010	Health
11/01/2010	Health
11/30/2010	Health
11/02/2010	Health
10/25/2010	Health
10/22/2010	Health
11/09/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	needs, with timetables and actions that can be measured.	
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2)	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395701	ABINGTON MANOR	100 EDELLA ROAD
395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	10/08/2010
NEW CASTLE	PA	16101	10/08/2010
CLARKS SUMMIT	PA	18411	10/08/2010
LOWER BURRELL	PA	15068	10/07/2010
WAYMART	PA	18472	10/05/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/22/2010	Health
11/22/2010	Health
11/24/2010	Health
11/16/2010	Health
10/22/2010	Health

	many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395208	BELAIR HEALTH AND REHABILITATI	100 LITTLE ROAD
395731	MANORCARE HEALTH SERVICES-BETHEL PARK	60 HIGHLAND ROAD
395731	MANORCARE HEALTH SERVICES-BETHEL PARK	60 HIGHLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WAYMART	PA	18472	10/05/2010
LOWER BURRELL	PA	15068	10/04/2010
LOWER BURRELL	PA	15068	10/04/2010
BETHEL PARK	PA	15102	10/04/2010
BETHEL PARK	PA	15102	10/04/2010
LATROBE	PA	15650	10/04/2010
LATROBE	PA	15650	10/04/2010
HARRISBURG	PA	17111	10/01/2010
KINGSTON	PA	18704	10/01/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/22/2010	Health
11/16/2010	Health
11/16/2010	Health
10/26/2010	Health
10/26/2010	Health
10/18/2010	Health
11/18/2010	Health
10/15/2010	Health
12/01/2010	Health

	possible quality of life.	
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Administration Deficiencies	Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
395594	GOLDEN LIVINGCENTER-OIL CITY	1293 GRANDVIEW ROAD
395594	GOLDEN LIVINGCENTER-OIL CITY	1293 GRANDVIEW ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	10/01/2010
HOLLIDAYSBURG	PA	16648	10/01/2010
OIL CITY	PA	16301	09/30/2010
OIL CITY	PA	16301	09/30/2010
PITTSBURGH	PA	15237	09/30/2010
PITTSBURGH	PA	15237	09/30/2010
DALLAS	PA	18612	09/29/2010
DALLAS	PA	18612	09/29/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/01/2010	Health
10/12/2010	Health
11/12/2010	Health
11/12/2010	Health
11/26/2010	Health
11/26/2010	Health
11/30/2010	Health
11/30/2010	Health

	treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give or get special rehabilitation if in the patient's plan of care.	Isolated
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
395588	MEADVILLE REHABILITATION & NURSING CENTER	14714 PARK AVE EXTENSION
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	09/28/2010
YORK	PA	17404	09/28/2010
MEADVILLE	PA	16335	09/28/2010
EBENSBURG	PA	15931	09/28/2010
EBENSBURG	PA	15931	09/28/2010
EBENSBURG	PA	15931	09/28/2010
EBENSBURG	PA	15931	09/28/2010
LAKE ARIEL	PA	18436	09/27/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/02/2010	Health
10/19/2010	Health
10/28/2010	Health
10/26/2010	Health
10/26/2010	Health
10/26/2010	Health
10/26/2010	Health
10/26/2010	Health
12/03/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated
Resident Rights Deficiencies	Use the same rules about transfer, discharge and providing services for all residents, no matter how they pay.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern
Resident Rights Deficiencies	Help and prepare each resident	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Potential for minimal harm

Minimal harm or potential for actual

		DRIVE
395720	HOMESTEAD VILLAGE, INC	1800 VILLAGE CIRCLE
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395044	GOLDEN LIVINGCENTER-OAKMONT	26 ANN STREET
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395394	DEVON MANOR	235 LANCASTER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17604	09/27/2010
PHILADELPHIA	PA	19150	09/27/2010
MEDIA	PA	19063	09/24/2010
MEDIA	PA	19063	09/24/2010
OAKMONT	PA	15139	09/23/2010
WHITE MARSH	PA	19128	09/23/2010
DEVON	PA	19333	09/23/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/23/2010	Health
10/12/2010	Health
11/01/2010	Health
10/06/2010	Health
11/08/2010	Health
10/15/2010	Health
11/02/2010	Health

	for a safe and easy discharge and transfer from the nursing home.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396109	JOHN HEINZ SENIOR REHAB CARE	150 MUNDY STREET
395343	STONERIDGE TOWNE CENTRE	7 WEST PARK AVENUE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395569	HILLSDALE REHABILITATION AND NURSING	383 MOUNTAIN VIEW

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES-BARRE	PA	18702	09/23/2010
MYERSTOWN	PA	17067	09/22/2010
OLYPHANT	PA	18447	09/21/2010
OLYPHANT	PA	18447	09/21/2010
SCRANTON	PA	18501	09/20/2010
SCRANTON	PA	18501	09/20/2010
HILLSDALE	PA	15746	09/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/12/2010	Health
11/02/2010	Health
10/28/2010	Health
10/28/2010	Health
11/29/2010	Health
11/29/2010	Health
10/30/2010	Health

	and comfortable.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	DRIVE
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395572	FAIRVIEW MANOR	900 MANCHESTER ROAD
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

FAIRVIEW	PA	16415	09/17/2010
FAIRVIEW	PA	16415	09/17/2010
FAIRVIEW	PA	16415	09/17/2010
MONTGOMERYVILLE	PA	18936	09/17/2010
MONTGOMERYVILLE	PA	18936	09/17/2010
MONTGOMERYVILLE	PA	18936	09/17/2010
EBENSBURG	PA	15931	09/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/22/2010	Health
10/22/2010	Health
10/22/2010	Health
10/05/2010	Health
10/05/2010	Health
10/05/2010	Health
10/26/2010	Health

	services to get or keep the highest quality of life possible.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395318	GREEN HOME, INC, THE	37 CENTRAL AVENUE
395318	GREEN HOME, INC, THE	37 CENTRAL AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	09/17/2010
EBENSBURG	PA	15931	09/17/2010
EBENSBURG	PA	15931	09/17/2010
EBENSBURG	PA	15931	09/17/2010
EBENSBURG	PA	15931	09/17/2010
WELLSBORO	PA	16901	09/16/2010
WELLSBORO	PA	16901	09/16/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/26/2010	Health
10/26/2010	Health
10/26/2010	Health
10/26/2010	Health
10/26/2010	Health
10/15/2010	Health
10/15/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	highest quality of life possible.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Make sure that each resident	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395318	GREEN HOME, INC, THE	37 CENTRAL AVENUE
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395094	BERKS HEIM	1011 BERKS ROAD
395023	PHOEBE RICHLAND HCC	108 SOUTH MAIN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WELLSBORO	PA	16901	09/16/2010
CLEARFIELD	PA	16830	09/16/2010
DUNMORE	PA	18512	09/16/2010
CHESWICK	PA	15024	09/15/2010
LEESPORT	PA	19533	09/14/2010
RICHLANDTOWN	PA	18955	09/13/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/15/2010	Health
09/30/2010	Health
10/06/2010	Health
10/08/2010	Health
09/27/2010	Health
10/08/2010	Health

	gets help to keep vision and hearing.	
Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that each resident	Isolated

harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		STREET
395637	HOLY FAMILY HOME	5300 CHESTER AVENUE
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19143	09/10/2010
NEW CASTLE	PA	16101	09/09/2010
YORK	PA	17403	09/09/2010
WILKES-BARRE	PA	18702	09/09/2010
SCRANTON	PA	18510	09/07/2010
EAST STROUDSBURG	PA	18301	09/07/2010
EAST STROUDSBURG	PA	18301	09/07/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/01/2010	Health
11/08/2010	Health
09/28/2010	Health
09/21/2010	Health
10/22/2010	Health
10/25/2010	Health
10/25/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	gets help to keep vision and hearing.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NARVON	PA	17555	09/03/2010
MONROEVILLE	PA	15146	09/03/2010
MONROEVILLE	PA	15146	09/03/2010
MONROEVILLE	PA	15146	09/03/2010
MONROEVILLE	PA	15146	09/03/2010
AMBLER	PA	19002	09/02/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/18/2010	Health
10/19/2010	Health
10/19/2010	Health
10/19/2010	Health
10/19/2010	Health
10/01/2010	Health

	many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Administration Deficiencies	Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395864	WOOD RIVER VILLAGE	3200 BENSALEM BOULEVARD
395864	WOOD RIVER VILLAGE	3200 BENSALEM BOULEVARD
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

AMBLER	PA	19002	09/02/2010
BERWICK	PA	18603	09/02/2010
BERWICK	PA	18603	09/02/2010
BENSALEM	PA	19020	09/01/2010
BENSALEM	PA	19020	09/01/2010
NORRISTOWN	PA	19401	08/31/2010
LEVITTOWN	PA	19056	08/30/2010
LEVITTOWN	PA	19056	08/30/2010
LEVITTOWN	PA	19056	08/30/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/01/2010	Health
10/26/2010	Health
10/26/2010	Health
09/30/2010	Health
09/30/2010	Health
10/19/2010	Health
10/05/2010	Health
10/05/2010	Health
10/05/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	wanted or needed.	
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Tell the resident completely about his or her health status.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Immediate jeopardy to resident health or safety
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395449	CHAPEL MANOR	1104 WELSH ROAD
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395941	TCC READING HOSP AND MED CTR	2802 PAPERMILL ROAD
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395309	MANORCARE HEALTH SERVICES-YORK SOUTH	200 PAULINE DRIVE
395346	TOWNE MANOR WEST	205 EAST JOHNSON HIGHWAY

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LEVITTOWN	PA	19056	08/30/2010
PHILADELPHIA	PA	19115	08/30/2010
SHENANDOAH	PA	17976	08/27/2010
WYOMISSING	PA	19610	08/27/2010
UNIONTOWN	PA	15401	08/27/2010
ERIE	PA	16509	08/26/2010
ERIE	PA	16509	08/26/2010
YORK	PA	17402	08/26/2010
NORRISTOWN	PA	19401	08/26/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/05/2010	Health
09/09/2010	Health
09/21/2010	Health
09/03/2010	Fire Safety
09/17/2010	Health
09/23/2010	Health
09/23/2010	Health
10/07/2010	Health
09/15/2010	Health

	leads to the highest possible level of well being for each resident.	
Administration Deficiencies	Choose a doctor to be the medical director.	Pattern
Administration Deficiencies	Give or get x-rays and other tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Illumination and Emergency Power Deficiencies	properly located and lighted "Exit" signs.	Widespread
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395851	REHAB & NURSING CTR GREATER PITTSBURG	890 WEATHERWOOD LANE
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395202	BROOMALL MANOR	43 CHURCH LANE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395439	LUTHERAN HOME AT JOHNSTOWN, THE	807 GOUCHER STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	08/26/2010
HARRISBURG	PA	17111	08/25/2010
HARRISBURG	PA	17111	08/25/2010
BROOMALL	PA	19008	08/25/2010
WHITE MARSH	PA	19128	08/25/2010
CHRISTIANA	PA	17509	08/25/2010
HARRISBURG	PA	17109	08/24/2010
JOHNSTOWN	PA	15905	08/24/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/27/2010	Health
09/13/2010	Health
09/13/2010	Health
10/19/2010	Health
09/17/2010	Health
09/27/2010	Health
09/28/2010	Health
10/13/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395774	CONESTOGA VIEW	900 EAST KING STREET
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BEAVER FALLS	PA	15010	08/23/2010
LANCASTER	PA	17602	08/23/2010
BEAVER	PA	15009	08/20/2010
ERIE	PA	16509	08/20/2010
EAST STROUDSBURG	PA	18301	08/20/2010
EAST STROUDSBURG	PA	18301	08/20/2010
HAZLETON	PA	18202	08/20/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/14/2010	Health
09/20/2010	Health
10/12/2010	Health
09/23/2010	Health
10/25/2010	Health
10/25/2010	Health
09/02/2010	Health

	highest quality of life possible.	
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Give or get special rehabilitation if in the patient's plan of care.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	08/20/2010
UNIONTOWN	PA	15401	08/20/2010
UNIONTOWN	PA	15401	08/20/2010
SCRANTON	PA	18510	08/19/2010
SCRANTON	PA	18510	08/19/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/02/2010	Health
09/17/2010	Health
09/17/2010	Health
09/21/2010	Health
09/21/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern
Resident Assessment Deficiencies	Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395460	CHRIST THE KING MANOR	1100 WEST LONG AVENUE
395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18510	08/19/2010
SCRANTON	PA	18510	08/19/2010
SCRANTON	PA	18510	08/19/2010
DUBOIS	PA	15801	08/19/2010
PHILADELPHIA	PA	19146	08/19/2010
MECHANICSBURG	PA	17055	08/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/21/2010	Health
09/21/2010	Health
09/21/2010	Health
08/27/2010	Health
10/04/2010	Health
10/12/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395297	HUNTINGDON NURSING AND REHAB CENTER	WARM SPRINGS AVENUE
395402	MANORCARE HEALTH SERVICES-POTTSTOWN	724 NORTH CHARLOTTE ST
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MECHANICSBURG	PA	17055	08/17/2010
WILKES BARRE	PA	18702	08/16/2010
ALTOONA	PA	16602	08/16/2010
HUNTINGDON	PA	16652	08/13/2010
POTTSTOWN	PA	19464	08/13/2010
EFFORT	PA	18330	08/13/2010
WALLINGFORD	PA	19086	08/13/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/12/2010	Health
09/08/2010	Health
09/03/2010	Health
09/10/2010	Health
09/08/2010	Health
08/30/2010	Health
09/14/2010	Health

	vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		PROVIDENCE ROAD
396003	MANORCARE HEALTH SERVICES-MONROEVILLE	885 MACBETH DRIVE
396003	MANORCARE HEALTH SERVICES-MONROEVILLE	885 MACBETH DRIVE
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONROEVILLE	PA	15146	08/13/2010
MONROEVILLE	PA	15146	08/13/2010
MEDIA	PA	19063	08/13/2010
MEDIA	PA	19063	08/13/2010
HARRISBURG	PA	17112	08/12/2010
YEADON	PA	19050	08/12/2010
ERIE	PA	16509	08/11/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/22/2010	Health
09/22/2010	Health
09/21/2010	Health
09/21/2010	Health
09/30/2010	Health
08/26/2010	Health
09/23/2010	Health

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	08/11/2010
ERIE	PA	16509	08/11/2010
YARDLEY	PA	19067	08/11/2010
YARDLEY	PA	19067	08/11/2010
SCRANTON	PA	18503	08/11/2010
SCRANTON	PA	18503	08/11/2010
LANCASTER	PA	17601	08/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/23/2010	Health
09/23/2010	Health
09/08/2010	Health
09/08/2010	Health
10/01/2010	Health
10/01/2010	Health
08/20/2010	Health

	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395556	SHENANDOAH MANOR NURSING CENTE	101 E. WASHINGTON ST
395556	SHENANDOAH MANOR NURSING CENTE	101 E. WASHINGTON ST
395556	SHENANDOAH MANOR NURSING CENTE	101 E. WASHINGTON ST

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WYNDMOOR	PA	19038	08/10/2010
WYNDMOOR	PA	19038	08/10/2010
WYNDMOOR	PA	19038	08/10/2010
SHENANDOAH	PA	17976	08/10/2010
SHENANDOAH	PA	17976	08/10/2010
SHENANDOAH	PA	17976	08/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/28/2010	Health
09/28/2010	Health
09/28/2010	Health
09/07/2010	Health
09/07/2010	Health
09/07/2010	Health

	highest quality of life possible.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395193	GOLDEN LIVINGCENTER-ROSEMONT	35 ROSEMONT AVENUE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND REHAB CTR	228 SIEMON DRIVE
395398	SIEMONS' LAKEVIEW MANOR NURSING AND	228 SIEMON DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CANONSBURG	PA	15317	08/10/2010
CANONSBURG	PA	15317	08/10/2010
CANONSBURG	PA	15317	08/10/2010
PLYMOUTH MEETING	PA	19462	08/09/2010
ROSEMONT	PA	19010	08/09/2010
SOMERSET	PA	15501	08/06/2010
SOMERSET	PA	15501	08/06/2010
SOMERSET	PA	15501	08/06/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/27/2010	Health
08/27/2010	Health
08/27/2010	Health
08/30/2010	Health
09/21/2010	Health
08/30/2010	Health
08/30/2010	Health
08/30/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Administration Deficiencies	Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

	REHAB CTR	
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395260	CARBONDALE NURSING AND REHABILITATION CENTER	10 HART PLACE
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
396115	MONTGOMERY REHAB CENTER	8601 STENTON

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	08/06/2010
EBENSBURG	PA	15931	08/06/2010
CARBONDALE	PA	18407	08/05/2010
CAMP HILL	PA	17011	08/03/2010
CAMP HILL	PA	17011	08/03/2010
CAMP HILL	PA	17011	08/03/2010
CAMP HILL	PA	17011	08/03/2010
WYNDMOOR	PA	19038	08/03/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/01/2010	Health
10/26/2010	Health
09/04/2010	Health
09/07/2010	Health
09/07/2010	Health
09/07/2010	Health
09/07/2010	Health
10/02/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	that meets all of a resident's needs, with timetables and actions that can be measured.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Quickly tell the resident's doctor the results of lab tests.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
395084	SOMERTON CENTER	650 EDISON AVENUE
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WYNDMOOR	PA	19038	
WYNDMOOR	PA	19038	08/03/2010
PHILADELPHIA	PA	19116	08/02/2010
HOLLIDAYSBURG	PA	16648	07/30/2010
HOLLIDAYSBURG	PA	16648	07/30/2010
BROOMALL	PA	19008	07/29/2010
MIFFLIN	PA	17058	07/29/2010
MIFFLIN	PA	17058	07/29/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
10/02/2010	Health
08/09/2010	Health
08/27/2010	Health
08/27/2010	Health
09/04/2010	Health
09/17/2010	Health
09/17/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Keep all essential equipment working safely.	Widespread
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Let the appropriate people see and talk to each resident.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Isolated
Resident Rights Deficiencies	Quickly give a resident's personal money to the heads of his or her	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395679	KADE NURSING HOME	1198 W. WYLIE AVENUE
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395326	ZERBE SISTERS NURSING CENTER,	2499 ZERBE ROAD
396129	WILLOW TERRACE	ONE PENN BOULEVARD
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WASHINGTON	PA	15301	07/29/2010
WASHINGTON	PA	15301	07/29/2010
LEVITTOWN	PA	19056	07/28/2010
NARVON	PA	17555	07/28/2010
PHILADELPHIA	PA	19144	07/28/2010
STROUDSBURG	PA	18360	07/27/2010
STROUDSBURG	PA	18360	07/27/2010
MERCER	PA	16137	07/27/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/16/2010	Health
09/16/2010	Health
09/10/2010	Health
09/15/2010	Health
07/30/2010	Health
09/27/2010	Health
09/27/2010	Health
08/27/2010	Health

	estate after the resident's death.	
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395559	MENNONITE HOME, THE	1520 HARRISBURG PIKE
395559	MENNONITE HOME, THE	1520 HARRISBURG PIKE
395763	FELLOWSHIP MANOR	3000 FELLOWSHIP DRIVE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MERCER	PA	16137	07/27/2010
PHILADELPHIA	PA	19139	07/26/2010
LANCASTER	PA	17601	07/23/2010
LANCASTER	PA	17601	07/23/2010
WHITEHALL	PA	18052	07/23/2010
KINGSTON	PA	18704	07/23/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/27/2010	Health
08/06/2010	Health
09/21/2010	Health
09/21/2010	Health
08/18/2010	Health
08/16/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	change drugs that cause unwanted effects.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SPRING CITY	PA	19475	07/23/2010
SPRING CITY	PA	19475	07/23/2010
LANCASTER	PA	17601	07/22/2010
TUNKHANNOCK	PA	18657	07/21/2010
TUNKHANNOCK	PA	18657	07/21/2010
HAZLETON	PA	18202	07/20/2010
HAZLETON	PA	18202	07/20/2010
YARDLEY	PA	19067	07/19/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/21/2010	Health
09/21/2010	Health
08/06/2010	Health
09/08/2010	Health
09/08/2010	Health
08/20/2010	Health
08/20/2010	Health
07/29/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
396009	RITTENHOUSE PINE CENTER	1700 PINE STREET
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395624	ROLLING MEADOWS	107 CURRY ROAD
395757	EDGEHILL NURSING AND REHAB CEN	146 EDGEHILL ROAD
395429	MANORCARE HEALTH SERVICES-BETHLEHEM (2021)	2021 WESTGATE DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	07/19/2010
CAMP HILL	PA	17011	07/16/2010
WAYNESBURG	PA	15370	07/16/2010
GLENSIDE	PA	19038	07/16/2010
BETHLEHEM	PA	18017	07/15/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/18/2010	Health
08/24/2010	Health
09/09/2010	Health
07/28/2010	Health
09/09/2010	Health

	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure)	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396117	WELLINGTON TERRACE	1361 EAST BOOT ROAD
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395904	SANATOGA CENTER	225 EVERGREEN ROAD
396126	GENESIS HEALTH CARE AT SPRING MILL	3000 BALFOUR CIRCLE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WEST CHESTER	PA	19380	07/15/2010
OLYPHANT	PA	18447	07/13/2010
OLYPHANT	PA	18447	07/13/2010
EFFORT	PA	18330	07/13/2010
EFFORT	PA	18330	07/13/2010
ALLENTOWN	PA	18104	07/12/2010
POTTSTOWN	PA	19464	07/09/2010
PHOENIXVILLE	PA	19460	07/09/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/27/2010	Health
09/21/2010	Health
09/21/2010	Health
08/30/2010	Health
08/30/2010	Health
07/21/2010	Health
07/23/2010	Health
08/25/2010	Health

	sores or heal existing bed sores.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

STATE COLLEGE	PA	16801	07/08/2010
ELKINS PARK	PA	19027	07/06/2010
PHILADELPHIA	PA	19119	07/06/2010
TAYLOR	PA	18517	07/02/2010
TAYLOR	PA	18517	07/02/2010
TAYLOR	PA	18517	07/02/2010
TAYLOR	PA	18517	07/02/2010
TAYLOR	PA	18517	07/02/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/09/2010	Health
08/05/2010	Health
08/30/2010	Health
09/01/2010	Health
09/01/2010	Health
09/01/2010	Health
09/01/2010	Health
09/01/2010	Health

	highest quality of life possible.	
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395629	MT MACRINA MANOR	520 WEST MAIN STREET
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	07/02/2010
UNIONTOWN	PA	15401	07/01/2010
WYNNEWOOD	PA	19096	06/30/2010
MALVERN	PA	19355	06/30/2010
MALVERN	PA	19355	06/30/2010
MARTINSBURG	PA	16662	06/30/2010
PHILADELPHIA	PA	19144	06/30/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/21/2010	Health
08/05/2010	Health
07/27/2010	Health
07/26/2010	Health
07/26/2010	Health
07/16/2010	Health
08/02/2010	Health

	accidents.	
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Get services outside the nursing home that meet professional	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17402	06/29/2010
YORK	PA	17402	06/29/2010
YORK	PA	17402	06/29/2010
WHITE MARSH	PA	19128	06/29/2010
COLUMBIA	PA	17512	06/29/2010
HONEY BROOK	PA	19344	06/29/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/26/2010	Health
07/26/2010	Health
07/26/2010	Health
07/16/2010	Health
08/15/2010	Health
08/18/2010	Health

	standards.	
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395436	HICKORY HOUSE NURSING HOME	3120 HORSESHOE PIKE
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HONEY BROOK	PA	19344	06/29/2010
MONTOURSVILLE	PA	17754	06/28/2010
MONTOURSVILLE	PA	17754	06/28/2010
MONTOURSVILLE	PA	17754	06/28/2010
MILLERSBURG	PA	17061	06/28/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/18/2010	Health
07/30/2010	Health
07/30/2010	Health
07/30/2010	Health
08/09/2010	Health

	significantly, or the resident must be transferred or discharged.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395883	VILLAGE AT PENNWOOD	909 WEST STREET
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395384	POCOPSON HOME	1695 LENAPE ROAD
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	06/28/2010
KINGSTON	PA	18704	06/28/2010
LANCASTER	PA	17601	06/25/2010
WEST CHESTER	PA	19382	06/25/2010
HOLLIDAYSBURG	PA	16648	06/24/2010
HOLLIDAYSBURG	PA	16648	06/24/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/30/2010	Health
08/16/2010	Health
07/30/2010	Health
08/06/2010	Health
08/02/2010	Health
08/02/2010	Health

	accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Resident Rights Deficiencies	Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Administration Deficiencies	Keep accurate and appropriate	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395283	RIVERWOODS	3201 RIVER ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	06/24/2010
HARRISBURG	PA	17111	06/23/2010
HARRISBURG	PA	17111	06/23/2010
MECHANICSBURG	PA	17055	06/23/2010
CORAOPOLIS	PA	15108	06/23/2010
JOHNSTOWN	PA	15905	06/21/2010
LEWISBURG	PA	17837	06/18/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/02/2010	Health
07/07/2010	Health
07/09/2010	Health
07/19/2010	Health
07/27/2010	Health
07/22/2010	Health
07/09/2010	Health

	medical records.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Widespread
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396078	MADLYN AND LEONARD ABRAMSON CE	1425 HORSHAM ROAD
396082	PARK LANE AT BELLINGHAM	1615 EAST BOOT ROAD EAST GOSHEN
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORTH WALES	PA	19454	06/17/2010
NORTH WALES	PA	19454	06/17/2010
NORTH WALES	PA	19454	06/17/2010
NORTH WALES	PA	19454	06/17/2010
WEST CHESTER	PA	19380	06/17/2010
PHILADELPHIA	PA	19119	06/16/2010
CHRISTIANA	PA	17509	06/16/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/11/2010	Health
07/11/2010	Health
07/11/2010	Health
07/11/2010	Health
07/17/2010	Health
06/28/2010	Health
07/12/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give special rehabilitation by skilled workers, when ordered by a doctor.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395787	VALLEY VIEW HAVEN, INC	4702 EAST MAIN STREET
395435	WESTMORELAND MANOR	2480 SOUTH GRAND BLVD
395882	LONGWOOD AT OAKMONT	500 ROUTE 909
395416	REST HAVEN	401 UNIVERSITY DRIVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395774	CONESTOGA VIEW	900 EAST KING

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PECKVILLE	PA	18452	06/16/2010
PECKVILLE	PA	18452	06/16/2010
BELLEVILLE	PA	17004	06/16/2010
GREENSBURG	PA	15601	06/15/2010
VERONA	PA	15147	06/15/2010
SCHUYLKILL HAVEN	PA	17972	06/11/2010
BEAVER FALLS	PA	15010	06/11/2010
BEAVER FALLS	PA	15010	06/11/2010
BEAVER FALLS	PA	15010	06/11/2010
LANCASTER	PA	17602	06/11/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/15/2010	Health
08/15/2010	Health
08/06/2010	Health
07/30/2010	Health
07/28/2010	Health
07/09/2010	Health
07/23/2010	Health
07/23/2010	Health
07/23/2010	Health
06/30/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	accidents.	
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	post nurse staffing information.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Widespread
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395442	MANORCARE HEALTH SERVICES-YORK NORTH	1770 BARLEY ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395904	SANATOGA CENTER	225 EVERGREEN ROAD
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17404	06/10/2010
MERCER	PA	16137	06/10/2010
HAZLETON	PA	18202	06/09/2010
JOHNSTOWN	PA	15905	06/08/2010
POTTSTOWN	PA	19464	06/08/2010
SCRANTON	PA	18501	06/08/2010
EBENSBURG	PA	15931	06/07/2010
LANCASTER	PA	17603	06/04/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/25/2010	Health
07/23/2010	Health
07/01/2010	Health
07/22/2010	Health
07/14/2010	Health
07/21/2010	Health
06/18/2010	Health
06/22/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	services to get or keep the highest quality of life possible.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395203	PROSPECT PARK HEALTH AND REHAB	815 CHESTER PIKE
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PROSPECT PARK	PA	19076	06/04/2010
NAZARETH	PA	18064	06/04/2010
NORTH HUNTINGDON	PA	15642	06/03/2010
NORTH HUNTINGDON	PA	15642	06/03/2010
NORTH HUNTINGDON	PA	15642	06/03/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/14/2010	Health
07/19/2010	Health
07/08/2010	Health
07/08/2010	Health
07/08/2010	Health

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395683	HIGHLANDS CARE CENTER, THE	918 MAIN STREET
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORTH HUNTINGDON	PA	15642	06/03/2010
CHESTER	PA	19013	06/03/2010
CHESTER	PA	19013	06/03/2010
LAPORTE	PA	18626	06/03/2010
TAMAQUA	PA	18252	06/03/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/08/2010	Health
07/13/2010	Health
07/13/2010	Health
07/15/2010	Health
06/28/2010	Health

	and comfortable.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA	PA	18252	06/03/2010
TAMAQUA	PA	18252	06/03/2010
TAMAQUA	PA	18252	06/03/2010
TAMAQUA	PA	18252	06/03/2010
TAMAQUA	PA	18252	06/03/2010
PHILADELPHIA	PA	19139	06/02/2010
PHILADELPHIA	PA	19131	06/01/2010
WYNDMOOR	PA	19038	05/28/2010
WYNDMOOR	PA	19038	05/28/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/28/2010	Health
06/28/2010	Health
06/28/2010	Health
06/28/2010	Health
06/28/2010	Health
08/06/2010	Health
06/18/2010	Health
07/21/2010	Health
07/21/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Minimal harm or potential for actual harm

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Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CTR	AVENUE
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18701	05/28/2010
WILKES BARRE	PA	18701	05/28/2010
WILKES BARRE	PA	18701	05/28/2010
PHILADELPHIA	PA	19141	05/28/2010
HAZLETON	PA	18202	05/28/2010
WILLIAMSPORT	PA	17701	05/28/2010
MALVERN	PA	19355	05/27/2010
GREENSBURG	PA	15601	05/27/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/26/2010	Health
07/26/2010	Health
07/26/2010	Health
06/27/2010	Health
08/20/2010	Health
07/14/2010	Health
07/26/2010	Health
07/12/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	services to get or keep the highest quality of life possible.	
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		DRIVE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	05/27/2010
COAL TOWNSHIP	PA	17866	05/26/2010
COAL TOWNSHIP	PA	17866	05/26/2010
OLYPHANT	PA	18447	05/26/2010
OLYPHANT	PA	18447	05/26/2010
GREENSBURG	PA	15601	05/26/2010
GREENSBURG	PA	15601	05/26/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/22/2010	Health
07/06/2010	Health
07/06/2010	Health
06/08/2010	Health
06/08/2010	Health
08/18/2010	Health
07/26/2010	Health

	medical records.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
395438	BARBARA J. EGAN NURSING AND RE	200 LUTHER ROAD
395438	BARBARA J. EGAN NURSING AND RE	200 LUTHER ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD
395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	05/26/2010
GREENSBURG	PA	15601	05/26/2010
SHREWSBURY	PA	17361	05/25/2010
SHREWSBURY	PA	17361	05/25/2010
MERCER	PA	16137	05/25/2010
MECHANICSBURG	PA	17055	05/24/2010
MECHANICSBURG	PA	17055	05/24/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/26/2010	Health
08/17/2010	Health
06/30/2010	Health
06/30/2010	Health
06/25/2010	Health
07/05/2010	Health
07/05/2010	Health

	residents.	
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD
395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395193	GOLDEN LIVINGCENTER-ROSEMONT	35 ROSEMONT AVENUE
395202	BROOMALL MANOR	43 CHURCH LANE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MECHANICSBURG	PA	17055	05/24/2010
MECHANICSBURG	PA	17055	05/24/2010
WILLIAMSPORT	PA	17701	05/21/2010
JOHNSTOWN	PA	15905	05/21/2010
ROSEMONT	PA	19010	05/20/2010
BROOMALL	PA	19008	05/20/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/05/2010	Health
07/05/2010	Health
07/14/2010	Health
07/22/2010	Health
06/04/2010	Health
06/11/2010	Health

	neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Administration Deficiencies	Follow all laws and professional standards.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395202	BROOMALL MANOR	43 CHURCH LANE
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	05/20/2010
BEAVER FALLS	PA	15010	05/20/2010
BEAVER FALLS	PA	15010	05/20/2010
PHILADELPHIA	PA	19119	05/20/2010
PHILADELPHIA	PA	19119	05/20/2010
KINGSTON	PA	18704	05/20/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/11/2010	Health
06/29/2010	Health
06/29/2010	Health
06/11/2010	Health
06/11/2010	Health
06/23/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395852	CLIVEDEN NURSING AND REHABILITATION CENTER	6400 GREENE STREET
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	05/20/2010
QUAKERTOWN	PA	18951	05/20/2010
EBENSBURG	PA	15931	05/20/2010
EBENSBURG	PA	15931	05/20/2010
PHILADELPHIA	PA	19119	05/20/2010
WILKES BARRE	PA	18711	05/19/2010
WILKES BARRE	PA	18711	05/19/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/23/2010	Health
07/01/2010	Health
06/08/2010	Health
06/08/2010	Health
06/18/2010	Health
06/16/2010	Health
06/16/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Have licensed, certified, or registered staff to give needed services.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395394	DEVON MANOR	235 LANCASTER AVENUE
395790	SENECA PLACE	5360 SALTSBURG ROAD
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
396021	REDSTONE HIGHLANDS HEALTH CARE	6 GARDEN CENTER DRIVE
395364	MANORCARE HEALTH SERVICES-WILLIAMSPORT NORTH	300 LEADER DRIVE
395364	MANORCARE HEALTH SERVICES-WILLIAMSPORT NORTH	300 LEADER DRIVE
395378	QUINCY RETIREMENT COMMUNITY	6596 ORPHANAGE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18711	05/19/2010
DEVON	PA	19333	05/19/2010
VERONA	PA	15147	05/19/2010
GREENSBURG	PA	15601	05/19/2010
GREENSBURG	PA	15601	05/19/2010
GREENSBURG	PA	15601	05/19/2010
GREENSBURG	PA	15601	05/19/2010
WILLIAMSPORT	PA	17701	05/18/2010
WILLIAMSPORT	PA	17701	05/18/2010
WAYNESBORO	PA	17268	05/18/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/16/2010	Health
06/01/2010	Health
06/18/2010	Health
07/26/2010	Health
07/26/2010	Health
07/26/2010	Health
07/26/2010	Health
06/24/2010	Health
06/24/2010	Health
07/06/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	highest quality of life possible.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Administration Deficiencies	Follow all laws and professional standards.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Widespread
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Widespread
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Widespread
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Resident Rights Deficiencies	Make sure each resident has the	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395459	CRESTVIEW CENTER	262 TOLL GATE ROAD
395923	CHAPEL POINTE AT CARLISLE	770 S. HANOVER STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	05/17/2010
DARBY	PA	19023	05/17/2010
DARBY	PA	19023	05/17/2010
HARRISBURG	PA	17109	05/17/2010
LANGHORNE	PA	19047	05/17/2010
CARLISLE	PA	17013	05/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/08/2010	Health
06/15/2010	Health
06/30/2010	Health
06/08/2010	Health
06/25/2010	Health
06/10/2010	Health

	right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY

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Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	05/17/2010
LANCASTER	PA	17602	05/14/2010
LANCASTER	PA	17602	05/14/2010
LANCASTER	PA	17602	05/14/2010
GROVE CITY	PA	16127	05/14/2010
GROVE CITY	PA	16127	05/14/2010
GROVE CITY	PA	16127	05/14/2010
MARS	PA	16046	05/13/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/11/2010	Health
06/16/2010	Health
06/16/2010	Health
06/16/2010	Health
07/08/2010	Health
07/08/2010	Health
07/08/2010	Health
06/04/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Administration Deficiencies	Hire a qualified activities director.	Widespread
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Potential for minimal harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395134	INGLIS HOUSE	2600 BELMONT AVENUE
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
396063	SETON MANOR INC	1000 SETON DRIVE
395074	SPRING CREEK REHABILITATION AND	1205 SOUTH 28TH

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19131	05/12/2010
COLUMBIA	PA	17512	05/12/2010
LATROBE	PA	15650	05/12/2010
HAZLETON	PA	18202	05/11/2010
ORWIGSBURG	PA	17961	05/11/2010
HARRISBURG	PA	17111	05/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/16/2010	Health
06/07/2010	Health
05/20/2010	Health
05/21/2010	Health
06/18/2010	Health
05/27/2010	Health

	highest quality of life possible.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Assessment Deficiencies	Make a complete assessment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	HEALTH CARE CENTER	STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND	1205 SOUTH 28TH

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	05/10/2010
HARRISBURG	PA	17111	05/10/2010
HARRISBURG	PA	17111	05/10/2010
HARRISBURG	PA	17111	05/10/2010
HARRISBURG	PA	17111	05/10/2010
HARRISBURG	PA	17111	05/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/27/2010	Health
07/07/2010	Health
05/27/2010	Health
07/09/2010	Health
07/07/2010	Health
05/27/2010	Health

	that covers all questions for areas that are listed in official regulations.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	HEALTH CARE CENTER	STREET
395815	SAINT MARTHA MANOR	470 MANOR DRIVE
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395261	BUFFALO VALLEY LUTHERAN VILLAG	889 FAIRGROUND ROAD
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET

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Based on Nursing Home Compare - Complaint Deficiency

DOWNINGTOWN	PA	19335	05/10/2010
LATROBE	PA	15650	05/10/2010
PLYMOUTH MEETING	PA	19462	05/07/2010
LEWISBURG	PA	17837	05/07/2010
ERIE	PA	16509	05/07/2010
ERIE	PA	16509	05/07/2010
ERIE	PA	16509	05/07/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/11/2010	Health
06/30/2010	Health
05/20/2010	Health
06/25/2010	Health
06/17/2010	Health
06/17/2010	Health
06/17/2010	Health

	that meets all of a resident's needs, with timetables and actions that can be measured.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395319	MANATAWNY MANOR	OLD SCHUYLKILL ROAD AT ROUTE 724

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Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	05/07/2010
ERIE	PA	16509	05/07/2010
BRYN MAWR	PA	19010	05/07/2010
MCKEESPORT	PA	15132	05/06/2010
POTTSTOWN	PA	19464	05/05/2010

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Based on Nursing Home Compare - Complaint Deficiency

06/17/2010	Health
06/17/2010	Health
05/21/2010	Health
06/08/2010	Health
05/28/2010	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Environmental Deficiencies	Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395319	MANATAWNY MANOR	OLD SCHUYLKILL ROAD AT ROUTE 724
395662	SPRINGS AT THE WATERMARK, THE	2 FRANKLIN TOWN BLVD
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

POTTSTOWN	PA	19464	05/05/2010
PHILADELPHIA	PA	19103	05/05/2010
WHITE MARSH	PA	19128	05/04/2010
DUNMORE	PA	18512	05/04/2010
DUNMORE	PA	18512	05/04/2010
DUNMORE	PA	18512	05/04/2010
DUNMORE	PA	18512	05/04/2010
YORK	PA	17402	05/03/2010
WHITE MARSH	PA	19128	04/30/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/28/2010	Health
06/01/2010	Health
06/04/2010	Health
05/18/2010	Health
05/18/2010	Health
05/18/2010	Health
05/18/2010	Health
06/15/2010	Health
06/04/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Keep all essential equipment working safely.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395650	WARREN MANOR	682 PLEASANT DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395568	JULIA POUND CARE CENTER	1155 INDIAN SPRINGS ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WHITE MARSH	PA	19128	
WHITE MARSH	PA	19128	04/30/2010
WARREN	PA	16365	04/30/2010
LATROBE	PA	15650	04/30/2010
TUNKHANNOCK	PA	18657	04/29/2010
TUNKHANNOCK	PA	18657	04/29/2010
TUNKHANNOCK	PA	18657	04/29/2010
TUNKHANNOCK	PA	18657	04/29/2010
INDIANA	PA	15701	04/29/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
06/04/2010	Health
05/21/2010	Health
05/10/2010	Health
06/23/2010	Health
06/23/2010	Health
06/23/2010	Health
06/23/2010	Health
06/15/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Environmental Deficiencies	Keep all essential equipment working safely.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
395353	ASHTON HEALTHCARE	200 SOUTH MAIN STREET
395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	04/28/2010
BROOMALL	PA	19008	04/28/2010
CHICORA	PA	16025	04/28/2010
ATHENS	PA	18810	04/28/2010
GETTYSBURG	PA	17325	04/28/2010
TAMAQUA	PA	18252	04/28/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/11/2010	Health
06/11/2010	Health
05/13/2010	Health
05/27/2010	Health
05/10/2010	Health
06/03/2010	Health

	according to his or her interests, assessment, and plan of care.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395001	PASSAVANT RETIREMENT AND HEALT	401 SOUTH MAIN STREET
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395172	MANOR AT PENN VILLAGE, THE	51 ROUTE 204
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395499	TREMONT HEALTH AND REHABILITAT	44 DONALDSON ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA	PA	18252	04/28/2010
ZELIENOPLE	PA	16063	04/27/2010
PLYMOUTH MEETING	PA	19462	04/27/2010
PLYMOUTH MEETING	PA	19462	04/27/2010
SELINSGROVE	PA	17870	04/27/2010
NANTICOKE	PA	18634	04/26/2010
PHILADELPHIA	PA	19119	04/23/2010
TREMONT	PA	17981	04/23/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/28/2010	Health
06/09/2010	Health
05/19/2010	Health
05/19/2010	Health
06/02/2010	Health
05/21/2010	Health
06/28/2010	Health
06/08/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure)	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Potential for minimal harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395499	TREMONT HEALTH AND REHABILITAT	44 DONALDSON ROAD
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
395853	CRAWFORD COUNTY CARE CENTER	20881 STATE HIGHWAY 198
396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TREMONT	PA	17981	04/23/2010
SAEGERTOWN	PA	16433	04/23/2010
SAEGERTOWN	PA	16433	04/23/2010
SAEGERTOWN	PA	16433	04/23/2010
WYNDMOOR	PA	19038	04/23/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/08/2010	Health
05/24/2010	Health
05/24/2010	Health
05/24/2010	Health
07/14/2010	Health

	to prevent new bed (pressure) sores or heal existing bed sores.	
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
395563	MORRISONS COVE HOME	429 SOUTH MARKET STREET
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MARTINSBURG	PA	16662	04/22/2010
MARTINSBURG	PA	16662	04/22/2010
DANVILLE	PA	17821	04/22/2010
DANVILLE	PA	17821	04/22/2010
PITTSBURGH	PA	15232	04/21/2010
PITTSBURGH	PA	15232	04/21/2010
PITTSBURGH	PA	15232	04/21/2010
SHIPPENSBURG	PA	17257	04/21/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/30/2010	Health
06/30/2010	Health
05/10/2010	Health
05/10/2010	Health
05/25/2010	Health
05/25/2010	Health
05/25/2010	Health
05/26/2010	Health

	highest quality of life possible.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Isolated
Resident Assessment Deficiencies	Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18501	04/21/2010
SCRANTON	PA	18501	04/21/2010
SCRANTON	PA	18510	04/20/2010
PHILADELPHIA	PA	19119	04/20/2010
PHILADELPHIA	PA	19119	04/20/2010
MCKEESPORT	PA	15132	04/20/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/03/2010	Health
05/03/2010	Health
06/02/2010	Health
05/28/2010	Health
05/28/2010	Health
06/09/2010	Health

	schedules and health care according to his or her interests, assessment, and plan of care.	
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395640	JOHN J KANE REGIONAL CENTER-MC	100 NINTH STREET
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395824	EMMANUEL CENTER FOR NURSING	600 SCHOOL HOUSE ROAD
395824	EMMANUEL CENTER FOR NURSING	600 SCHOOL HOUSE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MCKEESPORT	PA	15132	04/20/2010
EASTON	PA	18045	04/19/2010
MONROEVILLE	PA	15146	04/16/2010
MONROEVILLE	PA	15146	04/16/2010
DANVILLE	PA	17821	04/16/2010
DANVILLE	PA	17821	04/16/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/09/2010	Health
04/27/2010	Health
05/11/2010	Health
05/11/2010	Health
06/01/2010	Health
06/01/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	theft of personal property.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Assessment Deficiencies	Keep assessments completed in the preceding 15 months in the resident's active record.	Widespread
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395180	CORNWALL MANOR	BOYD STREET
395180	CORNWALL MANOR	BOYD STREET
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395117	LUTHERAN HOME AT TOPTON, THE	ONE SOUTH HOME AVENUE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CORNWALL	PA	17016	04/15/2010
CORNWALL	PA	17016	04/15/2010
HAZLETON	PA	18202	04/14/2010
TOPTON	PA	19562	04/13/2010
DUNMORE	PA	18512	04/13/2010
DUNMORE	PA	18512	04/13/2010
DUNMORE	PA	18512	04/13/2010
DUNMORE	PA	18512	04/13/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/15/2010	Health
05/15/2010	Health
04/29/2010	Health
05/15/2010	Health
05/18/2010	Health
05/18/2010	Health
05/18/2010	Health
05/18/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Pattern
Resident Rights Deficiencies	Bill properly: Charged resident for items that Medicare or Medicaid pays for.	Isolated
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395749	PRESBYTERIAN CTR FOR CONT CARE	39TH AND MARKET STREETS
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395365	SPANG CREST MANOR	945 DUKE STREET
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19104	04/13/2010
ROCHESTER	PA	15074	04/12/2010
WEST CHESTER	PA	19380	04/12/2010
PLYMOUTH MEETING	PA	19462	04/09/2010
LEBANON	PA	17042	04/09/2010
LATROBE	PA	15650	04/09/2010
LATROBE	PA	15650	04/09/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/13/2010	Health
04/30/2010	Health
06/11/2010	Health
05/20/2010	Health
05/28/2010	Health
05/10/2010	Health
05/10/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395360	GERMANTOWN HOME	6950 GERMANTOWN AVENUE
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BRYN MAWR	PA	19010	04/08/2010
TAMAQUA	PA	18252	04/07/2010
PHILADELPHIA	PA	19119	04/06/2010
CANONSBURG	PA	15317	04/06/2010
CANONSBURG	PA	15317	04/06/2010
EBENSBURG	PA	15931	04/06/2010
EBENSBURG	PA	15931	04/06/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/27/2010	Health
06/03/2010	Health
05/03/2010	Health
04/22/2010	Health
04/22/2010	Health
05/20/2010	Health
05/20/2010	Health

	according to his or her interests, assessment, and plan of care.	
Quality Care Deficiencies	Give or get dental care for each resident.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Quality Care Deficiencies	Make sure that residents with	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395202	BROOMALL MANOR	43 CHURCH LANE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EBENSBURG	PA	15931	04/06/2010
ALTOONA	PA	16601	04/05/2010
APOLLO	PA	15613	04/02/2010
HARRISBURG	PA	17109	04/02/2010
LIMA	PA	19037	04/02/2010
BROOMALL	PA	19008	04/01/2010
AMBLER	PA	19002	03/31/2010
LAKE ARIEL	PA	18436	03/31/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/20/2010	Health
04/29/2010	Health
05/05/2010	Health
05/18/2010	Health
04/23/2010	Health
04/22/2010	Health
05/19/2010	Health
04/30/2010	Health

	reduced range of motion get proper treatment and services to increase range of motion.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident,	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395666	SKY VUE TERRACE	2170 RHINE STREET
395666	SKY VUE TERRACE	2170 RHINE STREET
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LAKE ARIEL	PA	18436	
LAKE ARIEL	PA	18436	03/31/2010
LAKE ARIEL	PA	18436	03/31/2010
PITTSBURGH	PA	15212	03/31/2010
PITTSBURGH	PA	15212	03/31/2010
NORRISTOWN	PA	19401	03/31/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
04/30/2010	Health
04/30/2010	Health
05/06/2010	Health
05/06/2010	Health
05/04/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD
395666	SKY VUE TERRACE	2170 RHINE STREET
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MUNHALL	PA	15120	03/29/2010
PITTSBURGH	PA	15212	03/29/2010
LIMA	PA	19037	03/29/2010
LIMA	PA	19037	03/29/2010
EBENSBURG	PA	15931	03/26/2010
EBENSBURG	PA	15931	03/26/2010
HARRISBURG	PA	17112	03/25/2010
WILKES-BARRE	PA	18702	03/25/2010
WILKES-BARRE	PA	18702	03/25/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/19/2010	Health
05/06/2010	Health
04/23/2010	Health
04/23/2010	Health
05/20/2010	Health
05/20/2010	Health
04/30/2010	Health
06/30/2010	Health
09/21/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	follow each resident's written care plan.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Resident Rights Deficiencies	Let residents give themselves their drugs if they are able.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Make sure that residents with reduced range of motion get proper treatment and services to	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND	403 HAZLE TOWNSHIP

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES-BARRE	PA	18702	03/25/2010
WILKES-BARRE	PA	18702	03/25/2010
WILKES-BARRE	PA	18702	03/25/2010
WILKES-BARRE	PA	18702	03/25/2010
WILKES-BARRE	PA	18702	03/25/2010
SCRANTON	PA	18510	03/24/2010
HAZLETON	PA	18202	03/23/2010
HAZLETON	PA	18202	03/23/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/04/2010	Health
09/21/2010	Health
09/21/2010	Health
05/27/2010	Health
05/27/2010	Health
04/26/2010	Health
04/29/2010	Health
04/29/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	proper treatment and services to increase range of motion.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Environmental Deficiencies	Make sure that the nursing home	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
396113	HEALTH CENTER AT THE HILL AT WHITEMARSH, THE	4000 FOX HOUND DRIVE
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	
YEADON	PA	19050	03/19/2010
NORRISTOWN	PA	19401	03/19/2010
MEDIA	PA	19063	03/19/2010
LAFAYETTE HILL	PA	19444	03/19/2010
TAYLOR	PA	18517	03/18/2010
TAYLOR	PA	18517	03/18/2010
TAYLOR	PA	18517	03/18/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
04/20/2010	Health
05/04/2010	Health
04/16/2010	Health
04/14/2010	Health
04/03/2010	Health
04/03/2010	Health
04/03/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Pattern
Resident Rights Deficiencies	Give enough notice to the resident before changing the resident's room or roommate.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395773	HIGHLAND PARK CARE CENTER	745 NORTH HIGHLAND AVENUE
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
396108	GOOD SHEPHERD HOME-BETHLEHEM	2855 SCHOENERSVILLE ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395699	SWEDEN VALLEY MANOR	1028 EAST SECOND STREET
395699	SWEDEN VALLEY MANOR	1028 EAST SECOND STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15206	03/18/2010
WEST READING	PA	19611	03/17/2010
BETHLEHEM	PA	18017	03/17/2010
HERMITAGE	PA	16148	03/16/2010
NORRISTOWN	PA	19401	03/16/2010
COUDERSPORT	PA	16915	03/15/2010
COUDERSPORT	PA	16915	03/15/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/14/2010	Health
04/22/2010	Health
04/22/2010	Health
03/31/2010	Health
04/02/2010	Health
06/04/2010	Health
05/14/2010	Health

	according to his or her interests, assessment, and plan of care.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395791	HARSTON HALL	350 HAWS LANE
395355	PAVILION AT BRMC, THE	200 PLEASANT STREET
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

FLOURTOWN	PA	19031	03/15/2010
BRADFORD	PA	16701	03/12/2010
MALVERN	PA	19355	03/12/2010
EBENSBURG	PA	15931	03/12/2010
EBENSBURG	PA	15931	03/12/2010
EBENSBURG	PA	15931	03/12/2010
EBENSBURG	PA	15931	03/12/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/14/2010	Health
04/08/2010	Health
04/09/2010	Health
05/20/2010	Health
05/20/2010	Health
05/20/2010	Health
06/08/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395200	GOLDEN LIVINGCENTER-WALNUT CREEK	4850 ZUCK ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395710	ATTLEBORO NURSING AND REHAB CE	300 EAST WINCHESTER AVE
395883	VILLAGE AT PENNWOOD	909 WEST STREET
396099	CONNER-WILLIAMS NURSING HOME	105 MORTON AVENUE
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET

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Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16506	03/11/2010
LANCASTER	PA	17601	03/11/2010
LANGHORNE	PA	19047	03/11/2010
PITTSBURGH	PA	15221	03/11/2010
RIDLEY PARK	PA	19078	03/11/2010
MECHANICSBURG	PA	17055	03/11/2010
MECHANICSBURG	PA	17055	03/11/2010
FRACKVILLE	PA	17931	03/10/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/28/2010	Health
04/16/2010	Health
04/06/2010	Health
04/09/2010	Health
04/16/2010	Health
04/15/2010	Health
04/15/2010	Health
03/25/2010	Health

	highest quality of life possible.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Have a private telephone available for use.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395585	BALDOCK HEALTH CARE CENTER	8850 BARNES LAKE ROAD
39A436	DELAWARE VALLEY VETERAN'S HOME	2701 SOUTHAMPTON RD
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395530	PRESBYTERIAN HOMES-PRESBY	220 NEWRY STREET
395788	SUNNYVIEW NURSING AND REHABILITATION CENTER	107 SUNNYVIEW CIRCLE
395047	GREENLEAF NURSING HOME AND CON	400 SOUTH MAIN STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

FRACKVILLE	PA	17931	03/10/2010
IRWIN	PA	15642	03/10/2010
PHILADELPHIA	PA	19136	03/10/2010
LANCASTER	PA	17602	03/09/2010
HOLLIDAYSBURG	PA	16648	03/09/2010
BUTLER	PA	16001	03/09/2010
DOYLESTOWN	PA	18901	03/08/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/25/2010	Health
04/12/2010	Health
03/19/2010	Health
04/15/2010	Health
04/05/2010	Health
04/09/2010	Health
03/16/2010	Health

	properly.	
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395913	MANORCARE HEALTH SERVICES-HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395824	EMMANUEL CENTER FOR NURSING	600 SCHOOL HOUSE ROAD
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE

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Based on Nursing Home Compare - Complaint Deficiency

HUNTINGDON VALLEY	PA	19006	03/08/2010
DANVILLE	PA	17821	03/05/2010
BEAVER	PA	15009	03/04/2010
BEAVER	PA	15009	03/04/2010
PITTSBURGH	PA	15232	03/04/2010
PHILADELPHIA	PA	19131	03/04/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/30/2010	Health
04/09/2010	Health
04/29/2010	Health
04/29/2010	Health
03/22/2010	Health
04/12/2010	Health

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE

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Based on Nursing Home Compare - Complaint Deficiency

DANVILLE	PA	17821	03/04/2010
PITTSBURGH	PA	15122	03/04/2010
PITTSBURGH	PA	15122	03/04/2010
PITTSBURGH	PA	15122	03/04/2010
PITTSBURGH	PA	15122	03/04/2010
PITTSBURGH	PA	15122	03/04/2010
MALVERN	PA	19355	03/02/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/10/2010	Health
03/19/2010	Health
03/19/2010	Health
03/19/2010	Health
03/19/2010	Health
04/06/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Rights Deficiencies	Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET

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Based on Nursing Home Compare - Complaint Deficiency

MALVERN	PA	19355	03/02/2010
MALVERN	PA	19355	03/02/2010
EASTON	PA	18045	03/02/2010
PITTSBURGH	PA	15217	03/02/2010
PITTSBURGH	PA	15221	03/02/2010
QUAKERTOWN	PA	18951	03/01/2010
BERWICK	PA	18603	03/01/2010
BERWICK	PA	18603	03/01/2010
BERWICK	PA	18603	03/01/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/06/2010	Health
04/06/2010	Health
03/16/2010	Health
04/19/2010	Health
03/26/2010	Health
04/01/2010	Health
04/15/2010	Health
04/15/2010	Health
04/15/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395028	COMMONS AT SQUIRREL HILL, THE	2025 WIGHTMAN STREET
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17111	02/25/2010
HARRISBURG	PA	17111	02/25/2010
HARRISBURG	PA	17111	02/25/2010
PITTSBURGH	PA	15217	02/24/2010
PITTSBURGH	PA	15217	02/24/2010
PITTSBURGH	PA	15217	02/24/2010
LANCASTER	PA	17603	02/24/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/15/2010	Health
03/15/2010	Health
03/15/2010	Health
04/12/2010	Health
04/12/2010	Health
04/12/2010	Health
04/06/2010	Health

	admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	02/24/2010
WYNDMOOR	PA	19038	02/24/2010
PHILADELPHIA	PA	19130	02/24/2010
HAZLETON	PA	18202	02/24/2010
HAZLETON	PA	18202	02/24/2010
HAZLETON	PA	18202	02/24/2010
WALLINGFORD	PA	19086	02/24/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/06/2010	Health
03/02/2010	Health
04/14/2010	Health
03/23/2010	Health
04/29/2010	Health
04/29/2010	Health
03/17/2010	Health

	is carefully watched; or 3) stop or change drugs that cause unwanted effects.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		PROVIDENCE ROAD
395685	WALLINGFORD NURSING AND REHAB	115 SOUTH PROVIDENCE ROAD
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD
395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WALLINGFORD	PA	19086	02/24/2010
PHILADELPHIA	PA	19131	02/23/2010
CAMP HILL	PA	17011	02/23/2010
CAMP HILL	PA	17011	02/23/2010
EASTON	PA	18042	02/22/2010
EASTON	PA	18042	02/22/2010
MECHANICSBURG	PA	17055	02/22/2010
MIDDLETOWN	PA	17057	02/22/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/17/2010	Health
04/06/2010	Health
03/23/2010	Health
03/23/2010	Health
04/12/2010	Health
04/12/2010	Health
03/15/2010	Health
03/15/2010	Health

	appetizing, tasty, attractive, well-cooked, and at the right temperature.	
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Let each resident choose a personal doctor.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
396104	SAINT CATHERINE HEALTHCARE CENTER	101 BROAD STREET
39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	02/22/2010
LATROBE	PA	15650	02/22/2010
LATROBE	PA	15650	02/22/2010
SCRANTON	PA	18503	02/22/2010
ASHLAND	PA	17921	02/19/2010
SPRING CITY	PA	19475	02/19/2010
STROUDSBURG	PA	18360	02/18/2010
MONTGOMERYVILLE	PA	18936	02/18/2010
LANCASTER	PA	17601	02/17/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/20/2010	Health
05/10/2010	Health
05/20/2010	Health
04/23/2010	Health
04/01/2010	Health
03/31/2010	Health
04/19/2010	Health
03/25/2010	Health
05/11/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Resident Rights Deficiencies	Provide care for each resident in a way that keeps or builds the resident's quality of life.	Pattern
Nutrition and Dietary Deficiencies	Provide food in a way that meets a resident's needs.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395095	BRYN MAWR TERRACE, THE	773 EAST HAVERFORD ROAD
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395790	SENECA PLACE	5360 SALTSBURG ROAD
395582	MOUNTAIN CITY NURSING AND	403 HAZLE TOWNSHIP

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17601	02/17/2010
LANCASTER	PA	17601	02/17/2010
LANCASTER	PA	17601	02/17/2010
BRYN MAWR	PA	19010	02/12/2010
KINGSTON	PA	18704	02/12/2010
KINGSTON	PA	18704	02/12/2010
VERONA	PA	15147	02/11/2010
HAZLETON	PA	18202	02/09/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/16/2010	Health
04/16/2010	Health
04/16/2010	Health
03/17/2010	Health
03/22/2010	Health
03/22/2010	Health
03/30/2010	Health
03/23/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Administration Deficiencies	post nurse staffing information.	Widespread
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

	REHABILITATION CENTER	BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395142	GOLDEN LIVINGCENTER-BLUE RIDGE MOUNTAIN	3625 NORTH PROGRESS AVE
395367	OXFORD HEALTH CENTER	7 EAST LOCUST STREET
395367	OXFORD HEALTH CENTER	7 EAST LOCUST

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	02/09/2010
KING OF PRUSSIA	PA	19406	02/09/2010
HARRISBURG	PA	17110	02/05/2010
OXFORD	PA	19363	02/05/2010
OXFORD	PA	19363	02/05/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/23/2010	Health
03/16/2010	Health
03/24/2010	Health
04/01/2010	Health
04/01/2010	Health

	products available, which are needed every day and in emergencies, and give them out properly.	
Resident Assessment Deficiencies	Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395413	EVANGELICAL MANOR	8401 ROOSEVELT BOULEVARD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19152	02/05/2010
PECKVILLE	PA	18452	02/05/2010
PECKVILLE	PA	18452	02/05/2010
PECKVILLE	PA	18452	02/05/2010
TAYLOR	PA	18517	02/04/2010
BROOMALL	PA	19008	02/03/2010
MIFFLIN	PA	17058	02/03/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010	Health
03/17/2010	Health
03/17/2010	Health
03/17/2010	Health
04/03/2010	Health
03/17/2010	Health
02/23/2010	Health

	that meets all of a resident's needs, with timetables and actions that can be measured.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services,	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

COLUMBIA	PA	17512	02/03/2010
COLUMBIA	PA	17512	02/03/2010
COLUMBIA	PA	17512	02/03/2010
SOMERSET	PA	15501	02/03/2010
SOMERSET	PA	15501	02/03/2010
SOMERSET	PA	15501	02/03/2010
SOMERSET	PA	15501	02/03/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010	Health
03/05/2010	Health
03/05/2010	Health
03/24/2010	Health
03/24/2010	Health
03/24/2010	Health
03/24/2010	Health

	including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Immediate jeopardy to resident health or safety
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SOMERSET	PA	15501	02/03/2010
LATROBE	PA	15650	02/03/2010
LATROBE	PA	15650	02/03/2010
LATROBE	PA	15650	02/03/2010
LATROBE	PA	15650	02/03/2010
LATROBE	PA	15650	02/03/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/24/2010	Health
04/04/2010	Health
04/04/2010	Health
04/04/2010	Health
04/04/2010	Health
04/04/2010	Health

	that meets all of a resident's needs, with timetables and actions that can be measured.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give each resident care and	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395440	MANORCARE HEALTH SERVICES-CAMP HILL	1700 MARKET STREET
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395172	MANOR AT PENN VILLAGE, THE	51 ROUTE 204
395068	HEARTLAND HEALTH CARE CENTER	550 SOUTH NEGLEY

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WHITE MARSH	PA	19128	02/02/2010
CAMP HILL	PA	17011	02/02/2010
WEATHERLY	PA	18255	02/02/2010
QUAKERTOWN	PA	18951	02/02/2010
PITTSBURGH	PA	15232	01/29/2010
SELINSGROVE	PA	17870	01/28/2010
PITTSBURGH	PA	15232	01/27/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/05/2010	Health
02/23/2010	Health
02/15/2010	Health
04/01/2010	Health
02/23/2010	Health
02/16/2010	Health
03/10/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	services to get or keep the highest quality of life possible.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual

	(PITTSBURGH)	AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395032	MCMURRAY HILLS MANOR	249 WEST MCMURRAY ROAD
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	01/27/2010
PITTSBURGH	PA	15232	01/27/2010
EBENSBURG	PA	15931	01/27/2010
MCMURRAY	PA	15317	01/25/2010
MCMURRAY	PA	15317	01/25/2010
FRACKVILLE	PA	17931	01/25/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/10/2010	Health
03/10/2010	Health
02/16/2010	Health
03/08/2010	Fire Safety
03/08/2010	Fire Safety
03/25/2010	Health

	services to get or keep the highest quality of life possible.	
Resident Assessment Deficiencies	Make sure that doctors visit residents regularly, as required.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Pattern
Miscellaneous Deficiencies	fire safety features required by current fire safety codes.	Widespread
Automatic Sprinkler Systems Deficiencies	an approved automatic sprinkler system connected to the fire alarm system.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
396100	HARMARVILLE TRANSITIONAL REHABILITATION UNIT	PO BOX 11460 GUYS RUN ROAD
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395774	CONESTOGA VIEW	900 EAST KING STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
39A435	SOUTHEASTERN PENNSYLVANIA VETERAN'S CENTER	ONE VETERANS DRIVE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

FRACKVILLE	PA	17931	01/25/2010
HARRISBURG	PA	17111	01/22/2010
HARRISBURG	PA	17111	01/22/2010
PITTSBURGH	PA	15238	01/22/2010
WHITE MARSH	PA	19128	01/21/2010
LANCASTER	PA	17602	01/21/2010
LANCASTER	PA	17602	01/21/2010
SPRING CITY	PA	19475	01/21/2010
BRYN MAWR	PA	19010	01/20/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/25/2010	Health
02/05/2010	Health
02/05/2010	Health
03/17/2010	Health
03/05/2010	Health
02/26/2010	Health
02/26/2010	Health
02/15/2010	Health
02/01/2010	Health

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Give or get x-rays and other tests to meet the needs of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		AVENUE
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD
395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD
395227	BROOKSIDE HEALTHCARE & REHABILITATION CENTER	2630 WOODLAND ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	01/20/2010
HARRISBURG	PA	17111	01/15/2010
GIRARD	PA	16417	01/15/2010
GIRARD	PA	16417	01/15/2010
ROSLYN	PA	19001	01/13/2010
ROSLYN	PA	19001	01/13/2010
ROSLYN	PA	19001	01/13/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/05/2010	Health
03/15/2010	Health
03/09/2010	Health
03/09/2010	Health
02/16/2010	Health
02/16/2010	Health
02/16/2010	Health

	services to get or keep the highest quality of life possible.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Administration Deficiencies	post nurse staffing information.	Widespread
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395977	CHERRY TREE NURSING CENTER	410 TERRACE DRIVE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	01/13/2010
PITTSBURGH	PA	15232	01/13/2010
PHILADELPHIA	PA	19141	01/13/2010
PHILADELPHIA	PA	19141	01/13/2010
PHILADELPHIA	PA	19144	01/13/2010
UNIONTOWN	PA	15401	01/13/2010
UNIONTOWN	PA	15401	01/13/2010
LANCASTER	PA	17602	01/08/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/23/2010	Health
02/23/2010	Health
03/01/2010	Health
03/11/2010	Health
03/01/2010	Health
03/04/2010	Health
03/04/2010	Health
01/21/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Widespread
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Widespread
Resident Rights Deficiencies	Give the resident's legal representative the same rights as	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
395527	MANORCARE HEALTH SERVICES-BETHLEHEM (2029)	2029 WESTGATE DRIVE
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395915	KINKORA PYTHIAN HOME	25 COVE ROAD
395915	KINKORA PYTHIAN HOME	25 COVE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

STATE COLLEGE	PA	16801	01/08/2010
WEST READING	PA	19611	01/07/2010
BETHLEHEM	PA	18017	01/07/2010
SHIPPENSBURG	PA	17257	01/07/2010
COLUMBIA	PA	17512	01/06/2010
KINGSTON	PA	18704	01/06/2010
DUNCANNON	PA	17020	01/06/2010
DUNCANNON	PA	17020	01/06/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/20/2010	Health
02/11/2010	Health
02/09/2010	Health
02/16/2010	Health
03/05/2010	Health
01/18/2010	Health
02/19/2010	Health
02/19/2010	Health

	the resident.	
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395915	KINKORA PYTHIAN HOME	25 COVE ROAD
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNCANNON	PA	17020	01/06/2010
MARS	PA	16046	01/04/2010
MILFORD	PA	18337	01/04/2010
MILFORD	PA	18337	01/04/2010
MILFORD	PA	18337	01/04/2010

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/19/2010	Health
02/09/2010	Health
02/22/2010	Health
02/22/2010	Health
02/22/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395583	SOUTH MOUNTAIN RESTORATION CEN	BUILDING #1
395740	BRANDYWINE HALL	800 WEST MINER STREET
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MALVERN	PA	19355	01/04/2010
WILLOW GROVE	PA	19090	12/30/2009
YORK	PA	17403	12/30/2009
YORK	PA	17403	12/30/2009
SOUTH MOUNTAIN	PA	17261	12/30/2009
WEST CHESTER	PA	19382	12/30/2009
WEST BRANDYWINE	PA	19320	12/30/2009
WEST BRANDYWINE	PA	19320	12/30/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/01/2010	Health
01/19/2010	Health
01/26/2010	Health
01/26/2010	Health
01/28/2010	Health
02/02/2010	Health
01/15/2010	Health
01/15/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Resident Rights Deficiencies	Send and promptly deliver unopened mail to residents.	Pattern
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395080	PHOEBE ALLENTOWN HEALTH CARE CENTER	1925 TURNER STREET
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395619	ROLLING FIELDS, INC	9108 STATE HIGHWAY 198

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	12/29/2009
HAZLETON	PA	18202	12/29/2009
PECKVILLE	PA	18452	12/23/2009
ALLENTOWN	PA	18104	12/22/2009
ALLENTOWN	PA	18104	12/22/2009
BRYN MAWR	PA	19010	12/22/2009
CONNEAUTVILLE	PA	16406	12/22/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/23/2010	Health
03/23/2010	Health
02/05/2010	Health
01/06/2010	Health
01/06/2010	Health
01/08/2010	Health
02/20/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Resident Rights Deficiencies	Provide written records when a resident is transferred or discharged.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	12/21/2009
GREENSBURG	PA	15601	12/21/2009
GREENSBURG	PA	15601	12/21/2009
YEADON	PA	19050	12/15/2009
WEATHERLY	PA	18255	12/15/2009
WEATHERLY	PA	18255	12/15/2009
PITTSBURGH	PA	15214	12/15/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/21/2010	Health
01/21/2010	Health
01/21/2010	Health
12/23/2009	Health
02/15/2010	Health
02/15/2010	Health
01/26/2010	Health

	be able to care for themselves, unless a change is unavoidable.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated
Resident Rights Deficiencies	Provide written records when a resident is transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual

		AVENUE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
395561	REFORMED PRESBYTERIAN HOME	2344 PERRYSVILLE AVENUE
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15214	12/15/2009
PITTSBURGH	PA	15214	12/15/2009
PITTSBURGH	PA	15214	12/15/2009
MIFFLIN	PA	17058	12/11/2009
NORTH HUNTINGDON	PA	15642	12/09/2009
ROCHESTER	PA	15074	12/09/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/26/2010	Health
01/26/2010	Health
01/26/2010	Health
12/31/2009	Health
01/08/2010	Health
12/21/2009	Health

	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Let the resident refuse treatment or refuse to take part in an experiment.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395912	SUBURBAN WOODS HEALTH AND REHA	2751 DEKALB PIKE
395591	LUTHER CREST NURSING FACILITY	800 HAUSMAN ROAD
396035	SCOTTDALE MANOR REHABILITATION	900 PORTER AVENUE
395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ELKINS PARK	PA	19027	12/08/2009
NORRISTOWN	PA	19401	12/08/2009
NORRISTOWN	PA	19401	12/08/2009
ALLENTOWN	PA	18104	12/07/2009
SCOTTDALE	PA	15683	12/07/2009
ALLENTOWN	PA	18104	12/04/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/12/2010	Health
01/05/2010	Health
01/05/2010	Health
01/15/2010	Health
01/11/2010	Health
01/06/2010	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395264	LIBERTY NURSING AND REHABILITATION CENTER	535 NORTH 17TH STREET
395647	GETTYSBURG LUTHERAN NURSING REHAB CTR,THE	1075 OLD HARRISBURG ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395346	TOWNE MANOR WEST	205 EAST JOHNSON HIGHWAY
395346	TOWNE MANOR WEST	205 EAST JOHNSON HIGHWAY
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18104	12/04/2009
GETTYSBURG	PA	17325	12/04/2009
CORAOPOLIS	PA	15108	12/03/2009
CORAOPOLIS	PA	15108	12/03/2009
NORRISTOWN	PA	19401	12/02/2009
NORRISTOWN	PA	19401	12/02/2009
PHILADELPHIA	PA	19128	12/02/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/06/2010	Health
01/23/2010	Health
12/21/2009	Health
12/21/2009	Health
12/31/2009	Health
12/31/2009	Health
01/21/2010	Health

	be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Environmental Deficiencies	Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
395526	CHARLES M. MORRIS NURSING AND	200 JHF DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19128	12/02/2009
LIMA	PA	19037	12/02/2009
LIMA	PA	19037	12/02/2009
BLOOMSBURG	PA	17815	12/02/2009
BLOOMSBURG	PA	17815	12/02/2009
PITTSBURGH	PA	15217	11/25/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/21/2010	Health
12/17/2009	Health
12/17/2009	Health
01/05/2010	Health
01/05/2010	Health
12/20/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395883	VILLAGE AT PENNWOOD	909 WEST STREET
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395782	FAIRVIEW CARE CENTER OF BETHLEHEM PIKE	184 BETHLEHEM PIKE
395782	FAIRVIEW CARE CENTER OF BETHLEHEM PIKE	184 BETHLEHEM PIKE
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395746	MANORCARE HEALTH SERVICES-CARLISLE	940 WALNUT BOTTOM ROAD
395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	11/25/2009
NORRISTOWN	PA	19401	11/24/2009
PHILADELPHIA	PA	19118	11/24/2009
PHILADELPHIA	PA	19118	11/24/2009
CARLISLE	PA	17013	11/23/2009
CARLISLE	PA	17013	11/23/2009
PITTSBURGH	PA	15220	11/23/2009
PHILADELPHIA	PA	19126	11/20/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/25/2009	Health
12/22/2009	Health
01/04/2010	Health
01/04/2010	Health
01/05/2010	Health
01/05/2010	Health
01/06/2010	Health
12/14/2009	Health

	needed every day and in emergencies, and give them out properly.	
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Get doctor orders for the resident's immediate care when admitted.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395380	SAUNDERS HOUSE	100 LANCASTER AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19126	11/20/2009
WILKES-BARRE	PA	18702	11/20/2009
HAVERTOWN	PA	19083	11/19/2009
GIRARD	PA	16417	11/19/2009
WYNNEWOOD	PA	19096	11/19/2009
WYNNEWOOD	PA	19096	11/19/2009
ROCHESTER	PA	15074	11/19/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/14/2009	Health
01/13/2010	Health
12/18/2009	Health
12/31/2009	Health
12/20/2009	Health
12/20/2009	Health
12/10/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395044	GOLDEN LIVINGCENTER-OAKMONT	26 ANN STREET
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395402	MANORCARE HEALTH SERVICES-POTTSTOWN	724 NORTH CHARLOTTE ST
395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395834	MANORCARE HEALTH SERVICES-KING OF PRUSSIA	600 WEST VALLEY FORGE ROAD
395883	VILLAGE AT PENNWOOD	909 WEST STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

OAKMONT	PA	15139	11/18/2009
OLYPHANT	PA	18447	11/18/2009
OLYPHANT	PA	18447	11/18/2009
POTTSTOWN	PA	19464	11/16/2009
ERIE	PA	16509	11/13/2009
ALTOONA	PA	16602	11/13/2009
PHILADELPHIA	PA	19126	11/13/2009
KING OF PRUSSIA	PA	19406	11/13/2009
PITTSBURGH	PA	15221	11/13/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/13/2010	Health
12/11/2009	Health
12/11/2009	Health
12/08/2009	Health
12/10/2009	Health
12/18/2009	Health
12/14/2009	Health
12/22/2009	Health
12/11/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Resident Rights Deficiencies	Let each resident choose a personal doctor.	Pattern
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Make sure that doctors see a resident's plan of care at every	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395913	MANORCARE HEALTH SERVICES-HUNTINGDON VALLEY	3430 HUNTINGDON PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILLOW GROVE	PA	19090	11/12/2009
PHILADELPHIA	PA	19128	11/09/2009
PHILADELPHIA	PA	19144	11/09/2009
EBENSBURG	PA	15931	11/09/2009
EBENSBURG	PA	15931	11/09/2009
EBENSBURG	PA	15931	11/09/2009
EBENSBURG	PA	15931	11/09/2009
HUNTINGDON VALLEY	PA	19006	11/09/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/01/2009	Health
01/21/2010	Health
11/30/2009	Health
12/30/2009	Health
01/19/2010	Health
01/19/2010	Health
01/19/2010	Health
11/23/2009	Health

	resident's plan of care at every visit and make notes about progress and orders in writing.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Actual harm

Potential for minimal harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395258	SILVER LAKE CENTER	905 TOWER ROAD
395258	SILVER LAKE CENTER	905 TOWER ROAD
395852	CLIVEDEN NURSING AND REHABILITATION CENTER	6400 GREENE STREET
395305	CHANDLER HALL HEALTH SERVICES	99 BARCLAY STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET

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Based on Nursing Home Compare - Complaint Deficiency

BRISTOL	PA	19007	11/06/2009
BRISTOL	PA	19007	11/06/2009
PHILADELPHIA	PA	19119	11/06/2009
NEWTOWN	PA	18940	11/05/2009
CLEARFIELD	PA	16830	11/05/2009
CLEARFIELD	PA	16830	11/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/01/2009	Health
12/01/2009	Health
12/07/2009	Health
12/18/2009	Health
11/30/2009	Health
11/30/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	accidents.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395518	COURTYARD GARDENS NURSING AND REHAB CTR	999 WEST HARRISBURG PIKE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CLEARFIELD	PA	16830	11/05/2009
MIDDLETOWN	PA	17057	11/05/2009
TAMAQUA	PA	18252	11/04/2009
HAVERTOWN	PA	19083	11/03/2009
SCRANTON	PA	18503	11/03/2009
SCRANTON	PA	18503	11/03/2009
SCRANTON	PA	18503	11/03/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/30/2009	Health
12/01/2009	Health
11/30/2009	Health
12/18/2009	Health
12/07/2009	Health
12/07/2009	Health
12/07/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	highest quality of life possible.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Nutrition and Dietary Deficiencies	Provide food in a way that meets a resident's needs.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
39A433	GINO J MERLI VETERANS CENTER	401 PENN AVENUE
395295	GOLDEN LIVINGCENTER-MURRYSVILLE	3300 LOGAN FERRY ROAD
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18503	11/03/2009
SCRANTON	PA	18503	11/03/2009
MURRYSVILLE	PA	15668	11/02/2009
DALLAS	PA	18612	11/02/2009
PITTSBURGH	PA	15221	11/02/2009
PITTSBURGH	PA	15221	11/02/2009
HARRISBURG	PA	17112	10/30/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/07/2009	Health
12/07/2009	Health
12/10/2009	Health
12/04/2009	Health
11/24/2009	Health
11/24/2009	Health
12/14/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Make sure that a doctor approves a resident's admission in writing and that each resident has a doctor.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395258	SILVER LAKE CENTER	905 TOWER ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER	200 PENNSYLVANIA

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Based on Nursing Home Compare - Complaint Deficiency

BRISTOL	PA	19007	10/29/2009
BEAVER FALLS	PA	15010	10/29/2009
YEADON	PA	19050	10/29/2009
SHENANDOAH	PA	17976	10/29/2009
SHENANDOAH	PA	17976	10/29/2009
SHENANDOAH	PA	17976	10/29/2009
SHENANDOAH	PA	17976	10/29/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/30/2009	Health
12/22/2009	Health
11/10/2009	Health
11/17/2009	Health
11/17/2009	Health
11/17/2009	Health
11/17/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	accidents.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Administration Deficiencies	Train all employees on what to do	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

	LLC	AVENUE
395613	FALLING SPRING NURSING AND REH	201 FRANKLIN FARM LANE
396108	GOOD SHEPHERD HOME-BETHLEHEM	2855 SCHOENERSVILLE ROAD
395477	MANORCARE HEALTH SERVICES-LAURELDALE	2125 ELIZABETH AVENUE
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET
395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CHAMBERSBURG	PA	17201	10/28/2009
BETHLEHEM	PA	18017	10/28/2009
LAURELDALE	PA	19605	10/27/2009
PITTSBURGH	PA	15221	10/27/2009
NEW CASTLE	PA	16101	10/26/2009
NEW CASTLE	PA	16101	10/26/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/13/2009	Health
11/09/2009	Health
12/09/2009	Health
11/12/2009	Health
10/27/2009	Health
11/11/2009	Health

	in an emergency.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395003	GOLDEN HILL NURSING HOME, INC	520 FRIENDSHIP STREET
395402	MANORCARE HEALTH SERVICES-POTTSTOWN	724 NORTH CHARLOTTE ST
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395166	PEMBROOKE HEALTH AND REHAB RES	1130 WEST CHESTER PIKE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395164	ST JOHN SPECIALTY CARE CENTER	P O BOX 928 500 WITTENBERG WAY

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	10/26/2009
POTTSTOWN	PA	19464	10/26/2009
RICHBORO	PA	18954	10/23/2009
EASTON	PA	18045	10/23/2009
WEST CHESTER	PA	19380	10/22/2009
HARRISBURG	PA	17109	10/22/2009
HARRISBURG	PA	17109	10/22/2009
MARS	PA	16046	10/21/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/30/2009	Health
12/08/2009	Health
12/04/2009	Health
12/08/2009	Health
12/08/2009	Health
12/03/2009	Health
12/03/2009	Health
11/30/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395732	UPMC HERITAGE PLACE	5701 PHILLIPS AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	10/21/2009
HAZLETON	PA	18202	10/21/2009
HAZLETON	PA	18202	10/21/2009
PITTSBURGH	PA	15217	10/20/2009
PITTSBURGH	PA	15217	10/20/2009
BRYN MAWR	PA	19010	10/15/2009
LIMA	PA	19037	10/15/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/09/2009	Health
11/09/2009	Health
11/09/2009	Health
10/26/2009	Health
10/26/2009	Health
11/16/2009	Health
11/20/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	resident.	
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Resident Rights Deficiencies	Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Keep each resident free from	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

		ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395780	FAIR ACRES GERIATRIC CENTER	340 N. MIDDLETOWN ROAD
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
396072	MILLCREEK MANOR	5515 PEACH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LIMA	PA	19037	10/15/2009
LIMA	PA	19037	10/15/2009
LIMA	PA	19037	10/15/2009
PHILADELPHIA	PA	19139	10/15/2009
PHILADELPHIA	PA	19139	10/15/2009
SHENANDOAH	PA	17976	10/15/2009
SHENANDOAH	PA	17976	10/15/2009
ERIE	PA	16509	10/15/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/20/2009	Health
11/20/2009	Health
11/20/2009	Health
12/01/2009	Health
12/01/2009	Health
11/17/2009	Health
11/17/2009	Health
10/26/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	physical restraints, unless needed for medical treatment.	
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Administration Deficiencies	Hire nurse aides who have	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396072	MILLCREEK MANOR	5515 PEACH STREET
396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395298	GUARDIAN ELDER CARE CENTER	147 OLD NEWPORT STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	
WYNDMOOR	PA	19038	10/15/2009
WYNDMOOR	PA	19038	10/15/2009
NANTICOKE	PA	18634	10/14/2009
NANTICOKE	PA	18634	10/14/2009
NANTICOKE	PA	18634	10/14/2009
BERWICK	PA	18603	10/14/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
12/14/2009	Health
12/14/2009	Health
11/03/2009	Health
11/03/2009	Health
11/03/2009	Health
12/14/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Hire nurse aides who have shown that they are skilled and care for residents safely on-the-job.	Isolated
Nutrition and Dietary Deficiencies	1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give or get dental care for each resident.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395722	PENN CENTER FOR REHABILITATION	3609 CHESTNUT STREET
395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD
395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BERWICK	PA	18603	10/14/2009
HARRISBURG	PA	17111	10/13/2009
PHILADELPHIA	PA	19152	10/13/2009
PHILADELPHIA	PA	19104	10/13/2009
MUNHALL	PA	15120	10/09/2009
NEW WILMINGTON	PA	16142	10/09/2009
DUNMORE	PA	18512	10/09/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/14/2009	Health
10/23/2009	Health
11/15/2009	Health
10/27/2009	Health
11/24/2009	Health
11/12/2009	Health
10/22/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated
Environmental Deficiencies	Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395067	GREEN RIDGE CARE CENTER	2741 BOULEVARD AVENUE
395135	PENNYPACK CENTER	8015 LAWNDALE AVENUE
395410	SUGAR CREEK REST	120 LAKESIDE DRIVE
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE

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Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	10/09/2009
PITTSBURGH	PA	15221	10/09/2009
SCRANTON	PA	18509	10/08/2009
PHILADELPHIA	PA	19111	10/08/2009
WORTHINGTON	PA	16262	10/08/2009
NEW CASTLE	PA	16101	10/08/2009
APOLLO	PA	15613	10/07/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/12/2009	Health
11/12/2009	Health
11/23/2009	Health
11/07/2009	Health
10/21/2009	Health
11/16/2009	Health
10/31/2009	Health

	actions that can be measured.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395174	ABINGTON CREST NURSING AND REHAB CTR	1267 SOUTH HILL ROAD
395489	CORRY MANOR	640 WORTH STREET
395606	JOHN J KANE REGIONAL CENTER-RO	110 MCINTYRE ROAD
395906	HENRY CLAY VILLA, LP	5253 NATIONAL PIKE
395206	SARAH A REED RETIREMENT CENTER	227 WEST 22ND STREET
395206	SARAH A REED RETIREMENT CENTER	227 WEST 22ND STREET

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Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	10/06/2009
CORRY	PA	16407	10/06/2009
PITTSBURGH	PA	15237	10/06/2009
MARKLEYSBURG	PA	15459	10/02/2009
ERIE	PA	16502	10/01/2009
ERIE	PA	16502	10/01/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/29/2009	Health
10/14/2009	Health
11/13/2009	Health
10/02/2009	Health
11/30/2009	Health
11/30/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Assess the resident when the resident enters the nursing home, in a timely manner.	Isolated
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Administration Deficiencies	1) Set up a group that is legally responsible for writing and setting up policies for leading and running the nursing home; or 2) hire a properly licensed administrator.	Widespread
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET
395485	LIBERTY COURT, GENESIS HEALTHCARE	1526 LOMBARD STREET
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395604	GREENSBURG CARE CENTER	119 INDUSTRIAL PARK ROAD
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET

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Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19146	10/01/2009
PHILADELPHIA	PA	19146	10/01/2009
GREENSBURG	PA	15601	10/01/2009
GREENSBURG	PA	15601	10/01/2009
GREENSBURG	PA	15601	10/01/2009
GREENSBURG	PA	15601	10/01/2009
PHILADELPHIA	PA	19144	10/01/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/11/2009	Health
11/11/2009	Health
11/10/2009	Health
11/10/2009	Health
11/10/2009	Health
11/10/2009	Health
11/03/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395715	WESLEY ENHANCED LIVING AT STAPELEY	6300 GREENE STREET
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395845	CRANBERRY PLACE	5 SAINT FRANCIS WAY

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Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19144	10/01/2009
PHILADELPHIA	PA	19144	10/01/2009
PITTSBURGH	PA	15243	09/29/2009
PITTSBURGH	PA	15243	09/29/2009
CORAOPOLIS	PA	15108	09/29/2009
CRANBERRY TOWNSHIP	PA	16066	09/29/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/30/2009	Health
11/06/2009	Health
11/15/2009	Health
11/15/2009	Health
11/03/2009	Health
11/04/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395845	CRANBERRY PLACE	5 SAINT FRANCIS WAY
395845	CRANBERRY PLACE	5 SAINT FRANCIS WAY
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD

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Based on Nursing Home Compare - Complaint Deficiency

CRANBERRY TOWNSHIP	PA	16066	09/29/2009
CRANBERRY TOWNSHIP	PA	16066	09/29/2009
MEDIA	PA	19063	09/29/2009
KINGSTON	PA	18704	09/28/2009
OAKMONT	PA	15139	09/28/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009	Health
11/04/2009	Health
11/03/2009	Health
10/13/2009	Health
10/20/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Resident Rights Deficiencies	Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

OAKMONT	PA	15139	09/28/2009
MALVERN	PA	19355	09/25/2009
MALVERN	PA	19355	09/25/2009
MALVERN	PA	19355	09/25/2009
JOHNSTOWN	PA	15905	09/25/2009
JOHNSTOWN	PA	15905	09/25/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/20/2009	Health
11/09/2009	Health
11/09/2009	Health
11/09/2009	Health
10/13/2009	Health
10/13/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	be transferred or discharged.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395078	BROOMALL REHABILITATION AND NURSING CENTER	50 NORTH MALIN ROAD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17112	09/23/2009
SHENANDOAH	PA	17976	09/23/2009
SHENANDOAH	PA	17976	09/23/2009
SHENANDOAH	PA	17976	09/23/2009
BROOMALL	PA	19008	09/22/2009
HAZLETON	PA	18202	09/22/2009
HAZLETON	PA	18202	09/22/2009
HAZLETON	PA	18202	09/22/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009	Health
11/17/2009	Health
11/17/2009	Health
11/17/2009	Health
10/26/2009	Health
11/09/2009	Health
11/09/2009	Health
11/09/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395840	PATRIOT, A CHOICE COMMUNITY THE	495 WEST PATRIOT STREET
396056	WILLIAM PENN CARE CENTER	2020 ADER ROAD
395843	RIVER'S EDGE NURSING AND REHAB	9501 STATE ROAD
395843	RIVER'S EDGE NURSING AND REHAB	9501 STATE ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SOMERSET	PA	15501	09/22/2009
JEANNETTE	PA	15644	09/22/2009
PHILADELPHIA	PA	19114	09/21/2009
PHILADELPHIA	PA	19114	09/21/2009
LATROBE	PA	15650	09/21/2009
LATROBE	PA	15650	09/21/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/22/2009	Health
10/23/2009	Health
11/20/2009	Health
11/20/2009	Health
10/26/2009	Health
10/26/2009	Health

	highest quality of life possible.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395521	LANGHORNE GARDENS REHAB AND NU	350 MANOR AVENUE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	09/21/2009
LANGHORNE	PA	19047	09/18/2009
LANGHORNE	PA	19047	09/18/2009
EBENSBURG	PA	15931	09/18/2009
CAMP HILL	PA	17011	09/17/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/26/2009	Health
11/02/2009	Health
11/02/2009	Health
10/02/2009	Health
11/03/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395052	BROOMALL PRESBYTERIAN VILLAGE	146 MARPLE ROAD
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395286	BROAD MOUNTAIN NURSING AND REH	500 WEST LAUREL STREET
395394	DEVON MANOR	235 LANCASTER AVENUE
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	09/17/2009
CAMP HILL	PA	17011	09/17/2009
BROOMALL	PA	19008	09/16/2009
FRACKVILLE	PA	17931	09/16/2009
FRACKVILLE	PA	17931	09/16/2009
DEVON	PA	19333	09/16/2009
GROVE CITY	PA	16127	09/16/2009
GROVE CITY	PA	16127	09/16/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/03/2009	Health
11/03/2009	Health
10/22/2009	Health
10/13/2009	Health
10/13/2009	Health
10/21/2009	Health
10/23/2009	Health
10/23/2009	Health

	accidents.	
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395593	TRINITY LIVING CENTER	400 HILLCREST AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GROVE CITY	PA	16127	09/16/2009
GROVE CITY	PA	16127	09/16/2009
SHENANDOAH	PA	17976	09/16/2009
SHENANDOAH	PA	17976	09/16/2009
CARBONDALE	PA	18407	09/16/2009
CARBONDALE	PA	18407	09/16/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/23/2009	Health
10/23/2009	Health
11/17/2009	Health
11/17/2009	Health
10/09/2009	Health
10/09/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Have a detailed, written plan for disasters and emergencies.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395984	OSPREY RIDGE HEALTHCARE AND RE	45 NORTH SCOTT STREET
396082	PARK LANE AT BELLINGHAM	1615 EAST BOOT ROAD EAST GOSHEN
395202	BROOMALL MANOR	43 CHURCH LANE
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET
395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CARBONDALE	PA	18407	09/16/2009
WEST CHESTER	PA	19380	09/16/2009
BROOMALL	PA	19008	09/15/2009
RICHBORO	PA	18954	09/15/2009
HERMITAGE	PA	16148	09/15/2009
HERMITAGE	PA	16148	09/15/2009
GIRARD	PA	16417	09/15/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/09/2009	Health
10/16/2009	Health
10/09/2009	Health
01/01/1900	Health
10/01/2009	Health
10/01/2009	Health
10/22/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395786	PLEASANT VIEW RETIREMENT COMMU	544 NORTH PENRYN ROAD
395786	PLEASANT VIEW RETIREMENT COMMU	544 NORTH PENRYN ROAD
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395774	CONESTOGA VIEW	900 EAST KING STREET
395989	MANORCARE HEALTH SERVICES-MERCY FI	600 SOUTH WYCOMBE AVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MANHEIM	PA	17545	09/15/2009
MANHEIM	PA	17545	09/15/2009
HARRISBURG	PA	17111	09/14/2009
TAYLOR	PA	18517	09/11/2009
TAYLOR	PA	18517	09/11/2009
TAYLOR	PA	18517	09/11/2009
LANCASTER	PA	17602	09/11/2009
YEADON	PA	19050	09/11/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/04/2009	Health
10/04/2009	Health
10/05/2009	Health
10/16/2009	Health
10/16/2009	Health
10/16/2009	Health
10/05/2009	Health
10/21/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Administration Deficiencies	Give lab tests only when the attending doctor ordered them.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395552	BETHLEN HM OF THE HUNGARIAN RF	66 CAREY SCHOOL ROAD
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395610	GOLDEN LIVINGCENTER-RICHLAND	349 VOTECH DRIVE
395110	OAKWOOD HEALTHCARE & REHABILITATION CENTER	2109 RED LION ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MEDIA	PA	19063	09/10/2009
CAMP HILL	PA	17011	09/09/2009
WILLIAMSPORT	PA	17701	09/09/2009
NEW CASTLE	PA	16101	09/04/2009
LIGONIER	PA	15658	09/04/2009
WHITE MARSH	PA	19128	09/03/2009
KINGSTON	PA	18704	09/03/2009
JOHNSTOWN	PA	15904	09/03/2009
PHILADELPHIA	PA	19115	08/31/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/27/2009	Health
10/13/2009	Health
10/19/2009	Health
09/16/2009	Health
09/22/2009	Health
09/16/2009	Health
09/17/2009	Health
10/13/2009	Health
09/09/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Give or get x-rays and other tests to meet the needs of residents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	CENTER	
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395617	JOHN J KANE REGIONAL CENTER-SC	300 KANE BOULEVARD
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
396090	PRESTON RESIDENCE	200 SYCAMORE DRIVE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MIFFLIN	PA	17058	08/28/2009
MIFFLIN	PA	17058	08/28/2009
PITTSBURGH	PA	15243	08/28/2009
BRYN MAWR	PA	19010	08/27/2009
BRYN MAWR	PA	19010	08/27/2009
WEST GROVE	PA	19390	08/27/2009
LANCASTER	PA	17602	08/26/2009
NEW CASTLE	PA	16101	08/26/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/28/2009	Health
09/28/2009	Health
10/27/2009	Health
09/25/2009	Health
09/25/2009	Health
09/03/2009	Health
09/17/2009	Health
08/28/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	to meet the needs of residents.	
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Immediate jeopardy to resident health or safety

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE
395258	SILVER LAKE CENTER	905 TOWER ROAD
395258	SILVER LAKE CENTER	905 TOWER ROAD
395833	HCC AT WHITE HORSE VILLAGE	535 GRADYVILLE ROAD

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Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	08/26/2009
NEW CASTLE	PA	16101	08/26/2009
NEW CASTLE	PA	16101	08/26/2009
BRISTOL	PA	19007	08/25/2009
BRISTOL	PA	19007	08/25/2009
NEWTOWN SQUARE	PA	19073	08/25/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/28/2009	Health
09/24/2009	Health
09/24/2009	Health
09/30/2009	Health
09/30/2009	Health
09/10/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Environmental Deficiencies	Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395247	GOLDEN LIVINGCENTER-GETTYSBURG	741 CHAMBERSBURG ROAD
395247	GOLDEN LIVINGCENTER-GETTYSBURG	741 CHAMBERSBURG ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD

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Based on Nursing Home Compare - Complaint Deficiency

NEW WILMINGTON	PA	16142	08/21/2009
PHILADELPHIA	PA	19152	08/21/2009
PHILADELPHIA	PA	19152	08/21/2009
GETTYSBURG	PA	17325	08/20/2009
GETTYSBURG	PA	17325	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/30/2009	Health
09/08/2009	Health
09/08/2009	Health
09/14/2009	Health
09/14/2009	Health
09/21/2009	Health
09/21/2009	Health
09/21/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Pattern
Administration Deficiencies	Choose a doctor to be the medical director.	Widespread
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395094	BERKS HEIM	1011 BERKS ROAD
395094	BERKS HEIM	1011 BERKS ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CORAOPOLIS	PA	15108	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009
CORAOPOLIS	PA	15108	08/20/2009
LEESPORT	PA	19533	08/19/2009
LEESPORT	PA	19533	08/19/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/21/2009	Health
08/24/2009	Health
08/24/2009	Health
09/21/2009	Health
09/21/2009	Health
10/05/2009	Health
10/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Administration Deficiencies	1) Review the work of each nurse	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Immediate jeopardy to resident health or safety
Immediate jeopardy to resident health or safety
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395094	BERKS HEIM	1011 BERKS ROAD
395292	WESBURY UNITED METHODIST COMMU	31 NORTH PARK AVE EXT
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LEESPORT	PA	19533	08/19/2009
MEADVILLE	PA	16335	08/18/2009
PITTSBURGH	PA	15221	08/18/2009
PITTSBURGH	PA	15221	08/18/2009
PITTSBURGH	PA	15221	08/18/2009
WEST BRANDYWINE	PA	19320	08/18/2009
WEST	PA	19320	08/18/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/05/2009	Health
09/04/2009	Health
09/23/2009	Health
09/23/2009	Health
09/23/2009	Health
09/04/2009	Health
09/04/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	aide every year; or 2) give regular training for the nurse aides.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Resident Rights Deficiencies	Give enough notice to the resident before changing the resident's room or roommate.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Let the resident refuse treatment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		BOULEVARD
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BRANDYWINE			
PHILADELPHIA	PA	19131	08/17/2009
PHILADELPHIA	PA	19131	08/17/2009
LANCASTER	PA	17603	08/14/2009
OLYPHANT	PA	18447	08/14/2009
OLYPHANT	PA	18447	08/14/2009
OLYPHANT	PA	18447	08/14/2009
MCMURRAY	PA	15317	08/13/2009
HELLERTOWN	PA	18055	08/13/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/21/2009	Health
09/21/2009	Health
09/01/2009	Health
09/18/2009	Health
09/18/2009	Health
09/18/2009	Health
10/06/2009	Health
09/15/2009	Health

	or refuse to take part in an experiment.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE ROAD
396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE ROAD
396072	MILLCREEK MANOR	5515 PEACH STREET
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HELLERTOWN	PA	18055	
HELLERTOWN	PA	18055	08/13/2009
ERIE	PA	16509	08/13/2009
LANCASTER	PA	17601	08/12/2009
LANCASTER	PA	17601	08/12/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
09/15/2009	Health
08/26/2009	Health
09/21/2009	Health
09/21/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Nutrition and Dietary Deficiencies	Hire a qualified dietician.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395284	GOLDEN LIVINGCENTER-PHOENIXVILLE	833 SOUTH MAIN STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
396035	SCOTTDALE MANOR REHABILITATION	900 PORTER AVENUE
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NEW CASTLE	PA	16101	08/12/2009
PHOENIXVILLE	PA	19460	08/11/2009
PITTSBURGH	PA	15221	08/11/2009
PITTSBURGH	PA	15221	08/11/2009
SCOTTDALE	PA	15683	08/11/2009
ERIE	PA	16509	08/10/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/18/2009	Health
08/24/2009	Health
09/14/2009	Health
09/14/2009	Health
09/02/2009	Health
09/22/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395621	ST MARY MANOR	701 LANSDALE AVENUE
395171	WESTMINSTER VILLAGE	803 NORTH WAHNETA ST
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANSDALE	PA	19446	08/10/2009
ALLENTOWN	PA	18103	08/07/2009
MONROEVILLE	PA	15146	08/07/2009
MONROEVILLE	PA	15146	08/07/2009
BROOMALL	PA	19008	08/06/2009
BROOMALL	PA	19008	08/06/2009
BROOMALL	PA	19008	08/06/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/01/2009	Health
09/15/2009	Health
09/24/2009	Health
09/24/2009	Health
08/28/2009	Health
08/28/2009	Health
08/28/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395202	BROOMALL MANOR	43 CHURCH LANE
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD
395798	TRANSITIONS HEALTHCARE GETTYSBURG	595 BIGLERVILLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	08/06/2009
PHILADELPHIA	PA	19141	08/06/2009
PHILADELPHIA	PA	19141	08/06/2009
PHILADELPHIA	PA	19141	08/06/2009
EBENSBURG	PA	15931	08/06/2009
GETTYSBURG	PA	17325	08/05/2009
GETTYSBURG	PA	17325	08/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/28/2009	Health
08/21/2009	Health
08/21/2009	Health
08/21/2009	Health
08/25/2009	Health
08/19/2009	Health
08/20/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	catheter, unless it is necessary.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395020	BAPTIST HOMES OF WESTERN PENNSYLVANIA	489 CASTLE SHANNON BLVD
395020	BAPTIST HOMES OF WESTERN PENNSYLVANIA	489 CASTLE SHANNON BLVD
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395205	LANCASHIRE HALL	2829 LITITZ PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15234	08/04/2009
PITTSBURGH	PA	15234	08/04/2009
MONTROSE	PA	18801	08/04/2009
MONTROSE	PA	18801	08/04/2009
LANCASTER	PA	17601	08/04/2009
LANCASTER	PA	17601	08/04/2009
LANCASTER	PA	17601	08/04/2009
LANCASTER	PA	17601	08/04/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/30/2009	Health
09/30/2009	Health
09/15/2009	Health
09/15/2009	Health
09/08/2009	Health
10/13/2009	Health
09/08/2009	Health
09/08/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Administration Deficiencies	post nurse staffing information.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395391	ASBURY HEALTH CENTER	700 BOWER HILL ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395619	ROLLING FIELDS, INC	9108 STATE HIGHWAY 198
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15243	08/04/2009
CANONSBURG	PA	15317	08/03/2009
QUAKERTOWN	PA	18951	07/31/2009
QUAKERTOWN	PA	18951	07/31/2009
QUAKERTOWN	PA	18951	07/31/2009
CONNEAUTVILLE	PA	16406	07/31/2009
ALTOONA	PA	16601	07/31/2009
ALTOONA	PA	16601	07/31/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/28/2009	Health
08/17/2009	Health
09/10/2009	Health
09/10/2009	Health
09/10/2009	Health
09/28/2009	Health
09/11/2009	Health
09/11/2009	Health

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	post nurse staffing information.	Widespread
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Let residents complain without being treated differently or badly.	Isolated
Quality Care Deficiencies	Give or get special rehabilitation if in the patient's plan of care.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395985	ALTOONA CENTER FOR NURSING CARE	1020 GREEN AVENUE
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE
395774	CONESTOGA VIEW	900 EAST KING STREET
395986	KITTANNING CARE CENTER	120 KITTANNING CARE DRIVE
396009	RITTENHOUSE PINE CENTER	1700 PINE STREET
395386	BETHANY VILLAGE RETIREMENT CENTER	5225 WILSON LANE
395705	HEMPFIELD MANOR	1118 WOODWARD DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16601	
GREENSBURG	PA	15601	07/30/2009
GREENSBURG	PA	15601	07/30/2009
GREENSBURG	PA	15601	07/30/2009
LANCASTER	PA	17602	07/30/2009
KITTANNING	PA	16201	07/30/2009
NORRISTOWN	PA	19401	07/30/2009
MECHANICSBURG	PA	17055	07/29/2009
GREENSBURG	PA	15601	07/28/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
09/09/2009	Health
09/09/2009	Health
09/09/2009	Health
08/24/2009	Health
08/28/2009	Health
09/07/2009	Health
09/20/2009	Health
09/09/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Rights Deficiencies	Send and promptly deliver unopened mail to residents.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		DRIVE
395241	GOLDEN LIVINGCENTER-HILLVIEW	700 S. CAYUGA AVENUE
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET
395830	MEADOW VIEW NURSING CENTER	1404 HAY STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16602	07/27/2009
WILKES BARRE	PA	18711	07/24/2009
PHILADELPHIA	PA	19141	07/24/2009
PHILADELPHIA	PA	19141	07/24/2009
BERLIN	PA	15530	07/24/2009
BERLIN	PA	15530	07/24/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/24/2009	Health
08/18/2009	Health
08/10/2009	Health
08/10/2009	Health
08/21/2009	Health
08/21/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	unopened mail to residents.	
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395202	BROOMALL MANOR	43 CHURCH LANE
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

BROOMALL	PA	19008	07/23/2009
MILFORD	PA	18337	07/23/2009
EASTON	PA	18045	07/23/2009
EASTON	PA	18045	07/23/2009
DUNMORE	PA	18512	07/21/2009
DUNMORE	PA	18512	07/21/2009
WEST CHESTER	PA	19382	07/20/2009
STATE COLLEGE	PA	16801	07/20/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/09/2009	Health
08/18/2009	Health
08/21/2009	Health
08/21/2009	Health
08/12/2009	Health
08/12/2009	Health
08/26/2009	Health
08/14/2009	Health

	dehydration.	
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Quality Care Deficiencies	Give or get special rehabilitation if in the patient's plan of care.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Administration Deficiencies	Hire a qualified social worker; or in homes with more than 120 beds, hire a qualified full-time	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	07/17/2009
CAMP HILL	PA	17011	07/17/2009
CAMP HILL	PA	17011	07/17/2009
QUAKERTOWN	PA	18951	07/17/2009
QUAKERTOWN	PA	18951	07/17/2009
MONROEVILLE	PA	15146	07/17/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/29/2009	Health
07/29/2009	Health
07/29/2009	Health
09/15/2009	Health
09/15/2009	Health
08/18/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	beds, hire a qualified full-time social worker.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Administration Deficiencies	Have licensed, certified, or registered staff to give needed services.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Let residents give themselves their drugs if they are able.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
396059	CEDARS OF MONROEVILLE, THE	4363 NORTHERN PIKE
395690	HARLEE MANOR	463 SPROUL ROAD
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395527	MANORCARE HEALTH SERVICES-BETHLEHEM (2029)	2029 WESTGATE DRIVE
395527	MANORCARE HEALTH SERVICES-BETHLEHEM (2029)	2029 WESTGATE DRIVE
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONROEVILLE	PA	15146	07/17/2009
MONROEVILLE	PA	15146	07/17/2009
SPRINGFIELD	PA	19064	07/16/2009
STATE COLLEGE	PA	16801	07/16/2009
BETHLEHEM	PA	18017	07/15/2009
BETHLEHEM	PA	18017	07/15/2009
MONTOURSVILLE	PA	17754	07/14/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/18/2009	Health
08/18/2009	Health
08/14/2009	Health
08/14/2009	Health
08/18/2009	Health
08/18/2009	Health
08/10/2009	Health

	theft of personal property.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Provide needed housekeeping	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

		ROAD
395379	SYCAMORE MANOR HEALTH CENTER	1445 SYCAMORE ROAD
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONTOURSVILLE	PA	17754	07/14/2009
BEAVER FALLS	PA	15010	07/10/2009
DALLAS	PA	18612	07/10/2009
SHENANDOAH	PA	17976	07/10/2009
SHENANDOAH	PA	17976	07/10/2009
SHENANDOAH	PA	17976	07/10/2009
SHENANDOAH	PA	17976	07/10/2009
GREENVILLE	PA	16125	07/09/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/10/2009	Health
08/07/2009	Health
08/24/2009	Health
09/16/2009	Health
09/16/2009	Health
09/16/2009	Health
09/16/2009	Health
08/07/2009	Health

	and maintenance.	
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395158	WHITE CLIFF NURSING HOME	110 FREDONIA ROAD
395348	MANORCARE HEALTH SERVICES-CHAMBERSBURG	1070 STOUFFER AVENUE
395367	OXFORD HEALTH CENTER	7 EAST LOCUST STREET
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395751	ROCHESTER MANOR	174 VIRGINIA AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENVILLE	PA	16125	07/09/2009
CHAMBERSBURG	PA	17201	07/09/2009
OXFORD	PA	19363	07/09/2009
COLUMBIA	PA	17512	07/09/2009
ROCHESTER	PA	15074	07/09/2009
ROCHESTER	PA	15074	07/09/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/07/2009	Health
08/06/2009	Health
08/07/2009	Health
08/20/2009	Health
07/28/2009	Health
07/28/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395751	ROCHESTER MANOR	174 VIRGINIA AVENUE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395620	WEST HILLS HEALTH AND REHABILITATION CENTER	951 BRODHEAD ROAD
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ROCHESTER	PA	15074	07/09/2009
HARRISBURG	PA	17109	07/08/2009
CORAOPOLIS	PA	15108	07/08/2009
EASTON	PA	18045	07/08/2009
EASTON	PA	18045	07/08/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/28/2009	Health
08/18/2009	Health
08/05/2009	Health
08/21/2009	Health
08/21/2009	Health

	from serious medication errors.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396077	OLD ORCHARD HEALTH CARE CENTER	4100 FREEMANSBURG AVENUE
395378	QUINCY RETIREMENT COMMUNITY	6596 ORPHANAGE ROAD
395378	QUINCY RETIREMENT COMMUNITY	6596 ORPHANAGE ROAD
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395109	BEAVER ELDER CARE AND REHAB	616 GOLF COURSE ROAD
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EASTON	PA	18045	07/08/2009
WAYNESBORO	PA	17268	07/07/2009
WAYNESBORO	PA	17268	07/07/2009
WILKES-BARRE	PA	18702	07/07/2009
WILKES-BARRE	PA	18702	07/07/2009
WILKES-BARRE	PA	18702	07/07/2009
ALIQUIPPA	PA	15001	07/01/2009
DUNMORE	PA	18512	07/01/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/21/2009	Health
09/01/2009	Health
09/01/2009	Health
08/19/2009	Health
08/19/2009	Health
08/19/2009	Health
07/31/2009	Health
08/12/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395290	PLEASANT ACRES NURSING AND REHAB CENTER	118 PLEASANT ACRES RD,RD7
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	07/01/2009
PITTSBURGH	PA	15206	06/30/2009
BELLEFONTE	PA	16823	06/30/2009
BELLEFONTE	PA	16823	06/30/2009
YORK	PA	17402	06/26/2009
HARRISBURG	PA	17112	06/26/2009
HARRISBURG	PA	17112	06/26/2009
HARRISBURG	PA	17112	06/26/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/12/2009	Health
08/13/2009	Health
07/24/2009	Health
07/24/2009	Health
08/25/2009	Health
08/12/2009	Health
08/12/2009	Health
08/12/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395466	MILFORD SENIOR CARE AND REHAB	264 ROUTE 6 & 209
395569	HILLSDALE REHABILITATION AND NURSING CENTER	383 MOUNTAIN VIEW DRIVE
395266	BEAVER VALLEY NURSING AND REHA	257 GEORGETOWN ROAD
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395044	GOLDEN LIVINGCENTER-OAKMONT	26 ANN STREET

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Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17112	06/26/2009
BROOMALL	PA	19008	06/24/2009
BROOMALL	PA	19008	06/24/2009
MILFORD	PA	18337	06/23/2009
MILFORD	PA	18337	06/23/2009
HILLSDALE	PA	15746	06/23/2009
BEAVER FALLS	PA	15010	06/22/2009
SCRANTON	PA	18501	06/22/2009
OAKMONT	PA	15139	06/19/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/12/2009	Health
08/28/2009	Health
10/09/2009	Health
09/25/2009	Health
09/25/2009	Health
07/03/2009	Health
07/26/2009	Health
07/13/2009	Health
07/19/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	of well being for each resident.	
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Resident Rights Deficiencies	Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Environmental Deficiencies	Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395044	GOLDEN LIVINGCENTER-OAKMONT	26 ANN STREET
395540	MANORCARE HEALTH SERVICES-EASTON	2600 NORTHAMPTON STREET
395265	PAVILION AT ST LUKE VILLAGE, THE	1000 STACIE DRIVE
395265	PAVILION AT ST LUKE VILLAGE, THE	1000 STACIE DRIVE
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

OAKMONT	PA	15139	06/19/2009
EASTON	PA	18045	06/19/2009
HAZLETON	PA	18201	06/18/2009
HAZLETON	PA	18201	06/18/2009
WILKES BARRE	PA	18702	06/18/2009
WILKES BARRE	PA	18702	06/18/2009
WILKES BARRE	PA	18702	06/18/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/19/2009	Health
07/15/2009	Health
07/08/2009	Health
07/08/2009	Health
08/03/2009	Health
08/03/2009	Health
08/03/2009	Health

	and maintenance.	
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Administration Deficiencies	Quickly tell the resident's doctor the results of lab tests.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395483	REGINA COMMUNITY NURSING CENTE	550 EAST FURNANCE STREET
395483	REGINA COMMUNITY NURSING CENTE	550 EAST FURNANCE STREET
395638	MASONIC VILLAGE AT SEWICKLEY	1000 MASONIC DRIVE
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395740	BRANDYWINE HALL	800 WEST MINER STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18702	06/18/2009
NORRISTOWN	PA	19401	06/18/2009
NORRISTOWN	PA	19401	06/18/2009
SEWICKLEY	PA	15143	06/18/2009
WEXFORD	PA	15090	06/17/2009
WEXFORD	PA	15090	06/17/2009
WEST CHESTER	PA	19382	06/12/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/03/2009	Health
08/17/2009	Health
08/17/2009	Health
07/22/2009	Health
07/10/2009	Health
07/10/2009	Health
07/20/2009	Health

	be transferred or discharged.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395740	BRANDYWINE HALL	800 WEST MINER STREET
395740	BRANDYWINE HALL	800 WEST MINER STREET
395237	KINDRED TRANSITIONAL CARE AND REHAB - WYOMISSING	1000 EAST WYOMISSING BLVD
395394	DEVON MANOR	235 LANCASTER AVENUE
395394	DEVON MANOR	235 LANCASTER

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WEST CHESTER	PA	19382	06/12/2009
WEST CHESTER	PA	19382	06/12/2009
READING	PA	19611	06/10/2009
DEVON	PA	19333	06/10/2009
DEVON	PA	19333	06/10/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/20/2009	Health
07/20/2009	Health
07/27/2009	Health
07/29/2009	Health
07/29/2009	Health

	the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

		AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE
395357	ELLEN MEMORIAL HEALTH CARE CENTER	23 ELLEN MEMORIAL LANE
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395621	ST MARY MANOR	701 LANSDALE AVENUE
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DEVON	PA	19333	06/10/2009
HONESDALE	PA	18431	06/09/2009
HONESDALE	PA	18431	06/09/2009
HONESDALE	PA	18431	06/09/2009
NEW CASTLE	PA	16101	06/09/2009
LANSDALE	PA	19446	06/08/2009
ELKINS PARK	PA	19027	06/08/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/29/2009	Health
07/01/2009	Health
07/01/2009	Health
07/01/2009	Health
06/29/2009	Health
07/13/2009	Health
07/01/2009	Health

	medical records.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395247	GOLDEN LIVINGCENTER-GETTYSBURG	741 CHAMBERSBURG ROAD
395371	WEST HAVEN MANOR	151 GOODVIEW DRIVE
395402	MANORCARE HEALTH SERVICES-POTTSTOWN	724 NORTH CHARLOTTE ST
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19150	06/08/2009
WEST CHESTER	PA	19380	06/05/2009
GREENSBURG	PA	15601	06/04/2009
YORK	PA	17403	06/03/2009
GETTYSBURG	PA	17325	06/03/2009
APOLLO	PA	15613	06/03/2009
POTTSTOWN	PA	19464	06/03/2009
STROUDSBURG	PA	18360	06/02/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/16/2009	Health
07/17/2009	Health
06/30/2009	Health
07/10/2009	Health
07/06/2009	Health
07/24/2009	Health
06/30/2009	Health
10/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Widespread
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Pattern
Environmental Deficiencies	Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Have enough nurses to care for	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395554	FOREST CITY NURSING AND REHAB	915 DELAWARE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

STROUDSBURG	PA	18360	06/02/2009
STROUDSBURG	PA	18360	06/02/2009
NORTHUMBERLAND	PA	17857	05/29/2009
MILLERSBURG	PA	17061	05/29/2009
MILLERSBURG	PA	17061	05/29/2009
MILLERSBURG	PA	17061	05/29/2009
FOREST CITY	PA	18421	05/29/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

08/18/2009	Health
08/18/2009	Health
06/08/2009	Health
06/24/2009	Health
06/24/2009	Health
06/24/2009	Health
06/30/2009	Health

	every resident in a way that maximizes the resident's well being.	
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Let residents give themselves their drugs if they are able.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Hire nurse aides who have completed required training and shown that they are skilled.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Isolated

harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18501	05/28/2009
SCRANTON	PA	18501	05/28/2009
SCRANTON	PA	18501	05/28/2009
NANTICOKE	PA	18634	05/26/2009
NANTICOKE	PA	18634	05/26/2009
NANTICOKE	PA	18634	05/26/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/13/2009	Health
07/13/2009	Health
07/13/2009	Health
06/15/2009	Health
06/15/2009	Health
06/15/2009	Health

	properly.	
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Rights Deficiencies	Give the resident's legal representative the same rights as the resident.	Isolated
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Isolated
Resident Rights Deficiencies	Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396115	MONTGOMERY REHAB CENTER	8601 STENTON AVENUE
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD
395445	MESSIAH VILLAGE	100 MOUNT ALLEN ROAD
395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WYNDMOOR	PA	19038	05/26/2009
CAMP HILL	PA	17011	05/22/2009
RICHBORO	PA	18954	05/21/2009
RICHBORO	PA	18954	05/21/2009
RICHBORO	PA	18954	05/21/2009
MECHANICSBURG	PA	17055	05/20/2009
LAKE ARIEL	PA	18436	05/20/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009	Health
06/16/2009	Health
06/08/2009	Health
06/08/2009	Health
06/08/2009	Health
07/01/2009	Health
06/30/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	for Medicaid, along with the names and addresses of State groups that can help.	
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Resident Rights Deficiencies	Provide care for each resident in a way that keeps or builds the	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395493	JULIA RIBAUDO EXTENDED CARE CENTER	1404 GOLF PARK DRIVE
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395848	BARCLAY FRIENDS	700 NORTH FRANKLIN
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395335	GOLDEN LIVINGCENTER-WILLIAM PENN	163 SUMMIT DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LAKE ARIEL	PA	18436	05/20/2009
WEST CHESTER	PA	19380	05/20/2009
WEST CHESTER	PA	19380	05/20/2009
WEST CHESTER	PA	19380	05/20/2009
WEST CHESTER	PA	19380	05/20/2009
PHILADELPHIA	PA	19139	05/20/2009
BROOMALL	PA	19008	05/19/2009
BROOMALL	PA	19008	05/19/2009
LEWISTOWN	PA	17044	05/19/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009	Health
07/17/2009	Health
07/17/2009	Health
07/17/2009	Health
07/17/2009	Health
06/09/2009	Health
08/28/2009	Health
10/09/2009	Health
06/15/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	resident's quality of life.	
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Pattern
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Let the appropriate people see and talk to each resident.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
396074	ALLIED SERVICES SKILLED NURSING CENTER	303 SMALLACOMBE DRIVE
395524	SILVER OAKS NURSING CENTER	715 HARBOR STREET
395621	ST MARY MANOR	701 LANSDALE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORTHUMBERLAND	PA	17857	05/18/2009
NORTHUMBERLAND	PA	17857	05/18/2009
SCRANTON	PA	18501	05/18/2009
SCRANTON	PA	18501	05/18/2009
NEW CASTLE	PA	16101	05/15/2009
LANSDALE	PA	19446	05/14/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/08/2009	Health
06/08/2009	Health
07/13/2009	Health
07/13/2009	Health
06/02/2009	Health
07/13/2009	Health

	nutritional needs were met.	
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Pattern

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395870	SOUTH FAYETTE NURSING CENTER	252 MAIN STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
396065	BLOOMSBURG HEALTH CARE CENTER	211 EAST FIRST STREET
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MARKLEYSBURG	PA	15459	05/13/2009
BLOOMSBURG	PA	17815	05/13/2009
BLOOMSBURG	PA	17815	05/13/2009
BLOOMSBURG	PA	17815	05/13/2009
BLOOMSBURG	PA	17815	05/13/2009
BLOOMSBURG	PA	17815	05/13/2009
MONTROSE	PA	18801	05/12/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/15/2009	Health
07/08/2009	Health
07/27/2009	Health
07/27/2009	Health
07/08/2009	Health
07/27/2009	Health
06/30/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	abuse, neglect or mistreatment of residents.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Let the resident refuse treatment or refuse to take part in an experiment.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Quickly tell the resident's doctor the results of lab tests.	Isolated
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395092	MEADOW VIEW SENIOR LIVING CENT	R.R. 4, BOX 4000
395338	IMMACULATE MARY HOME	2990 HOLME AVENUE
395779	CENTRE CREST HOME	502 EAST HOWARD STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONTROSE	PA	18801	05/12/2009
MONTROSE	PA	18801	05/12/2009
PHILADELPHIA	PA	19136	05/12/2009
BELLEFONTE	PA	16823	05/12/2009
CANONSBURG	PA	15317	05/12/2009
CANONSBURG	PA	15317	05/12/2009
CANONSBURG	PA	15317	05/12/2009
CANONSBURG	PA	15317	05/12/2009
LATROBE	PA	15650	05/11/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009	Health
06/30/2009	Health
05/27/2009	Health
06/12/2009	Health
06/16/2009	Health
06/16/2009	Health
06/16/2009	Health
06/16/2009	Health
08/05/2009	Health

	unless a change cannot be avoided.	
Resident Assessment Deficiencies	Check and update (if needed) each resident's assessment every 3 months.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure)	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395166	PEMBROOKE HEALTH AND REHAB RES	1130 WEST CHESTER PIKE
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395396	MANORCARE HEALTH SERVICES-WILLIAMSPORT SOUTH	101 LEADER DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	05/08/2009
WEST CHESTER	PA	19380	05/08/2009
BROOMALL	PA	19008	05/08/2009
BROOMALL	PA	19008	05/08/2009
MILLERSBURG	PA	17061	05/08/2009
WILKES BARRE	PA	18711	05/07/2009
WILKES BARRE	PA	18711	05/07/2009
WILLIAMSPORT	PA	17701	05/07/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/16/2009	Health
06/17/2009	Health
08/28/2009	Health
08/28/2009	Health
06/05/2009	Health
07/06/2009	Health
07/06/2009	Health
05/19/2009	Health

	to prevent new bed (pressure) sores or heal existing bed sores.	
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395526	CHARLES M. MORRIS NURSING AND	200 JHF DRIVE
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WAYMART	PA	18472	05/07/2009
WAYMART	PA	18472	05/07/2009
PITTSBURGH	PA	15217	05/06/2009
PECKVILLE	PA	18452	05/06/2009
PECKVILLE	PA	18452	05/06/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

07/07/2009	Health
07/07/2009	Health
06/24/2009	Health
06/08/2009	Health
06/08/2009	Health

	the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD
395587	MEADOWS NURSING AND REHABILITATION CENTER	4 EAST CENTER HILL ROAD
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PECKVILLE	PA	18452	05/06/2009
PECKVILLE	PA	18452	05/06/2009
HARRISBURG	PA	17112	05/05/2009
NAZARETH	PA	18064	05/05/2009
DALLAS	PA	18612	05/05/2009
DALLAS	PA	18612	05/05/2009
DALLAS	PA	18612	05/05/2009
ERIE	PA	16502	05/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/08/2009	Health
06/08/2009	Health
06/09/2009	Health
07/04/2009	Health
07/10/2009	Health
07/10/2009	Health
07/10/2009	Health
05/28/2009	Health

	emergencies, and give them out properly.	
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern
Administration Deficiencies	Follow all laws and professional standards.	Pattern
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if:	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		STREET
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	05/04/2009
CAMP HILL	PA	17011	05/04/2009
CAMP HILL	PA	17011	05/04/2009
CAMP HILL	PA	17011	05/04/2009
CAMP HILL	PA	17011	05/04/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/27/2009	Health
05/27/2009	Health
05/27/2009	Health
05/27/2009	Health
05/27/2009	Health

	doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Administration Deficiencies	Keep accurate and appropriate	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
395202	BROOMALL MANOR	43 CHURCH LANE
395202	BROOMALL MANOR	43 CHURCH LANE
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395011	HIGHLAND CENTER, GENESIS ELDER	1050 BROADVIEW BOULEVARD
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CAMP HILL	PA	17011	05/04/2009
BROOMALL	PA	19008	05/01/2009
BROOMALL	PA	19008	05/01/2009
MONROEVILLE	PA	15146	05/01/2009
BRACKENRIDGE	PA	15014	04/30/2009
YORK	PA	17403	04/30/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/27/2009	Health
08/28/2009	Health
08/28/2009	Health
06/24/2009	Health
05/08/2009	Health
05/28/2009	Health

	medical records.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated

harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395249	HAMPTON HOUSE	1548 SANS SOUCI PARKWAY
395351	MANORCARE HEALTH SERVICES-WEST READING NORTH	425 BUTTONWOOD STREET
395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DARBY	PA	19023	04/30/2009
WILKES BARRE	PA	18702	04/29/2009
WILKES BARRE	PA	18702	04/29/2009
WILKES BARRE	PA	18702	04/29/2009
WILKES BARRE	PA	18702	04/29/2009
WILKES BARRE	PA	18702	04/29/2009
WILKES BARRE	PA	18702	04/29/2009
WILKES BARRE	PA	18702	04/29/2009
WEST READING	PA	19611	04/29/2009
STATE COLLEGE	PA	16801	04/29/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/31/2009	Health
07/22/2009	Health
07/02/2009	Health
07/02/2009	Health
07/02/2009	Health
07/02/2009	Health
07/22/2009	Health
05/22/2009	Health
06/01/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Widespread
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Make sure each resident has the	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395756	FAIRWAYS AT BROOKLINE	1950 CLIFFSIDE DRIVE
395288	GOLDEN LIVINGCENTER-STROUD	221 EAST BROWN STREET
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

STATE COLLEGE	PA	16801	
STATE COLLEGE	PA	16801	04/29/2009
STATE COLLEGE	PA	16801	04/29/2009
EAST STROUDSBURG	PA	18301	04/28/2009
LANCASTER	PA	17601	04/27/2009
PHILADELPHIA	PA	19141	04/27/2009
CANONSBURG	PA	15317	04/27/2009
SHIPPENSBURG	PA	17257	04/24/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
06/01/2009	Health
06/01/2009	Health
06/01/2009	Health
05/22/2009	Health
05/08/2009	Health
05/21/2009	Health
06/09/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396085	MON VALLEY CARE CENTER	200 STOOPS DRIVE
395146	CANTERBURY PLACE	310 FISK STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395405	QUAKERTOWN CENTER	1020 SOUTH MAIN STREET
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395760	MANORCARE HEALTH SERVICES-	1265 SOUTH CEDAR

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MONONGAHELA	PA	15063	04/24/2009
PITTSBURGH	PA	15201	04/23/2009
QUAKERTOWN	PA	18951	04/23/2009
QUAKERTOWN	PA	18951	04/23/2009
WILKES BARRE	PA	18701	04/23/2009
DUNMORE	PA	18512	04/23/2009
DUNMORE	PA	18512	04/23/2009
DALLAS	PA	18612	04/23/2009
ALLENTOWN	PA	18103	04/23/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/02/2009	Health
05/26/2009	Health
05/29/2009	Health
05/29/2009	Health
05/27/2009	Health
05/12/2009	Health
05/12/2009	Health
05/05/2009	Health
06/02/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Resident Rights Deficiencies	Quickly give a resident's personal money to the heads of his or her estate after the resident's death.	Isolated
Environmental Deficiencies	Make sure that the nursing home	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
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Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395345	KINGSTON COMMONS	615 WYOMING AVENUE
395382	BRIARCLIFF PAVILION	249 MAUS DRIVE
395454	PARKHOUSE, PROVIDENCE POINTE	1600 BLACK ROCK ROAD
395464	WEATHERWOOD NURSING HOME AND REHAB CTR	1000 EVERGREEN AVENUE
395134	INGLIS HOUSE	2600 BELMONT AVENUE
396063	SETON MANOR INC	1000 SETON DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18103	
PITTSBURGH	PA	15237	04/23/2009
KINGSTON	PA	18704	04/22/2009
NORTH HUNTINGDON	PA	15642	04/22/2009
ROYERSFORD	PA	19468	04/22/2009
WEATHERLY	PA	18255	04/22/2009
PHILADELPHIA	PA	19131	04/21/2009
ORWIGSBURG	PA	17961	04/21/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
05/19/2009	Health
04/29/2009	Health
05/18/2009	Health
06/05/2009	Health
06/19/2009	Health
05/15/2009	Health
05/31/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET
395123	GOLDEN LIVINGCENTER-CAMP HILL	46 ERFORD ROAD
396096	MORAVIAN VILLAGE OF BETHLEHEM	634 EAST BROAD STREET
395469	MANORCARE HEALTH SERVICES-ELIZABETHTOWN	320 SOUTH MARKET STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

CHESTER	PA	19013	04/20/2009
CHESTER	PA	19013	04/20/2009
CHESTER	PA	19013	04/20/2009
CHESTER	PA	19013	04/20/2009
CAMP HILL	PA	17011	04/17/2009
BETHLEHEM	PA	18018	04/17/2009
ELIZABETHTOWN	PA	17022	04/16/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/02/2009	Health
06/02/2009	Health
06/02/2009	Health
06/02/2009	Health
05/01/2009	Health
05/20/2009	Health
05/14/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395537	GLENDALE UPTOWN HOME	7800 BUSTLETON AVENUE
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19152	04/16/2009
EASTON	PA	18042	04/16/2009
BEAVER	PA	15009	04/15/2009
BEAVER	PA	15009	04/15/2009
HAZLETON	PA	18202	04/15/2009
HAZLETON	PA	18202	04/15/2009
HAZLETON	PA	18202	04/15/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/04/2009	Health
06/01/2009	Health
06/11/2009	Health
06/11/2009	Health
06/02/2009	Health
06/02/2009	Health
06/02/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395733	GETTYSBURG CENTER	867 YORK ROAD
395733	GETTYSBURG CENTER	867 YORK ROAD
395702	BEACON RIDGE, A CHOICE COMM	1515 WAYNE AVENUE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395199	MANORCARE HEALTH SERVICES-	100 ABBEYVILLE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAZLETON	PA	18202	04/15/2009
GETTYSBURG	PA	17325	04/15/2009
GETTYSBURG	PA	17325	04/15/2009
INDIANA	PA	15701	04/14/2009
STATE COLLEGE	PA	16801	04/14/2009
STATE COLLEGE	PA	16801	04/14/2009
PITTSBURGH	PA	15237	04/13/2009
LANCASTER	PA	17603	04/09/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/02/2009	Health
05/02/2009	Health
05/02/2009	Health
05/22/2009	Health
04/27/2009	Health
04/27/2009	Health
05/13/2009	Health
05/04/2009	Health

	cooked, and at the right temperature.	
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Provide social services for related	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395729	EASTON NURSING CENTER	498 WASHINGTON STREET
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395390	NOTTINGHAM VILLAGE	1000 STRAWBRIDGE ROAD
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50,

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Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	
ERIE	PA	16502	04/09/2009
EASTON	PA	18042	04/09/2009
COAL TOWNSHIP	PA	17866	04/08/2009
COAL TOWNSHIP	PA	17866	04/08/2009
NORTHUMBERLAND	PA	17857	04/08/2009
EFFORT	PA	18330	04/08/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	Health
04/28/2009	Health
05/20/2009	Health
05/07/2009	Health
05/07/2009	Health
05/04/2009	Health
04/27/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		BROOKMONT DR
395826	MANORCARE HEALTH SERVICES-NORTH HILLS	1105 PERRY HIGHWAY
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
396066	MANORCARE HEALTH SERVICES-WHITEHALL BOROUGH	505 WEYMAN ROAD
395520	HERITAGE TOWERS	200 VETERANS LANE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15237	04/08/2009
KINGSTON	PA	18704	04/08/2009
PITTSBURGH	PA	15236	04/08/2009
PITTSBURGH	PA	15236	04/08/2009
DOYLESTOWN	PA	18901	04/07/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/13/2009	Health
06/16/2009	Health
05/01/2009	Health
05/01/2009	Health
05/01/2009	Health

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Administration Deficiencies	Keep clinical information safe, so that it will not be lost, destroyed or used by the wrong person.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE
395536	EDISON MANOR NURSING & REHABILITATION CENTER	222 WEST EDISON AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18510	04/06/2009
SCRANTON	PA	18510	04/06/2009
SCRANTON	PA	18510	04/06/2009
SCRANTON	PA	18510	04/06/2009
NEW CASTLE	PA	16101	04/06/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/09/2009	Health
06/29/2009	Health
06/29/2009	Health
06/09/2009	Health
05/08/2009	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396089	CONCORDIA OF THE SOUTH HILLS	1300 BOWER HILL ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395758	EVERGREEN NURSING CENTER	191 EVERGREEN MILL ROAD
395794	JOHN XXIII HOME	2250 SHENANGO FREEWAY
395794	JOHN XXIII HOME	2250 SHENANGO FREEWAY
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15243	04/06/2009
LANCASTER	PA	17601	04/03/2009
HARMONY	PA	16037	04/03/2009
HERMITAGE	PA	16148	04/03/2009
HERMITAGE	PA	16148	04/03/2009
COLUMBIA	PA	17512	04/02/2009
DALLAS	PA	18612	04/02/2009
DALLAS	PA	18612	04/02/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/28/2009	Health
04/22/2009	Health
04/28/2009	Health
05/08/2009	Health
05/08/2009	Health
05/15/2009	Health
05/05/2009	Health
05/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395084	SOMERTON CENTER	650 EDISON AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395595	THE BELVEDERE CENTER, GENESIS HEALTHCARE	2507 CHESTNUT STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DALLAS	PA	18612	04/02/2009
PHILADELPHIA	PA	19116	04/01/2009
SCRANTON	PA	18505	04/01/2009
SCRANTON	PA	18505	04/01/2009
CHESTER	PA	19013	03/31/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/05/2009	Health
04/14/2009	Health
05/14/2009	Health
05/14/2009	Health
04/09/2009	Health

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395691	RIVERSTREET MANOR	440 NORTH RIVER STREET
395277	GOLDEN LIVINGCENTER-DOYLESTOWN	432 MAPLE STREET
395277	GOLDEN LIVINGCENTER-DOYLESTOWN	432 MAPLE STREET
395833	HCC AT WHITE HORSE VILLAGE	535 GRADYVILLE ROAD
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES-BARRE	PA	18702	03/31/2009
WILKES-BARRE	PA	18702	03/31/2009
WILKES-BARRE	PA	18702	03/31/2009
WILKES-BARRE	PA	18702	03/31/2009
DOYLESTOWN	PA	18901	03/27/2009
DOYLESTOWN	PA	18901	03/27/2009
NEWTOWN SQUARE	PA	19073	03/27/2009
WILKES BARRE	PA	18711	03/26/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/19/2009	Health
05/19/2009	Health
05/19/2009	Health
05/19/2009	Health
05/26/2009	Health
05/26/2009	Health
05/13/2009	Health
04/07/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395771	LAKESIDE AT WILLOW VALLEY	300 WILLOW VALLEY LAKES DRIVE
395467	CATHEDRAL VILLAGE	600 EAST CATHEDRAL ROAD
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395554	FOREST CITY NURSING AND REHAB	915 DELAWARE STREET
395554	FOREST CITY NURSING AND REHAB	915 DELAWARE STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILLOW STREET	PA	17584	03/26/2009
PHILADELPHIA	PA	19128	03/25/2009
DANVILLE	PA	17821	03/25/2009
MILLERSBURG	PA	17061	03/24/2009
FOREST CITY	PA	18421	03/24/2009
FOREST CITY	PA	18421	03/24/2009
DUNMORE	PA	18512	03/20/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/27/2009	Health
04/10/2009	Health
04/14/2009	Health
04/21/2009	Health
05/08/2009	Health
05/08/2009	Health
04/23/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395948	LAWSON NURSING HOME, INC.	540 COAL VALLEY ROAD
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395394	DEVON MANOR	235 LANCASTER AVENUE
395847	FOX SUBACUTE AT CLARA BURKE	251 STENTON AVENUE
395883	VILLAGE AT PENNWOOD	909 WEST STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	03/20/2009
HARRISBURG	PA	17111	03/18/2009
HARRISBURG	PA	17111	03/18/2009
HARRISBURG	PA	17111	03/18/2009
JEFFERSON HILLS	PA	15025	03/18/2009
MEDIA	PA	19063	03/17/2009
DEVON	PA	19333	03/16/2009
PLYMOUTH MEETING	PA	19462	03/16/2009
PITTSBURGH	PA	15221	03/16/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/23/2009	Health
04/13/2009	Health
04/13/2009	Health
04/13/2009	Health
04/16/2009	Health
03/27/2009	Health
04/06/2009	Health
04/30/2009	Health
04/01/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Administration Deficiencies	Have licensed, certified, or registered staff to give needed services.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Resident Rights Deficiencies	Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395262	GOLDEN LIVINGCENTER-WESTERN RESERVE	1521 WEST 54TH STREET
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD
395350	LOCUST GROVE RETIREMENT VILLAGE	69 COTTAGE ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16509	03/13/2009
ERIE	PA	16509	03/13/2009
ERIE	PA	16509	03/13/2009
MIFFLIN	PA	17058	03/13/2009
MIFFLIN	PA	17058	03/13/2009
MIFFLIN	PA	17058	03/13/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/01/2009	Health
05/01/2009	Health
05/01/2009	Health
05/04/2009	Health
05/04/2009	Health
05/04/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	area is free of dangers that cause accidents.	
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395361	PLEASANT RIDGE MANOR EAST/WEST	8300 WEST RIDGE ROAD
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395456	GOLDEN LIVINGCENTER-SUMMIT	50 N. PENNSYLVANIA AVE.
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395846	TWIN OAKS NURSING HOME	2880 HORSESHOE PIKE PO BOX 137

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19131	03/13/2009
CAMP HILL	PA	17011	03/12/2009
GIRARD	PA	16417	03/12/2009
WILKES BARRE	PA	18701	03/12/2009
WILKES BARRE	PA	18701	03/12/2009
WEXFORD	PA	15090	03/11/2009
PALMYRA	PA	17078	03/11/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/12/2009	Health
03/25/2009	Health
03/31/2009	Health
04/23/2009	Health
05/27/2009	Health
04/10/2009	Health
04/14/2009	Health

	from serious medication errors.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396062	INN AT FREEDOM VILLAGE,THE	35 FREEDOM BOULEVARD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
395653	WOODHAVEN CARE CENTER	2400 MCGINLEY ROAD
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395102	MALTA HOME	105 MALTA DRIVE
395102	MALTA HOME	105 MALTA DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WEST BRANDYWINE	PA	19320	03/11/2009
MONROEVILLE	PA	15146	03/10/2009
MONROEVILLE	PA	15146	03/10/2009
MEDIA	PA	19063	03/10/2009
GRANVILLE	PA	17029	03/06/2009
GRANVILLE	PA	17029	03/06/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/17/2009	Health
04/21/2009	Health
04/21/2009	Health
03/26/2009	Health
04/05/2009	Health
04/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395142	GOLDEN LIVINGCENTER-BLUE RIDGE MOUNTAIN	3625 NORTH PROGRESS AVE
395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17110	03/06/2009
HAZLETON	PA	18201	03/06/2009
HAZLETON	PA	18201	03/06/2009
LEVITTOWN	PA	19056	03/05/2009
LEVITTOWN	PA	19056	03/05/2009
DUNMORE	PA	18512	03/05/2009
DUNMORE	PA	18512	03/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/06/2009	Health
04/13/2009	Health
04/13/2009	Health
04/30/2009	Health
04/30/2009	Health
05/12/2009	Health
05/12/2009	Health

	accidents.	
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Tell the resident completely about his or her health status.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395646	OAK HILL NURSING AND REHAB CEN	827 GEORGES STATION ROAD

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Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	03/05/2009
DUNMORE	PA	18512	03/05/2009
DUNMORE	PA	18512	03/05/2009
DUNMORE	PA	18512	03/05/2009
DUNMORE	PA	18512	03/05/2009
GREENSBURG	PA	15601	03/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/23/2009	Health
04/23/2009	Health
05/12/2009	Health
05/12/2009	Health
04/23/2009	Health
04/10/2009	Health

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395902	NORMANDIE RIDGE	1700 NORMANDIE DRIVE
395560	MASONIC VILLAGE AT ELIZABETHTOWN	ONE MASONIC DRIVE
395796	MANORCARE HEALTH SERVICES-LANSDALE	640 BETHLEHEM PIKE
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
395226	SPRUCE MANOR NURSING AND REHAB	220 S. FOURTH AVENUE
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD

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Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17404	03/05/2009
YORK	PA	17404	03/05/2009
YORK	PA	17404	03/05/2009
ELIZABETHTOWN	PA	17022	03/04/2009
MONTGOMERYVILLE	PA	18936	03/03/2009
CHICORA	PA	16025	03/02/2009
WEST READING	PA	19611	03/02/2009
JOHNSTOWN	PA	15905	03/02/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/20/2009	Health
04/20/2009	Health
04/20/2009	Health
03/06/2009	Health
03/24/2009	Health
05/01/2009	Health
04/27/2009	Health
04/10/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Let the resident refuse treatment or refuse to take part in an experiment.	Pattern
Resident Assessment Deficiencies	Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395177	GOLDEN LIVINGCENTER-LANCASTER	425 NORTH DUKE STREET
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	02/27/2009
PITTSBURGH	PA	15232	02/27/2009
PITTSBURGH	PA	15232	02/27/2009
LANCASTER	PA	17602	02/27/2009
LANCASTER	PA	17602	02/27/2009
LANCASTER	PA	17601	02/27/2009
NAZARETH	PA	18064	02/27/2009
NAZARETH	PA	18064	02/27/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/01/2009	Health
04/01/2009	Health
04/01/2009	Health
04/15/2009	Health
05/19/2009	Health
03/09/2009	Health
04/27/2009	Health
04/27/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Widespread
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395476	GRACEDALE - NORTHAMPTON COUNTY	GRACEDALE AVENUE
395332	WAYNE CENTER	30 WEST AVENUE
395675	GOLDEN LIVINGCENTER-WAYNESBURG	300 CENTER AVENUE
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NAZARETH	PA	18064	02/27/2009
WAYNE	PA	19087	02/26/2009
WAYNESBURG	PA	15370	02/26/2009
PITTSBURGH	PA	15221	02/26/2009
SHIPPENSBURG	PA	17257	02/26/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/27/2009	Health
03/23/2009	Health
04/21/2009	Health
03/13/2009	Health
03/24/2009	Health

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Resident Rights Deficiencies	Keep each resident's personal and medical records private and confidential.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395651	BIRCHWOOD NURSING AND REHABILITATION CENTER	395 EAST MIDDLE ROAD
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	02/25/2009
NANTICOKE	PA	18634	02/24/2009
DALLASTOWN	PA	17313	02/20/2009
DALLASTOWN	PA	17313	02/20/2009
DALLASTOWN	PA	17313	02/20/2009
DALLASTOWN	PA	17313	02/20/2009
DALLASTOWN	PA	17313	02/20/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/25/2009	Health
03/30/2009	Health
04/07/2009	Health
04/07/2009	Health
04/07/2009	Health
04/07/2009	Health
04/07/2009	Health
04/07/2009	Health

	without a catheter is not given a catheter, unless it is necessary.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Tell the resident completely about his or her health status.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395451	MANORCARE HEALTH SERVICES-DALLASTOWN	100 WEST QUEEN STREET
395699	SWEDEN VALLEY MANOR	1028 EAST SECOND STREET
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395330	CHELTENHAM NURSING AND REHAB C	600 W CHELTENHAM AVENUE
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DALLASTOWN	PA	17313	02/20/2009
COUDERSPORT	PA	16915	02/20/2009
PITTSBURGH	PA	15232	02/19/2009
PITTSBURGH	PA	15232	02/19/2009
PITTSBURGH	PA	15232	02/19/2009
PHILADELPHIA	PA	19126	02/19/2009
GREENSBURG	PA	15601	02/19/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/07/2009	Health
03/11/2009	Health
03/24/2009	Health
03/24/2009	Health
03/24/2009	Health
03/10/2009	Health
03/18/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Nutrition and Dietary Deficiencies	Make sure that residents are well	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395397	MANORCARE HEALTH SERVICES-KINGSTON	200 SECOND AVENUE
395006	ST JOSEPH'S MANOR (DBA ENTITY OF HRHS)	1616 HUNTINGDON PIKE
395034	VINCENTIAN HOME	111 PERRYMONT ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	02/19/2009
KINGSTON	PA	18704	02/18/2009
KINGSTON	PA	18704	02/18/2009
KINGSTON	PA	18704	02/18/2009
KINGSTON	PA	18704	02/18/2009
MEADOWBROOK	PA	19046	02/17/2009
PITTSBURGH	PA	15237	02/17/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/18/2009	Health
03/26/2009	Health
03/26/2009	Health
03/26/2009	Health
03/26/2009	Health
03/06/2009	Health
04/08/2009	Health

	nourished.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395034	VINCENTIAN HOME	111 PERRYMONT ROAD
395231	NUGENT CONVALESCENT HOME	500 CLARKSVILLE ROAD
395515	WILLOWCREST	ALBERT EINSTEIN MED CTR
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15237	02/17/2009
HERMITAGE	PA	16148	02/17/2009
PHILADELPHIA	PA	19141	02/17/2009
CANONSBURG	PA	15317	02/17/2009
PITTSBURGH	PA	15122	02/17/2009
PITTSBURGH	PA	15122	02/17/2009
PITTSBURGH	PA	15122	02/17/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/08/2009	Health
03/17/2009	Health
04/16/2009	Health
03/16/2009	Health
03/23/2009	Health
05/11/2009	Health
05/11/2009	Health

	major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395530	PRESBYTERIAN HOMES-PRESBY	220 NEWRY STREET
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MALVERN	PA	19355	02/13/2009
MALVERN	PA	19355	02/13/2009
HOLLIDAYSBURG	PA	16648	02/13/2009
PLYMOUTH MEETING	PA	19462	02/12/2009
SCRANTON	PA	18505	02/12/2009
SCRANTON	PA	18505	02/12/2009
SCRANTON	PA	18505	02/12/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/17/2009	Health
03/17/2009	Health
02/27/2009	Health
02/27/2009	Health
05/14/2009	Health
04/01/2009	Health
04/01/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395636	MANOR AT ST LUKE VILLAGE,THE	1711 EAST BROAD STREET
395682	PROVIDENCE CARE CENTER	900 THIRD AVE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18505	02/12/2009
SCRANTON	PA	18505	02/12/2009
SCRANTON	PA	18505	02/12/2009
PITTSBURGH	PA	15221	02/12/2009
PITTSBURGH	PA	15221	02/12/2009
HAZLETON	PA	18201	02/11/2009
BEAVER FALLS	PA	15010	02/10/2009
WILLIAMSPORT	PA	17701	02/10/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/01/2009	Health
05/14/2009	Health
05/14/2009	Health
03/13/2009	Health
03/13/2009	Health
04/13/2009	Health
03/13/2009	Health
03/24/2009	Health

	emergencies, and give them out properly.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395094	BERKS HEIM	1011 BERKS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILLIAMSPORT	PA	17701	02/10/2009
WILLIAMSPORT	PA	17701	02/10/2009
LEESPORT	PA	19533	02/09/2009
CORAOPOLIS	PA	15108	02/06/2009
CORAOPOLIS	PA	15108	02/06/2009
SHIPPENSBURG	PA	17257	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/24/2009	Health
03/24/2009	Health
03/13/2009	Health
03/13/2009	Health
03/13/2009	Health
03/17/2009	Health
04/10/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	significantly, or the resident must be transferred or discharged.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/09/2009	Health
04/10/2009	Health
04/10/2009	Health
04/10/2009	Health
04/10/2009	Health
04/10/2009	Health
04/10/2009	Health

	needed for medical treatment.	
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern
Administration Deficiencies	Choose a doctor to be the medical director.	Pattern
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
39A437	HOLLIDAYSBURG VETERANS HOME	PO BOX 319
395353	ASHTON HEALTHCARE	200 SOUTH MAIN STREET
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
HOLLIDAYSBURG	PA	16648	02/06/2009
ATHENS	PA	18810	02/05/2009
EFFORT	PA	18330	02/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

06/09/2009	Health
06/09/2009	Health
06/09/2009	Health
04/10/2009	Health
02/26/2009	Health
04/08/2009	Health

	residents.	
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395793	ORCHARD MANOR, INC	20 ORCHARD DRIVE
395605	ST BARNABAS NURSING HOME	5827 MERIDIAN ROAD
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
396017	WILLOW RIDGE CENTER	3485 DAVISVILLE ROAD
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

EFFORT	PA	18330	02/05/2009
EFFORT	PA	18330	02/05/2009
EFFORT	PA	18330	02/05/2009
GROVE CITY	PA	16127	02/05/2009
GIBSONIA	PA	15044	02/03/2009
CANONSBURG	PA	15317	02/03/2009
HATBORO	PA	19040	02/03/2009
TAYLOR	PA	18517	02/02/2009
TAYLOR	PA	18517	02/02/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/08/2009	Health
04/08/2009	Health
04/08/2009	Health
03/27/2009	Health
03/03/2009	Health
03/08/2009	Health
03/10/2009	Health
04/02/2009	Health
04/02/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Tell the resident completely about his or her health status.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Have enough outside airflow.	Pattern
Resident Rights Deficiencies	Provide enough notice before discharging or transferring a resident.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395643	JOHN J KANE REGIONAL CENTER-GL	955 RIVERMONT DRIVE
395713	WILLOWS OF PRESBYTERIAN SENIOR	1215 HULTON ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395409	BRIARLEAF NURSING AND CONVAL C	252 BELMONT AVENUE
395409	BRIARLEAF NURSING AND CONVAL C	252 BELMONT AVENUE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15207	02/02/2009
OAKMONT	PA	15139	02/02/2009
CAMP HILL	PA	17011	01/30/2009
CAMP HILL	PA	17011	01/30/2009
CAMP HILL	PA	17011	01/30/2009
DOYLESTOWN	PA	18901	01/30/2009
DOYLESTOWN	PA	18901	01/30/2009
DUNMORE	PA	18512	01/30/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

04/01/2009	Health
03/16/2009	Health
03/24/2009	Health
03/24/2009	Health
03/24/2009	Health
02/15/2009	Health
02/15/2009	Health
03/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395197	OVERLOOK MEDICAL CLINIC	520 NEW CASTLE STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	01/30/2009
DUNMORE	PA	18512	01/30/2009
SHENANDOAH	PA	17976	01/30/2009
SHENANDOAH	PA	17976	01/30/2009
NEW WILMINGTON	PA	16142	01/29/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/05/2009	Health
04/23/2009	Health
03/17/2009	Health
02/25/2009	Health
02/17/2009	Health

	catheter, unless it is necessary.	
Administration Deficiencies	Give lab tests only when the attending doctor ordered them.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Keep temperature levels comfortable and safe.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

OLYPHANT	PA	18447	01/29/2009
TAMAQUA	PA	18252	01/29/2009
TAMAQUA	PA	18252	01/29/2009
TAMAQUA	PA	18252	01/29/2009
PLYMOUTH MEETING	PA	19462	01/27/2009
MILFORD	PA	18337	01/27/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/27/2009	Health
02/23/2009	Health
02/23/2009	Health
02/23/2009	Health
02/06/2009	Health
04/02/2009	Health

	be transferred or discharged.	
Environmental Deficiencies	Have a program to keep infection from spreading.	Widespread
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated
Resident Assessment Deficiencies	Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396080	BELLE REVE HEALTH CARE CENTER	404 EAST HARFORD STREET
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395259	STATESMAN HEALTH AND REHAB CEN	2629 TRENTON ROAD
395998	MISERICORDIA NURSING & REHABILITATION CENTER	998 SOUTH RUSSELL STREET
395998	MISERICORDIA NURSING & REHABILITATION CENTER	998 SOUTH RUSSELL STREET
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MILFORD	PA	18337	01/27/2009
LANCASTER	PA	17601	01/23/2009
LEVITTOWN	PA	19056	01/23/2009
YORK	PA	17402	01/23/2009
YORK	PA	17402	01/23/2009
WILKES BARRE	PA	18711	01/22/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/13/2009	Health
02/09/2009	Health
02/22/2009	Health
03/09/2009	Health
03/09/2009	Health
02/24/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18711	01/22/2009
WILKES BARRE	PA	18711	01/22/2009
WILKES BARRE	PA	18711	01/22/2009
EBENSBURG	PA	15931	01/22/2009
EBENSBURG	PA	15931	01/22/2009
EBENSBURG	PA	15931	01/22/2009
EBENSBURG	PA	15931	01/22/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/24/2009	Health
02/24/2009	Health
02/24/2009	Health
02/25/2009	Health
03/24/2009	Health
03/24/2009	Health
03/24/2009	Health

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395500	MOUNTAINVIEW SPECIALTY CARE CENTER	227 SAND HILL ROAD
395816	LUTHERAN HOME AT KANE, THE	100 HIGH POINT DRIVE
395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	01/21/2009
GREENSBURG	PA	15601	01/21/2009
KANE	PA	16735	01/21/2009
HAVERTOWN	PA	19083	01/16/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/02/2009	Health
03/18/2009	Health
03/16/2009	Health
03/04/2009	Health

	ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395173	WESTGATE HILLS REHABILITATION AND NURSING CTR	2050 OLD WEST CHESTER PIKE
395296	ANDORRA WOODS HEALTHCARE CENTER	9209 RIDGE PIKE
395986	KITTANNING CARE CENTER	120 KITTANNING CARE DRIVE
396035	SCOTTDALE MANOR REHABILITATION	900 PORTER AVENUE
396072	MILLCREEK MANOR	5515 PEACH STREET
395482	GOLDEN LIVINGCENTER-MANSION	1040-52 MARKET STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HAVERTOWN	PA	19083	01/16/2009
WHITE MARSH	PA	19128	01/16/2009
KITTANNING	PA	16201	01/16/2009
SCOTTDALE	PA	15683	01/16/2009
ERIE	PA	16509	01/16/2009
SUNBURY	PA	17801	01/15/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/04/2009	Health
01/27/2009	Health
02/17/2009	Health
02/16/2009	Health
02/06/2009	Health
03/03/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395482	GOLDEN LIVINGCENTER-MANSION	1040-52 MARKET STREET
395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395227	BROOKSIDE HEALTHCARE &	2630 WOODLAND

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SUNBURY	PA	17801	01/15/2009
LATROBE	PA	15650	01/14/2009
HARRISBURG	PA	17111	01/13/2009
HARRISBURG	PA	17111	01/13/2009
HARRISBURG	PA	17111	01/13/2009
PITTSBURGH	PA	15122	01/13/2009
ROSLYN	PA	19001	01/12/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/03/2009	Health
02/19/2009	Health
02/09/2009	Health
02/09/2009	Health
02/09/2009	Health
01/30/2009	Health
01/19/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

	REHABILITATION CENTER	ROAD
395870	SOUTH FAYETTE NURSING CENTER	252 MAIN STREET
395512	MANORCARE HEALTH SERVICES-SUNBURY	800 COURT ST, CIRCLE DRIVE
396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
395783	MANORCARE HEALTH SERVICES-PETERS TOWNSHIP	113 WEST MCMURRAY ROAD
395481	HILLCREST CENTER	1245 CHURCH ROAD
395711	ELKINS CREST HEALTH AND REHAB	265 E. TOWNSHIP LINE ROAD
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MARKLEYSBURG	PA	15459	01/12/2009
SUNBURY	PA	17801	01/09/2009
PHILADELPHIA	PA	19131	01/09/2009
MCMURRAY	PA	15317	01/08/2009
WYNCOTE	PA	19095	01/07/2009
ELKINS PARK	PA	19027	01/05/2009
PITTSBURGH	PA	15221	01/05/2009
PITTSBURGH	PA	15221	01/05/2009

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/23/2009	Health
02/05/2009	Health
02/03/2009	Health
01/23/2009	Health
02/12/2009	Health
02/09/2009	Health
03/03/2009	Health
03/03/2009	Health

	surroundings.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Allow married couples to share a room.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Mistreatment Deficiencies	Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	Do a new assessment after any major change in a resident's physical or mental health.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated

harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395883	VILLAGE AT PENNWOOD	909 WEST STREET
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15221	01/05/2009
PITTSBURGH	PA	15232	01/02/2009
DUNMORE	PA	18512	12/31/2008
DUNMORE	PA	18512	12/31/2008
DUNMORE	PA	18512	12/31/2008
DUNMORE	PA	18512	12/31/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/03/2009	Health
01/13/2009	Health
03/05/2009	Health
03/05/2009	Health
03/05/2009	Health
04/23/2009	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Pattern
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395567	DUNMORE HEALTH CARE CENTER	1000 MILL STREET
396122	FOX SUBACUTE AT MECHANICSBURG	120 SOUTH FILBERT ST
395077	GARDEN SPRING CENTER	1113 NORTH EASTON ROAD
395015	FRIENDSHIP RIDGE	246 FRIENDSHIP CIRCLE
395425	DEER MEADOWS RETIREMENT COMMUNITY	8301 ROOSEVELT BOULEVARD
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

DUNMORE	PA	18512	12/31/2008
MECHANICSBURG	PA	17055	12/29/2008
WILLOW GROVE	PA	19090	12/26/2008
BEAVER	PA	15009	12/23/2008
PHILADELPHIA	PA	19152	12/23/2008
EBENSBURG	PA	15931	12/23/2008
TAMAQUA	PA	18252	12/23/2008
TAMAQUA	PA	18252	12/23/2008
FORT WASHINGTON	PA	19034	12/22/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

05/12/2009	Health
02/10/2009	Health
01/26/2009	Health
02/10/2009	Health
01/31/2009	Health
02/25/2009	Health
02/23/2009	Health
02/23/2009	Health
02/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	actions that can be measured.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Let the appropriate people see and talk to each resident.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395509	DRESHER HILL HEALTH AND REHAB	1390 CAMP HILL ROAD
395782	FAIRVIEW CARE CENTER OF BETHLEHEM PIKE	184 BETHLEHEM PIKE
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395828	CAMBRIA CARE CENTER	429 MANOR DRIVE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER	200 PENNSYLVANIA

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WASHINGTON			
FORT WASHINGTON	PA	19034	12/22/2008
PHILADELPHIA	PA	19118	12/22/2008
BERWICK	PA	18603	12/19/2008
EBENSBURG	PA	15931	12/19/2008
SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/05/2009	Health
01/06/2009	Health
01/23/2009	Health
02/25/2009	Health
03/17/2009	Health
03/17/2009	Health
03/17/2009	Health

	complaints quickly.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional,	Widespread

harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

	LLC	AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER	200 PENNSYLVANIA

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008
SHENANDOAH	PA	17976	12/18/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/25/2009	Health
03/17/2009	Health
03/17/2009	Health
03/17/2009	Health
03/17/2009	Health
03/17/2009	Health

	appetizing, tasty, attractive, well-cooked, and at the right temperature.	
Environmental Deficiencies	Keep all essential equipment working safely.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Resident Rights Deficiencies	Give the resident's legal representative the same rights as the resident.	Isolated
Quality Care Deficiencies	Make sure that residents receive	Pattern

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	LLC	AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395075	NEW EASTWOOD CARE & REHABILITATION CENTER	2125 FAIRVIEW AVENUE
395868	HEARTHSIDE REHABILITATION AND NURSING CENTER, THE	450 WAUPELANI DRIVE
395566	HIGHLAND MANOR NURSING AND CON	750 SCHOOLEY AVENUE
395429	MANORCARE HEALTH SERVICES-BETHLEHEM (2021)	2021 WESTGATE DRIVE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395720	HOMESTEAD VILLAGE, INC	1800 VILLAGE CIRCLE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	12/18/2008
EASTON	PA	18042	12/17/2008
STATE COLLEGE	PA	16801	12/17/2008
EXETER	PA	18643	12/16/2008
BETHLEHEM	PA	18017	12/12/2008
MCKEESPORT	PA	15132	12/11/2008
LANCASTER	PA	17604	12/11/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/17/2009	Health
12/30/2008	Health
12/26/2008	Health
03/03/2009	Health
01/21/2009	Health
01/13/2009	Health
01/31/2009	Health

	treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395512	MANORCARE HEALTH SERVICES-SUNBURY	800 COURT ST, CIRCLE DRIVE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN PIKE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SUNBURY	PA	17801	12/10/2008
PLYMOUTH MEETING	PA	19462	12/09/2008
PLYMOUTH MEETING	PA	19462	12/09/2008
SCRANTON	PA	18505	12/09/2008
SCRANTON	PA	18505	12/09/2008
SCRANTON	PA	18505	12/09/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/23/2008	Health
01/23/2009	Health
01/23/2009	Health
02/12/2009	Health
02/12/2009	Health
02/12/2009	Health

	be transferred or discharged.	
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395013	ELDERCREST NURSING CENTER	2600 WEST RUN ROAD
395203	PROSPECT PARK HEALTH AND REHAB	815 CHESTER PIKE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE
395251	SHADYSIDE NURSING AND REHABILITATION CENTER	5609 FIFTH AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WILKES BARRE	PA	18711	12/08/2008
MUNHALL	PA	15120	12/05/2008
PROSPECT PARK	PA	19076	12/05/2008
PITTSBURGH	PA	15232	12/05/2008
PITTSBURGH	PA	15232	12/05/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/18/2008	Health
01/07/2009	Health
01/01/2009	Health
01/20/2009	Health
01/20/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	catheter, unless it is necessary.	
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
395414	LACKAWANNA HEALTH AND REHAB CENTER	108 TERRACE DRIVE
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395367	OXFORD HEALTH CENTER	7 EAST LOCUST STREET
395817	MANORCARE HEALTH SERVICES-YARDLEY	1480 OXFORD VALLEY ROAD
396120	PHOEBE WYNCOTE	208 FERNBROOK AVENUE
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE

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Based on Nursing Home Compare - Complaint Deficiency

OLYPHANT	PA	18447	12/05/2008
OLYPHANT	PA	18447	12/05/2008
MERCER	PA	16137	12/05/2008
MERCER	PA	16137	12/05/2008
MERCER	PA	16137	12/05/2008
MERCER	PA	16137	12/05/2008
OXFORD	PA	19363	12/04/2008
YARDLEY	PA	19067	12/04/2008
WYNCOTE	PA	19095	12/04/2008
DUNCANNON	PA	17020	12/03/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

02/27/2009	Health
02/27/2009	Health
01/31/2009	Health
01/31/2009	Health
01/31/2009	Health
01/31/2009	Health
12/31/2008	Health
01/06/2009	Health
01/21/2009	Health
01/20/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Hire a qualified dietician.	Isolated
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Pattern
Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Actual harm

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395892	LATROBE HEALTH AND REHABILITATION CENTER	576 FRED ROGERS DRIVE
395623	GRANDVIEW HEALTH HOMES, INC	49 WOODBINE LANE
395845	CRANBERRY PLACE	5 SAINT FRANCIS WAY
396093	RICHFIELD SENIOR LIVING AND REHABILITATION CENTER	PO BOX 248, 631 MAIN STREET
396093	RICHFIELD SENIOR LIVING AND REHABILITATION CENTER	PO BOX 248, 631 MAIN STREET
395232	HOSPITALITY CARE CENTER OF HER	3726 EAST STATE STREET
395742	SOUTHWESTERN NURSING CENTER	500 LEWIS RUN ROAD
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LATROBE	PA	15650	12/03/2008
DANVILLE	PA	17821	12/02/2008
CRANBERRY TOWNSHIP	PA	16066	12/02/2008
RICHFIELD	PA	17086	12/02/2008
RICHFIELD	PA	17086	12/02/2008
HERMITAGE	PA	16148	11/26/2008
PITTSBURGH	PA	15122	11/26/2008
ALLENTOWN	PA	18103	11/26/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/30/2008	Health
12/26/2008	Health
12/29/2008	Health
01/19/2009	Health
01/02/2009	Health
01/25/2009	Fire Safety
01/06/2009	Health
01/14/2009	Health

	dehydration.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated
Nutrition and Dietary Deficiencies	Use properly trained paid feeding assistants, provide licensed nursing supervision of the feeding assistants, or properly monitor the feeding of its residents.	Isolated
Building Service Equipment Deficiencies	an externally vented heating system.	Widespread
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Widespread
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD

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Based on Nursing Home Compare - Complaint Deficiency

ALLENTOWN	PA	18103	11/26/2008
WILLIAMSPORT	PA	17701	11/26/2008
TUNKHANNOCK	PA	18657	11/25/2008
TUNKHANNOCK	PA	18657	11/25/2008
TUNKHANNOCK	PA	18657	11/25/2008
TUNKHANNOCK	PA	18657	11/25/2008
TUNKHANNOCK	PA	18657	11/25/2008
TUNKHANNOCK	PA	18657	11/25/2008
HARRISBURG	PA	17112	11/24/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/14/2009	Health
01/05/2009	Health
01/13/2009	Health
01/13/2009	Health
01/13/2009	Health
01/13/2009	Health
01/13/2009	Health
01/05/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	training for the nurse aides.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395819	CARING HEART REHABILITATION AND NURSING CENTER	6445 GERMANTOWN AVENUE
395816	LUTHERAN HOME AT KANE, THE	100 HIGH POINT DRIVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

HARRISBURG	PA	17112	11/24/2008
HARRISBURG	PA	17112	11/24/2008
HARRISBURG	PA	17112	11/24/2008
HAZLETON	PA	18202	11/21/2008
PHILADELPHIA	PA	19119	11/21/2008
KANE	PA	16735	11/20/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/05/2009	Health
01/05/2009	Health
01/05/2009	Health
12/23/2008	Health
12/02/2008	Health
12/30/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SHENANDOAH	PA	17976	11/20/2008
SHENANDOAH	PA	17976	11/20/2008
SHENANDOAH	PA	17976	11/20/2008
SHENANDOAH	PA	17976	11/20/2008
SHENANDOAH	PA	17976	11/20/2008
SHENANDOAH	PA	17976	11/20/2008
SHENANDOAH	PA	17976	11/20/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

03/17/2009	Health
03/17/2009	Health
03/17/2009	Health
02/25/2009	Health
02/25/2009	Health
02/25/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Resident Rights Deficiencies	Give the resident's legal representative the same rights as the resident.	Pattern
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Quality Care Deficiencies	Prevent a loss in range of motion among residents who entered the nursing home with a full range of motion.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396076	BALA NURSING AND RETIREMENT CE	4001 FORD ROAD
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395735	LIFEQUEST NURSING CENTER	2450 JOHN FRIES HIGHWAY
395917	BRINTON MANOR	549 BALTIMORE PIKE
395917	BRINTON MANOR	549 BALTIMORE PIKE
395917	BRINTON MANOR	549 BALTIMORE PIKE
395974	MONTICELLO HOUSE	1048 W BALTIMORE AVENUE
395273	GOLDEN LIVINGCENTER-SCRANTON	824 ADAMS AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19131	11/19/2008
QUAKERTOWN	PA	18951	11/18/2008
QUAKERTOWN	PA	18951	11/18/2008
QUAKERTOWN	PA	18951	11/18/2008
GLEN MILLS	PA	19342	11/18/2008
GLEN MILLS	PA	19342	11/18/2008
GLEN MILLS	PA	19342	11/18/2008
MEDIA	PA	19063	11/18/2008
SCRANTON	PA	18510	11/14/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/18/2009	Health
01/07/2009	Health
01/07/2009	Health
01/07/2009	Health
01/06/2009	Health
01/06/2009	Health
01/06/2009	Health
12/27/2008	Health
12/29/2008	Health

	highest quality of life possible.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Nutrition and Dietary Deficiencies	Provide food in a way that meets a resident's needs.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395717	LINWOOD NURSING AND REHABILITATION CENTER	100 LINWOOD AVENUE
395090	CHURCH OF THE BRETHREN HOME	277 HOFFMAN AVENUE
395633	HAVENCREST NURSING CENTER	1277 COUNTRY CLUB ROAD
395300	WEXFORD HOUSE NURSING CENTER	9850 OLD PERRY HIGHWAY
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SCRANTON	PA	18505	11/14/2008
SCRANTON	PA	18505	11/14/2008
WINDBER	PA	15963	11/13/2008
MONONGAHELA	PA	15063	11/13/2008
WEXFORD	PA	15090	11/12/2008
BERWICK	PA	18603	11/12/2008
PHILADELPHIA	PA	19130	11/12/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/15/2008	Health
12/15/2008	Health
12/19/2008	Health
01/06/2009	Health
12/10/2008	Health
12/02/2008	Health
11/21/2008	Health

	that meets all of a resident's needs, with timetables and actions that can be measured.	
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern

harm

Potential for minimal harm

Potential for minimal harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395478	PHILADELPHIA NURSING HOME	GIRARD AND CORINTHIAN AVE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395542	MOUNTAIN TOP SENIOR CARE AND REHAB CENTER	185 SOUTH MOUNTAIN BOULEVARD
395989	MANORCARE HEALTH SERVICES-MERCY FI	600 SOUTH WYCOMBE AVE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PHILADELPHIA	PA	19130	11/12/2008
PITTSBURGH	PA	15232	11/10/2008
PITTSBURGH	PA	15232	11/10/2008
PITTSBURGH	PA	15232	11/10/2008
MOUNTAIN TOP	PA	18707	11/10/2008
YEADON	PA	19050	11/06/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/21/2008	Health
12/03/2008	Health
12/03/2008	Health
12/03/2008	Health
12/08/2008	Health
12/02/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Administration Deficiencies	Give or get x-rays and other tests to meet the needs of residents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Widespread
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Potential for minimal harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
396083	STERLING HEALTH CARE AND REHAB CENTER	318 SOUTH ORANGE STREET
395374	MANORCARE HEALTH SERVICES-YEADON	LANSDOWNE AND LINCOLN AVE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395719	RIVERSIDE CARE CENTER	100 EIGHTH AVENUE
395354	SILVER STREAM CENTER	905 PENLLYN PK PO BOX 397

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MEDIA	PA	19063	11/05/2008
MEDIA	PA	19063	11/05/2008
MEDIA	PA	19063	11/05/2008
MEDIA	PA	19063	11/05/2008
YEADON	PA	19050	11/04/2008
MCKEESPORT	PA	15132	11/03/2008
MCKEESPORT	PA	15132	11/03/2008
MCKEESPORT	PA	15132	11/03/2008
MCKEESPORT	PA	15132	11/03/2008
SPRING HOUSE	PA	19477	10/30/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

01/04/2009	Health
01/04/2009	Health
01/04/2009	Health
01/04/2009	Health
11/05/2008	Health
12/16/2008	Health
12/16/2008	Health
12/16/2008	Health
12/16/2008	Health
11/15/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Environmental Deficiencies	Keep all essential equipment working safely.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing,	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

		BOX 397
395354	SILVER STREAM CENTER	905 PENLLYN PK PO BOX 397
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SPRING HOUSE	PA	19477	10/30/2008
COLUMBIA	PA	17512	10/30/2008
PITTSBURGH	PA	15206	10/30/2008
MALVERN	PA	19355	10/30/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/15/2008	Health
12/29/2008	Health
11/10/2008	Health
12/17/2008	Health

	legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Mistreatment Deficiencies	1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395730	LAKESIDE NURSING CENTER	245 OLD LAKE ROAD
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395394	DEVON MANOR	235 LANCASTER

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MALVERN	PA	19355	10/30/2008
DALLAS	PA	18612	10/30/2008
DALLAS	PA	18612	10/30/2008
DALLAS	PA	18612	10/30/2008
PITTSBURGH	PA	15221	10/30/2008
PITTSBURGH	PA	15221	10/30/2008
DEVON	PA	19333	10/29/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/17/2008	Health
12/10/2008	Health
12/10/2008	Health
12/10/2008	Health
12/29/2008	Health
12/29/2008	Health
11/12/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Pattern
Mistreatment Deficiencies	Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Quality Care Deficiencies	Give each resident care and	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		AVENUE
395428	MANOR AT SUSQUEHANNA VILLAGE,THE	990 MEDICAL ROAD
395644	LAURELS HEALTH AND REHAB AT MID VALLEY, THE	81 STURGES ROAD
395986	KITTANNING CARE CENTER	120 KITTANNING CARE DRIVE
395986	KITTANNING CARE CENTER	120 KITTANNING CARE DRIVE
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395672	VILLAGE AT LUTHER SQUARE, THE	149 WEST 22ND STREET
395109	BEAVER ELDER CARE AND REHAB	616 GOLF COURSE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MILLERSBURG	PA	17061	10/29/2008
PECKVILLE	PA	18452	10/29/2008
KITTANNING	PA	16201	10/29/2008
KITTANNING	PA	16201	10/29/2008
ERIE	PA	16502	10/28/2008
ERIE	PA	16502	10/28/2008
ALIQUIPPA	PA	15001	10/27/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/29/2008	Health
12/26/2008	Health
12/08/2008	Health
12/08/2008	Health
11/18/2008	Health
11/18/2008	Health
12/15/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	services to get or keep the highest quality of life possible.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Resident Rights Deficiencies	Keep each resident's personal	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual

		ROAD
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395936	WAYNE WOODLANDS MANOR	37 WOODLANDS DRIVE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395582	MOUNTAIN CITY NURSING AND REHABILITATION CENTER	403 HAZLE TOWNSHIP BOULEVARD
395760	MANORCARE HEALTH SERVICES-ALLENTOWN	1265 SOUTH CEDAR CREST BLVD
395764	GOLDEN LIVINGCENTER-STENTON	7310 STENTON AVENUE
395860	LOYALHANNA CARE CENTER	535 MCFARLAND ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

WAYMART	PA	18472	10/27/2008
WAYMART	PA	18472	10/27/2008
BRYN MAWR	PA	19010	10/23/2008
HAZLETON	PA	18202	10/23/2008
HAZLETON	PA	18202	10/23/2008
ALLENTOWN	PA	18103	10/23/2008
PHILADELPHIA	PA	19150	10/23/2008
LATROBE	PA	15650	10/23/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/04/2008	Health
12/04/2008	Health
12/08/2008	Health
12/23/2008	Health
12/23/2008	Health
11/18/2008	Health
11/21/2008	Health
11/13/2008	Health

	and medical records private and confidential.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Resident Rights Deficiencies	Let the resident or the resident's representative look at all records.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		ROAD
395514	VALLEY VIEW HOME	301 VALLEY VIEW BLVD
395774	CONESTOGA VIEW	900 EAST KING STREET
396071	CLEPPER MANOR	959 EAST STATE STREET
396071	CLEPPER MANOR	959 EAST STATE STREET
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395421	BERWICK RETIREMENT VILLAGE NRS	801 EAST 16TH STREET
395496	WILLOWBROOKE COURT-FORT WASH	735 SUSQUEHANNA ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ALTOONA	PA	16602	10/22/2008
LANCASTER	PA	17602	10/22/2008
SHARON	PA	16146	10/22/2008
SHARON	PA	16146	10/22/2008
PITTSBURGH	PA	15232	10/21/2008
BERWICK	PA	18603	10/21/2008
BERWICK	PA	18603	10/21/2008
FORT WASHINGTON	PA	19034	10/20/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/10/2008	Health
11/20/2008	Health
12/01/2008	Health
12/01/2008	Health
11/25/2008	Health
12/02/2008	Health
12/02/2008	Health
11/03/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	services to get or keep the highest quality of life possible.	
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Administration Deficiencies	Give or get lab tests to meet the needs of residents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395041	TWINBROOK MEDICAL CENTER	3805 FIELD STREET
395270	FOREST PARK HEALTH CENTER	700 WALNUT BOTTOM ROAD
395695	GREENERY SPECIALTY CARE CENTER (OF CANONSBURG)	2200 HILL CHURCH-HOUSTON ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD
395372	JEWISH HOME OF GREATER HARRISB	4000 LINGLESTOWN ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

ERIE	PA	16511	10/17/2008
CARLISLE	PA	17013	10/17/2008
CANONSBURG	PA	15317	10/17/2008
HARRISBURG	PA	17112	10/16/2008
HARRISBURG	PA	17112	10/16/2008
HARRISBURG	PA	17112	10/16/2008
HARRISBURG	PA	17112	10/16/2008
HARRISBURG	PA	17112	10/16/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/11/2008	Health
11/17/2008	Health
11/05/2008	Health
11/15/2008	Health
02/09/2009	Health
11/15/2008	Health
11/15/2008	Health
01/05/2009	Health

	plan.	
Nutrition and Dietary Deficiencies	Make sure that residents are well nourished.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Provide needed housekeeping and maintenance.	Pattern
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395875	HOMETOWN NURSING AND REHAB CEN	149 LAFAYETTE AVENUE
395148	TIMBER RIDGE HEALTH CENTER	1555 EAST END BOULEVARD PLAINS TWP
395282	SAINT FRANCIS COUNTRY HOUSE	1412 LANSDOWNE AVENUE
395435	WESTMORELAND MANOR	2480 SOUTH GRAND

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TAMAQUA	PA	18252	10/16/2008
TAMAQUA	PA	18252	10/16/2008
TAMAQUA	PA	18252	10/16/2008
TAMAQUA	PA	18252	10/16/2008
WILKES BARRE	PA	18711	10/15/2008
DARBY	PA	19023	10/15/2008
GREENSBURG	PA	15601	10/15/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/17/2008	Health
11/17/2008	Health
11/17/2008	Health
11/17/2008	Health
10/29/2008	Health
11/21/2008	Health
11/25/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern
Pharmacy Service Deficiencies	At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Pattern
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual

		BLVD
395435	WESTMORELAND MANOR	2480 SOUTH GRAND BLVD
395462	BROOKMONT HEALTHCARE CENTER LLC	P.O. BOX 50, BROOKMONT DR
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
395708	PRAXIS ALZHEIMER'S FACILITY	500 WASHINGTON STREET
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395403	HARRISON SENIOR LIVING OF CHRISTIANA	41 NEWPORT AVENUE
395913	MANORCARE HEALTH SERVICES-HUNTINGDON VALLEY	3430 HUNTINGDON PIKE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER LLC	200 PENNSYLVANIA AVENUE
395929	RIDGEVIEW HEALTHCARE & REHAB CENTER	200 PENNSYLVANIA

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

GREENSBURG	PA	15601	10/15/2008
EFFORT	PA	18330	10/14/2008
EASTON	PA	18042	10/14/2008
EASTON	PA	18042	10/14/2008
CHRISTIANA	PA	17509	10/10/2008
CHRISTIANA	PA	17509	10/10/2008
HUNTINGDON VALLEY	PA	19006	10/10/2008
SHENANDOAH	PA	17976	10/10/2008
SHENANDOAH	PA	17976	10/10/2008
SHENANDOAH	PA	17976	10/10/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/25/2008	Health
12/01/2008	Health
12/08/2008	Health
12/08/2008	Health
11/28/2008	Health
01/09/2009	Health
11/11/2008	Health
02/25/2009	Health
02/25/2009	Health
02/25/2009	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	area is free of dangers that cause accidents.	
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Pattern
Administration Deficiencies	post nurse staffing information.	Widespread
Environmental Deficiencies	Provide needed housekeeping	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	LLC	AVENUE
395068	HEARTLAND HEALTH CARE CENTER (PITTSBURGH)	550 SOUTH NEGLEY AVENUE
395460	CHRIST THE KING MANOR	1100 WEST LONG AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395311	BRYN MAWR EXTENDED CARE CENTER	956 RAILROAD AVENUE
395823	TOWNVIEW HEALTH AND REHABILITATION CENTER	300 BARR STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET
395893	CARE PAVILION NURSING AND REHABILITATION CENTER	6212 WALNUT STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15232	10/09/2008
DUBOIS	PA	15801	10/09/2008
BRYN MAWR	PA	19010	10/06/2008
BRYN MAWR	PA	19010	10/06/2008
CANONSBURG	PA	15317	10/06/2008
PHILADELPHIA	PA	19139	10/06/2008
PHILADELPHIA	PA	19139	10/06/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/07/2008	Health
11/11/2008	Health
12/08/2008	Health
01/15/2009	Health
10/25/2008	Health
12/05/2008	Health
12/05/2008	Health

	and maintenance.	
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Provide proof that all residents' personal money which is deposited with the nursing home, is secure.	Widespread
Resident Rights Deficiencies	Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.	Widespread
Nutrition and Dietary Deficiencies	Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395199	MANORCARE HEALTH SERVICES-LANCASTER	100 ABBEYVILLE ROAD
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395538	CONSULATE HEALTH CARE OF CHESWICK	3876 SAXONBURG BOULEVARD
395785	STONEBRIDGE HEALTH AND REHAB C	102 CHANDRA DRIVE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

LANCASTER	PA	17603	10/03/2008
PITTSBURGH	PA	15206	10/03/2008
CHESWICK	PA	15024	10/03/2008
DUNCANNON	PA	17020	10/03/2008
AMBLER	PA	19002	10/02/2008
AMBLER	PA	19002	10/02/2008
AMBLER	PA	19002	10/02/2008
AMBLER	PA	19002	10/02/2008
AMBLER	PA	19002	10/02/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

12/02/2008	Health
10/20/2008	Health
11/04/2008	Health
11/05/2008	Health
10/17/2008	Health
10/17/2008	Health
10/17/2008	Health
10/17/2008	Health
10/17/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Administration Deficiencies	1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395324	LITTLE FLOWER MANOR OF DIOCESE	200 S. MEADE STREET
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

AMBLER	PA	19002	10/02/2008
WILKES BARRE	PA	18702	10/02/2008
WILKES BARRE	PA	18702	10/02/2008
NORRISTOWN	PA	19401	10/02/2008
CORAOPOLIS	PA	15108	10/02/2008
CORAOPOLIS	PA	15108	10/02/2008
CORAOPOLIS	PA	15108	10/02/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/17/2008	Health
12/01/2008	Health
12/01/2008	Health
10/17/2008	Health
11/11/2008	Health
11/11/2008	Health
11/11/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	accidents.	
Pharmacy Service Deficiencies	1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395603	CARING HEIGHTS COMMUNITY CARE & REHAB CTR	234 CORAOPOLIS ROAD
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395433	GOLDEN LIVINGCENTER-TUNKHANNOCK	30 VIRGINIA DRIVE
395771	LAKESIDE AT WILLOW VALLEY	300 WILLOW VALLEY LAKES DRIVE
396088	MAPLE WINDS CARE CENTER	4112 SPRING HILL ROAD
395801	QUADRANGLE	3300 DARBY ROAD

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Based on Nursing Home Compare - Complaint Deficiency

CORAOPOLIS	PA	15108	10/02/2008
TUNKHANNOCK	PA	18657	10/01/2008
TUNKHANNOCK	PA	18657	10/01/2008
TUNKHANNOCK	PA	18657	10/01/2008
WILLOW STREET	PA	17584	10/01/2008
PORTAGE	PA	15946	10/01/2008
HAVERFORD	PA	19041	09/30/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/11/2008	Health
10/14/2008	Health
10/14/2008	Health
10/14/2008	Health
10/31/2008	Health
10/15/2008	Health
11/14/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

396090	PRESTON RESIDENCE	200 SYCAMORE DRIVE
395395	COLONIAL PARK CARE CENTER	800 KING RUSS ROAD
395074	SPRING CREEK REHABILITATION AND HEALTH CARE CENTER	1205 SOUTH 28TH STREET
395142	GOLDEN LIVINGCENTER-BLUE RIDGE MOUNTAIN	3625 NORTH PROGRESS AVE
395950	CENTENNIAL VILLAGE	4400 WEST GIRARD AVENUE
395950	CENTENNIAL VILLAGE	4400 WEST GIRARD AVENUE
396058	AVALON SPRINGS NURSING CENTER	745 GREENVILLE ROAD
395394	DEVON MANOR	235 LANCASTER AVENUE

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Based on Nursing Home Compare - Complaint Deficiency

WEST GROVE	PA	19390	09/30/2008
HARRISBURG	PA	17109	09/26/2008
HARRISBURG	PA	17111	09/25/2008
HARRISBURG	PA	17110	09/25/2008
PHILADELPHIA	PA	19104	09/25/2008
PHILADELPHIA	PA	19104	09/25/2008
MERCER	PA	16137	09/25/2008
DEVON	PA	19333	09/24/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/15/2008	Health
11/18/2008	Health
09/30/2008	Health
10/24/2008	Health
11/11/2008	Health
11/11/2008	Health
10/28/2008	Health
10/15/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Environmental Deficiencies	Keep safe, clean and homelike surroundings.	Pattern
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Based on Nursing Home Compare - Complaint Deficiency

395334	CHESTNUT HILL LODGE HEALTH AND REHAB CTR	8833 STENTON AVENUE
395903	NORTH HILLS HEALTH AND REHABILITATION CENTER	194 SWINDERMAN ROAD
395903	NORTH HILLS HEALTH AND REHABILITATION CENTER	194 SWINDERMAN ROAD
396003	MANORCARE HEALTH SERVICES-MONROEVILLE	885 MACBETH DRIVE
395915	KINKORA PYTHIAN HOME	25 COVE ROAD
395767	ROSE VIEW CENTER	1201 RURAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE

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Based on Nursing Home Compare - Complaint Deficiency

WYNDMOOR	PA	19038	09/23/2008
WEXFORD	PA	15090	09/22/2008
WEXFORD	PA	15090	09/22/2008
MONROEVILLE	PA	15146	09/22/2008
DUNCANNON	PA	17020	09/20/2008
WILLIAMSPORT	PA	17701	09/19/2008
YORK	PA	17403	09/18/2008

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Based on Nursing Home Compare - Complaint Deficiency

10/22/2008	Health
10/09/2008	Health
10/09/2008	Health
10/09/2008	Health
10/03/2008	Health
10/21/2008	Health
10/28/2008	Health

	highest quality of life possible.	
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Resident Rights Deficiencies	Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Pharmacy Service Deficiencies	Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

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Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395168	COLONIAL MANOR NURSING HOME	970 COLONIAL AVENUE
395354	SILVER STREAM CENTER	905 PENLLYN PK PO BOX 397
395354	SILVER STREAM CENTER	905 PENLLYN PK PO BOX 397
395491	PLEASANT VALLEY MANOR, INC	4227 MANOR DRIVE
395666	SKY VUE TERRACE	2170 RHINE STREET
395666	SKY VUE TERRACE	2170 RHINE STREET

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Based on Nursing Home Compare - Complaint Deficiency

YORK	PA	17403	09/18/2008
YORK	PA	17403	09/18/2008
SPRING HOUSE	PA	19477	09/18/2008
SPRING HOUSE	PA	19477	09/18/2008
STROUDSBURG	PA	18360	09/18/2008
PITTSBURGH	PA	15212	09/17/2008
PITTSBURGH	PA	15212	09/17/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/28/2008	Health
10/28/2008	Health
11/04/2008	Health
11/04/2008	Health
11/17/2008	Health
10/15/2008	Health
10/15/2008	Health

	physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	
Quality Care Deficiencies	Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Pattern
Quality Care Deficiencies	Give professional services that follow each resident's written care plan.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395765	MARIAN MANOR CORPORATION	2695 WINCHESTER DRIVE
395812	LAURELWOOD CARE CENTER	100 WOODMONT ROAD
395010	NESHAMINY MANOR HOME	1660 EASTON ROAD
395010	NESHAMINY MANOR HOME	1660 EASTON ROAD
395058	REST HAVEN-YORK	1050 SOUTH GEORGE STREET
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395176	AMBLER EXTENDED CARE CENTER	32 SOUTH BETHLEHEM PIKE
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395427	LUTHERAN HOME AT HOLLIDAYSBURG	916 HICKORY STREET
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE

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Based on Nursing Home Compare - Complaint Deficiency

PITTSBURGH	PA	15220	09/17/2008
JOHNSTOWN	PA	15905	09/17/2008
WARRINGTON	PA	18976	09/16/2008
WARRINGTON	PA	18976	09/16/2008
YORK	PA	17403	09/16/2008
AMBLER	PA	19002	09/16/2008
AMBLER	PA	19002	09/16/2008
HOLLIDAYSBURG	PA	16648	09/16/2008
HOLLIDAYSBURG	PA	16648	09/16/2008
KINGSTON	PA	18704	09/16/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

11/06/2008	Health
10/10/2008	Health
10/08/2008	Health
10/08/2008	Health
10/17/2008	Health
10/16/2008	Health
10/16/2008	Health
11/06/2008	Health
11/06/2008	Health
11/06/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Resident Rights Deficiencies	Provide services to meet the needs and preferences of each resident.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Isolated
Quality Care Deficiencies	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated
Quality Care Deficiencies	Make sure that each resident's nutritional needs were met.	Isolated
Quality Care Deficiencies	Provide activities to meet the needs of each resident.	Isolated
Administration Deficiencies	Keep accurate and appropriate medical records.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
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Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

	THE	
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395905	LAURELS HEALTH & REHAB AT KINGSTON, THE	702 THIRD AVENUE
395423	FORBES CENTER FOR REHAB AND HEALTHCARE LLC	6655 FRANKSTOWN AVENUE
395223	GOLDEN LIVINGCENTER-WEST SHORE	770 POPLAR CHURCH ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD

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Based on Nursing Home Compare - Complaint Deficiency

KINGSTON	PA	18704	09/16/2008
KINGSTON	PA	18704	09/16/2008
KINGSTON	PA	18704	09/16/2008
KINGSTON	PA	18704	09/16/2008
PITTSBURGH	PA	15206	09/15/2008
CAMP HILL	PA	17011	09/12/2008
SHIPPENSBURG	PA	17257	09/12/2008

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Based on Nursing Home Compare - Complaint Deficiency

11/24/2008	Health
11/06/2008	Health
11/24/2008	Health
11/24/2008	Health
10/06/2008	Health
10/21/2008	Health
10/07/2008	Health

	medical records.	
Administration Deficiencies	Set up or keep a group of people to review and ensure quality.	Pattern
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Pattern
Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
395964	SHIPPENSBURG HEALTH CARE CENTE	121 WALNUT BOTTOM ROAD
396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE ROAD
396024	MARY ELLEN CONVALESCENT HOME,	1896 LEITHSVILLE ROAD
395496	WILLOWBROOKE COURT-FORT WASH	735 SUSQUEHANNA ROAD
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD
395217	RICHBORO REHABILITATION AND NURSING CENTER	253 TWINING FORD ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

SHIPPENSBURG	PA	17257	09/12/2008
SHIPPENSBURG	PA	17257	09/12/2008
HELLERTOWN	PA	18055	09/12/2008
HELLERTOWN	PA	18055	09/12/2008
FORT WASHINGTON	PA	19034	09/11/2008
COAL TOWNSHIP	PA	17866	09/09/2008
COAL TOWNSHIP	PA	17866	09/09/2008
RICHBORO	PA	18954	09/09/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/14/2008	Health
10/14/2008	Health
10/03/2008	Health
10/03/2008	Health
10/03/2008	Health
10/03/2008	Health
10/03/2008	Health
10/15/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Widespread
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Quality Care Deficiencies	Give or get special rehabilitation if in the patient's plan of care.	Isolated
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Widespread

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Potential for minimal harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395446	TOWNE MANOR EAST	2004 OLD ARCH ROAD
395660	CLAREMONT NRC OF CUMBERLAND CO	375 CLAREMONT ROAD
395660	CLAREMONT NRC OF CUMBERLAND CO	375 CLAREMONT ROAD
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395883	VILLAGE AT PENNWOOD	909 WEST STREET
395019	ARISTACARE AT MEADOW SPRINGS	845 GERMANTOWN

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

NORRISTOWN	PA	19401	09/09/2008
NORRISTOWN	PA	19401	09/09/2008
CARLISLE	PA	17013	09/08/2008
CARLISLE	PA	17013	09/08/2008
PITTSBURGH	PA	15221	09/08/2008
PITTSBURGH	PA	15221	09/08/2008
PITTSBURGH	PA	15221	09/08/2008
PLYMOUTH	PA	19462	09/05/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/26/2008	Health
09/26/2008	Health
10/10/2008	Health
10/10/2008	Health
10/13/2008	Health
10/13/2008	Health
10/13/2008	Health
09/19/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Nutrition and Dietary Deficiencies	Store, cook, and give out food in a safe and clean way.	Isolated
Quality Care Deficiencies	Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated
Quality Care Deficiencies	Give professional services that meet a professional standard of quality.	Isolated
Pharmacy Service Deficiencies	Properly mark drugs and other similar products.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Resident Assessment Deficiencies	Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern
Quality Care Deficiencies	Give professional services that	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual harm
Minimal harm or potential for actual

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

		PIKE
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
395118	CHICORA MEDICAL CENTER	DONEGAL TOWNSHIP, BOX Q
395400	SUSQUEHANNA VALLEY NURSING & REHABILITATION CENTER	745 CHIQUES HILL ROAD
395438	BARBARA J. EGAN NURSING AND RE	200 LUTHER ROAD
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MEETING			
CHICORA	PA	16025	09/05/2008
CHICORA	PA	16025	09/05/2008
CHICORA	PA	16025	09/05/2008
CHICORA	PA	16025	09/05/2008
COLUMBIA	PA	17512	09/05/2008
SHREWSBURY	PA	17361	09/05/2008
MALVERN	PA	19355	09/05/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/31/2008	Health
10/31/2008	Health
10/31/2008	Health
10/31/2008	Health
10/15/2008	Health
10/31/2008	Health
09/25/2008	Health

	follow each resident's written care plan.	
Resident Rights Deficiencies	Let the resident refuse treatment or refuse to take part in an experiment.	Isolated
Resident Rights Deficiencies	Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Isolated
Resident Rights Deficiencies	Try to resolve each resident's complaints quickly.	Isolated
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395519	CHESTER VALLEY REHAB AND NURSING CENTER	283 EAST LANCASTER AVENUE
395094	BERKS HEIM	1011 BERKS ROAD
395205	LANCASHIRE HALL	2829 LITITZ PIKE
395331	MOUNTAIN LAUREL NRC	700 LEONARD STREET
395364	MANORCARE HEALTH SERVICES-WILLIAMSPORT NORTH	300 LEADER DRIVE
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

MALVERN	PA	19355	09/05/2008
MALVERN	PA	19355	09/05/2008
LEESPORT	PA	19533	09/03/2008
LANCASTER	PA	17601	09/03/2008
CLEARFIELD	PA	16830	09/03/2008
WILLIAMSPORT	PA	17701	09/03/2008
TAYLOR	PA	18517	09/03/2008
TAYLOR	PA	18517	09/03/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

09/25/2008	Health
09/25/2008	Health
09/22/2008	Health
09/30/2008	Health
10/07/2008	Health
09/30/2008	Health
10/03/2008	Health
10/03/2008	Health

	accidents.	
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Widespread
Administration Deficiencies	Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated
Quality Care Deficiencies	Give each resident care and services to get or keep the highest quality of life possible.	Isolated
Quality Care Deficiencies	Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated
Environmental Deficiencies	Have a program to keep infection from spreading.	Pattern

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395564	RIVERSIDE REHABILITATION AND NURSING CENTER	500 WEST HOSPITAL STREET
395045	MOUNTAIN VIEW, A NURSING AND REHABILITATION CENTE	2050 TREVORTON ROAD

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

TAYLOR	PA	18517	09/03/2008
TAYLOR	PA	18517	09/03/2008
COAL TOWNSHIP	PA	17866	09/02/2008

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

10/03/2008	Health
10/03/2008	Health
10/03/2008	Health

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated
Environmental Deficiencies	Make sure that the nursing home area is free of dangers that cause accidents.	Isolated

Survey Window

Based on Nursing Home Compare - Complaint Deficiency

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Actual harm